Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brad Raffensperger, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

Verida, Inc. a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number 23296311

Date Inc/Auth/Filed: 01/27/2000

Jurisdiction : Georgia
Print Date : 07/12/2022

Form Number : 211

1776

Brad Raffensperger

Brad Raffensperger Secretary of State



Arkansas Secretary of State Cole Jester

State Capitol Building ◆ Little Rock, Arkansas 72201-1094 ◆ 501-682-3409

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b To verify the Authorization Code, visit sos.arkansas.gov Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
		Total Document F	ees	\$0.00

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly.robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sosarkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

MAADV	ENTITY	TVDE
IVIARA		ITE

Corporation-Profit Corporation-Nonpro Limited Liability Cor	fit Partnership	Limited Series LLC/	ility Limited Partnership Protected Series
Name of entity: Verida	a, Inc.		
New foreign address: 8	13 Dailas Hwy		
		Address	
	Villa Rica	<u>GA</u>	30180
	City	State	Zip Code
lass C misdemeanor and is	igning a false document with th punishable by a fine up to \$10 day of April	ne intent to file with the Arkansas Se 0.00 and /or imprisonment up to 30 , 2025	cretary of State is a days.
		*	
Dena Adams-McNeish BOCDIBAABBITAFI		Dena Adams-McNeis	h
gnature of Authorized Officer		Printed Name	
		Chief Development O	fficer
		Title of Authorized Officer	

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

	MARK ENTIT	Y TYPE	
✓ Corporation-Profit	General Part	tnership Limited Liabilit	ty Limited Partnership
Corporation-Nonprofit	Limited Part		otected Series
\vdash	Prince	noronap	
Limited Liability Compa	Limited Liab	ility Partnership Other	
1. Name of entity: Verida, I	nc.		(in)
2. Is the entity: Dome			
3. New principal office address	- Danas Hwy	Address	
	Villa Rica	C A	20100
	VIIIa Rica	GA	30180
	City	State	Zip Code
I understand that knowingly sign C misdemeanor and is punishab	ing a false document with the le by a fine up to \$100.00 an	e intent to file with the Arkansas Secret down imprisonment up to 30 days.	etary of State is a Class
Executed this 28	day of April	2025	(i)
Executed triis	uay or		 ·
DocuSigned by:			
Dena Adams-McNish		Dena Adams-McNeish	Chief Development Officer
Signature of Authorized Officer	*	Printed Name and Title of Authorized Officer	,

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

	PROSPEC	TIVE CONTR	ACTOR'S INFO	RMAT	ION	KIND BUY	MAN TO MEN
Company:	Verida, Inc.			Marie Control			
Address:	843 Dallas Hwy						
City:	Villa Rica		State:	75%	Ga	Zip Code:	30180
Business Designation:	☐ Individual ☐ Partnership	□ Sole ■ Corp	Proprietorship oration			☐ Public Servi	
Minority and Women-Owned Designation*;	■ Not Applicable □ African American □ Asian American AR Certification #:	■ Not Applicable □ American Indian □ Service Disabled Veteran □ African American □ Hispanic American □ Women-Owned					
			OR CONTACT I	NFOR	MATION	-Owned Busin atters	less Policy
Contact Person:	Dena Adams-McNeish		Title:		Chief Dev	/elopment O	fficer
Phone:	404-290-8581		Alternate Phone	91			
Email:	dadams@verida.com						
	CONF	IRMATION C	F REDACTED C	OPY			
☐ NO, a redacted	d copy of submission docum copy of submission docume be released if requested.			and a	full copy o	of non-redacte	ed submission
Note: If a redacte neither box pricing), will	d copy of the submission doc is checked, a copy of the not be released in response to a licitation for additional informa	n-redacted do any request n	cuments, with th	e exce	eption of f	inancial data	(other than
	COME	BINDED CER	TIFICATIONS FO	ORM		Fym Styl	
Prospective Contr Contracting with t	ractor has included, in this su he State of Arkansas.	bmission pac	ket, the signed A	ttachr	nent H-Co	mbined Certi	fications for
The signature below	ized to bind the Prospective w signifies agreement that an ctive Contractor's bid to be	y exception t	hat conflicts with			_	olicitation will
Authorized Signat	Dona Adama N	-M16 IcNeish			Chief D	evelopme	nt Officer
				ale: _	. 12		

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

this page. Vendor mus	ons to items in this section which of clearly explain the requested e r to which the exception applies.		
Exceptions to Requiren	nents shall cause the vendor's p	roposal to be disqualified.	

By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Verida, Inc.	Date:	7-1-25
Signature:	Dena adan-M. Man	Title:	Chief Development Officer
I .	Dena Adams-McNeish	2	

PROPOSED SUBCONTRACTORS FORM

Do not include additional information relating to subcontractors on this form or as an attachment to this
form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information Subcontractor's Company Name	Street Address	City, State, ZIP
Subcontractor's Company Name	Street Address	City, State, Zir
		11
		11

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.
By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.
Authorized Signature: Dena Adams-McNeish Printed Name: Dena Adams-McNeish Date: 7-1-25
Printed Name: Dena Adams-McNeish Date: 7-1-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- · Official Bid Price Sheet
- All documents provided in the bid response packet
- Copy of Vendor's Equal Opportunity Policy
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title: Equal Employment Opportunity		Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

☆ VERIDA

Scope:

Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility:

All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

-Signed by:

Dena adams-McNeish

1/31/2025

Corporate Officer

Date

-Signed by:

Shameka Clark Johnson

2/1/2025

Corporate Director/Manager

Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors

FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services
The following change(s) to the above referenced IFB have been made as designated below:
Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other
OTHER WAS A STATE OF THE PARTY
Attachment D – remove and replace with Attachment D Revised Terms and Conditions.
The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.
If you have any questions, please contact: Ian Cunningham, DHS.OP.Solicitations@dhs.arkansas.gov ; (501) 682-0120.
Dena Ada - Moles 7-1-25 Vendor Signature Date
Verida,Inc.
Company

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency Me	<u> </u>	
Change of specification(s) Additional specification(s) Change of bid opening date and tin Cancellation of bid X Other	ne	
	OTHER	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)
 Add Written Questions and Answer Bidders Library Add the following: 710-25-0 Add the following: 710-25-0 Solicitation – remove and replace well-action and Attachment C – remove and replace Response Packet – remove and replaced Additional Questions and Answers 	049 Exhibit 3 049 Exhibit 4 vith 710-25-049 Solicita e with Revised Attachn place with Revised 710	ation Revision 1 (Redline and Clean versions nent C (Redline and Clean versions) 0-25-049 Response Packet
Deadline for Receipt of Wri		June 26, 2025
Response to Written Quest	ions, On or About	June 30, 2025
The specifications by virtue of this addendu to return this signed addendum may result in the signed and the signed addendum may result in the signed and the signed addendum may result in the signed and the signed addendum may result in the signed and signed addendum may result in the signed and	m become a permaner n rejection of your prop lan Cunningham DHS.OP.Solicitations (501) 682-0120	
Dena adan-MeMer Vendor Signature	7-1-2 Date	25

Company

Contract Number					
Attachment Number					
Action Number		CONTRACT AND GRAN	T DISCLOSUR	CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM	
SUBCONTRACTOR: SUBCON	VIRACTOR NAME	on may result in a delay in obtaining a o	contract, lease, purch	subcontractor: Subcontractor:	jency.
TAXPAYER ID NAME: Verida, inc	inc.			STHISFOR Goods? Services?	oth?
YOUR LAST NAME: Adams-McNeish	Neish	FIRST NAME C	Dena	M.I.: M	
ADDRESS: 843 Dallas Hwy					
crry: Villa Rica		STATE:	GA ZIP CODE:	30180	country: United States
AS A CONDITION OF C	BTAINING	AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUS	OR RENEWIN	PURCHASE A	AGREEMENT, OSED:
		For	INDIVIDU	DUALS*	
Indicate below if: you, your spou Member, or State Employee:	se or the broth	er, sister, parent, or child of you or you	r spouse is a current o	Indicate below It: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:	il Officer, State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held [senator, representative, name of	For How Long?	What is the person(s) name and how are they related to you? [f.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	ey related to you?
	Current Former	-	From To	Person's Name(s)	Relation
General Assembly					
Constitutional Officer					
State Board or Commission Member					
State Employee			*****		
None of the above applies	es				
		FOR AN E	NTITY (BUSINESS) *	
Indicate below if any of the follow Officer, State Board or Commissi Member, or State Employee. Pos	ing persons, con Member, Sition of contro	urient or former, hold any position of con ate Employee, or the spouse, brother, s I means the power to direct the purchas	ntrol or hold any owns sister, parent, or child ing policies or influen	Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	he General Assembly, Constitutiona er, State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held (senator, representative, name of	For How Long?	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	ownership interest and/or
	Current Former	+-	YYMM YYMM	Person's Name(s)	Interest (%) Control
General Assembly Constitutional Officer					
State Board or Commission Member					
State Employee					
V None of the above annlies	PC				

Contract and Grant Disclosure and Certification Form	Action NumberContract and Grant Disclosure and Certification Form
--	---

Contract Number

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a of my contract with the state agency. whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement
- I will include the following language as a part of any agreement with a subcontractor

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violutes any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Fatlure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ω amount of the subcontract to the state agency. copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein. Signature Dun law - Maluil. Title Chief Development Officer Phone No. (404) 290-8581 Phone No. (404) 290-8581	f my knowledge and belief, all of the above iditions stated herein. Title Chief Development Officer Title Chief Development Officer	nformation is true and correct and Date 7-1-25 Phone No. (404) 290-8581
endor Contact Person Dena Adams-McNeish	Title Chief Development Officer	Phone No. (404) 290-8581
Agency use only Agency Agency Agency Agency Agency Agency Agency Contact Person	Agency Contact Contact Person Phone No.	Contract or Grant No.

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G. Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature: Duna M. adan McHa	Title: Chief Development Officer
Printed/Typed Name: Dena adams-Maleish	Date: 7-1-25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Members Served (2024)	Service Length	
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present	
Contact:	Elizabeth Pitman – Division of Medical Services Director Phone: (501) 682-4936			
Contract Overview				

Contract Overview

Verida provides NEMT services to eligible adults and children for rides to day treatment programs – Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weatherton, J.D. – Division of Developmental Disabilities Services Director Phone: (501) 682-8665		

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length	
Georgia Department of Community Health (DCH)	Regional 932,807 2000 – Present			
Contact:	Kimberly McKnight – NEMT Manager Phone: (404) 657-7244			

Services Provided

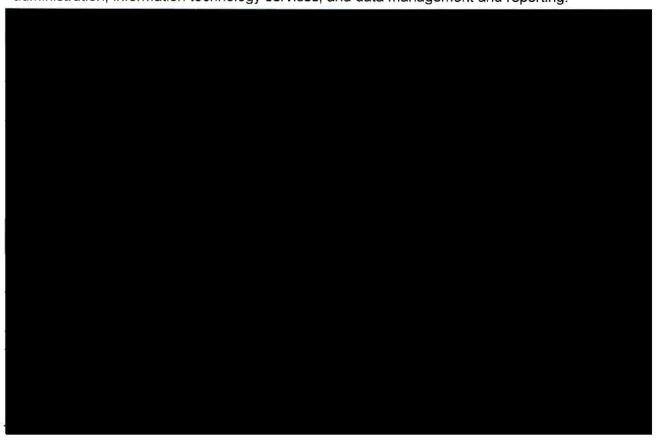
Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan – a Georgia CHIP health plan – was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length	
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present	
Contact:	Lindsey Kleman – Chief of Staff/Deputy Director of Strategy Phone: (317) 232-4354			
Services Provided				

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-forservice population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Members Served (2024)	Service Length	
Louisiana Department of Health (LDH)	Statewide	100,000	2014 - Present	
Contact:	Melanie Doucet – Transportation Program Manager Phone: (225) 333-7473			
Services Provided				

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.





Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- 1. **Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.
 - A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- Illegal Immigrant Restriction: For contracts valued at \$25,000 or greater.
 No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.
 - A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction: Required with bid or proposal submission.
 - A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: <u>710-25-049</u>	Description:	Non-Emergency Medical Transportation Services
Agency Name: Department of Human	n Services	
Vendor Number: 100101084	Vendor Name: _	Verida, Inc.
Dence M. Obla-Malla Vendor Signature	il	7-1-25
Vendor Signature		Date



TITLE: PROJECT DIRECTOR

REPORTS TO: VICE PRESIDENT OF OPERATIONS

FLSA STATUS: EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely outcomes, including analyzing data on provider performance, trip completion rates, cancellation rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control
 complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- · Experience managing and evaluating workflow and reporting processes.
- · Previous experience in operations management.

PREFERRED SKILLS:

 Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE:

Safety Officer

REPORTS TO:

Compliance Manager

FLSA STATUS:

Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- Ability to become certified within 3 months as:
 - Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- · One or more years of direct training experience in a classroom and field setting.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- Must be able to enter and exit vehicles multiple times daily.
- Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation. Prepares and presents technical and program information to the management team. Directs technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- · Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

 Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- · Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

 Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE:

INVESTIGATOR

REPORTS TO:

PROJECT DIRECTOR

FLSA STATUS:

NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- Reviewing Grievance for Medicare Clients: DHS
- Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- Investigate all accidents and provide reports to the State Director and compliance
- Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- Coverage of the Arkansas QA Voicemail Box
- Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

		Circuit Control of
Date	Version Notes	Notes
8/1/2019		Initial draft
8/22/2019	1.0	First Version
9/26/2019		updated for ACS requirements
12/16/2019	1.2	Updated version (Minor changes)
		Updated in Jan 2020. Document updated to be used in 2020 after
1/31/2020	1.3	presenting to EAB,

Any technology vendor, application or solution shall develop, decument and manage the processes and procedure, application or solution shall deline job scheduling tregulements, application software interdependencies, and return requirements for all production jobs application software interdependencies, and return requirements for all production jobs application software interdependencies, and return requirements for all production jobs application or successes interdependencies, return requirements, file exchange functions, and print management) for automating job execution (e.g., job workflow processes interdependencies, return requirements, file exchange functions, and print management) for automating job execution (e.g., job workflow) with the processes interdependencies, return requirements, file exchange functions, and print management job monitoring and manage resolution of any failed johs. Any technology vendor, application or solution shall genefic to the information feedback application or solution and shall maintain a detailed bisaster recovery requirements. Then shall fulled plants for the processes, and the processes are processed and selesses for solution and solution and solution and solution shall densify and submit any changes in compliance with the DHS Enterprise Platform and contingency operations that provides support to the DHS support forecases. Any technology vendor, application or solution shall provide support to the DHS support tendencing the DHS Enterprise Platform within established recovery requirement functions and solutions and submit any technology vendor, application or solution shall provide support to the DHS support tenans with implementing, configuring and texting disaster recovery. Any technology vendor, application or solution shall provide support to the BHS support tenans with implementing, configuring and texting disaster recovery. Any technology vendor, application or solution shall prosectively monitor all infrastructure including but not limited to network storag					Yes	Yes	Yes	Ye.5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	Any accommods ventory, opprisoned to solution and the processes and procedures for Interfaces and Batch Operations Architecture.	Any technology wendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production Jobs	Any technology vendor, application or solution shalf utilize and manage scheduling tools for automating lob execution (e.g., jnb workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	Any technology vendor, application or solution shall maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g., any jobs provided by any vendor working on/with the DHS Enterprise Platform)	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed jobs.	Any technology vendor, application or solution shall adhere to the Information Technology Infrastructure Library (TTL) V3.0 Change and Release Management processes,	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process.	Any technology vendor, application or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery requirements. Plan shall include plans for data, hack-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a lisastor that has affected the users of the DHS Enterprise Platform.	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.	Any technology vendor, application or solution shall develop action plans to address any issues arising from Disaster Recovery testing.	Any technology vendor, application or solution using cloud technology shall be located within the continental US, All servers and data will be located in US Soil.	Any technology vendor, application or solution shall proactively monitor all infrastructure including but not limited to network, storage, virtual environments, servers, databases, firewalls, etc. following industry best practices.		Any technology vendor, application or solution shall review all available infrastructure security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.	Any technology vendor, application or solution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented.	The state of the s
Batch – Job Control and Scheduling Batch – Job Control and Scheduling Batch – Job Control and Scheduling Change/Release Management Change/Release Management Disaster Recovery Infrastructure Security Infrastructure Security Infrastructure Security	G.	Ratch – Job Control and Scheduling	Batch – Joh Control and Scheduling	Ratch – Job Control and Scheduling	Ratch – Job Control and Scheduling	Change/Release Management	Change/Release Management								Network, Hosting and Data Center Services Pervices Pervices	Operation Cyclem Application and

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry best practices.	Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-teffective manner.	Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Any technology vendor, application or solution shall monitor and demonstrate compliance with Arkansas Records Retention Schedule.	Any technology wandor, application or solution shall manage and maintain monitoring procedures and standarids for system/solution/infastructure including, but not limited to. a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert b. Monitoring of system logs, update error, database corruption, jobs execution failures etc. Anonitoring of system logs, update error, database corruption, jobs execution failures etc. Anonitoring of system logs, update error, database corruption, jobs execution failures sendmail), and propose a solution in case of an alert d. Monitoring of transaction and trace logs, network event logs and traces, garhage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert d. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure f. Monitoring of interfaces g. Monitoring of interfaces h. Monitoring of backh jobs and job scheduling	Any technology vendor, application or solution shall monitor infrastructure for availability as well as transaction and response time performance.		Any technology vendor, application or solution shall identify and make available appropriate resources to support DHS disaster recovery planning, testing and execution.	Any technology vendor, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS.	Any technology vondor, application or solution shall maintain a record (e.g. audit trail) of all additions, changes and deletions made to data in the applicable system or solution. In addition, a log of query or view access to certain type of records and/or screens will be maintained for investigative purposes. This should be readily searchable by user ID or client ID. This must include, but is not limited to: The user ID of the person who made the change Is. The date and time of the change Is. The physical, software/hardware and network location (IP address) of the person while making the change Id. The information that was changed In outcome of the event The data before and after it was changed, and which screens were accessed and used	Any technology vendor, application or solution shall prevent modifications to the audit records.
Storage Management Services	Storage Management Services	Storage Management Services	Storage Management Services	System Monitoring	System Monitoring	System Monitoring	Disaster Recovery	Security Administration	Master Data Management	Audit_&_Compliance	Audit_&_Compliance
Application Hosting	Application Hosting	Application Hosting	Application Hosting	Application Hosting	Application S Hosting	Application S Hosting	6.5	Application S M&O Services	Governance	Gereral A System Behavior	General Au System Behavior
17	18	19	50	23	22	23	24	25	26	tt	28

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution must have the ability to capture electronic signatures on all documents, forms, letters, and correspondences.	Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 800-53 moderate baseline, rev 4) that it mediates and igenerate audit records for them. At a minimum the events will include, but not be immitted to: 3. Start/stop 5. Sestion frimeout 6. Sestion frimeout 6. Sestion frimeout 6. Scheduling 8. Query 16. Scheduling 8. Query 16. Scheduling 17. Security administration events 17. Schulty administration events 18. Schulty administration events 19. Schulty schultypes listed in IRS 1075	Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective:	Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formats.	Any technology vandor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers.	Any technology vendor, application or solution shall provide the capabilities for a Real- Time (or near real-time) Integrated Enterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across organizational units with appropriate adherence to State and Federal security and privacy restrictions.	Any technology vendor, application or solution shall have the capability to implement synchronous and synchronous program-to-program communication, moving messages between service oriented architecture (5OA) service consumer modules and service provider innobles at runtime.	Any technology vendor, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures.	Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service Bus/Data Integration Hub.	Any technology vendor, application or solution WSDLs developed for Arkansas will conform to the W3C standards for restful API development.	Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components.	Any technology vendor, application or solution shall have the ability to use standards-based communication protocols, such as TCP/IP, HTTP, HTTP/S and SMTP. Protocol bridging: The ability to convert between the protocol native to the messaging platform and other protocols, such as Remote Method Invocation (RMI), IIOP and .NET remoting.	Any technology vendor, application or solution will have the capability to work with tecurity policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing).	Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Client Index (EMCI) implemented as part of the "State Hub" in a centralized or registry style implementation.
Audit_&_Compliance	Audit_&_Compliance	Interoperability-Interfaces	Interoperability-Interfaces	Interoperability-Interfaces	Interoperability-interfaces	Interoperability-Interfaces	Interoperability-Interfaces	Interoperability-Interfaces		Interoperability-Interfaces	Interoperability-interfaces	Interoperability-interfaces	Interoperability-interfaces
29 General System Behavior	30 General System Behavior	31 General System Behavior	32 General System Behavior	33 General System Behavior	34 General System Behavior	35 General System Behavior	36 General System Behavior	37 General System Behavior	38 General System Behavior	39 General System Behavior	General System Behavior	4.1 General System Behavior	42 General System Behavior

5334	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
or			be	lite sm	·san	on ngle	21	9 000 st	ard 65:	sh.	ırds	noi	55,
for exemple, remove, apparement of solutions and main per responsive and will automate and wall makes to the display dimensions of PC, Tablet or Mobile phone.	Any technology vendor, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with DHS Enterprise Architecture Standards and industry standards and vision for interoperability.	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.	Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases	Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system platforms without having to acquire additional hardware.	Any technology vendor, application or solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups.	Any technology vendor, application or solution will provide at least one (1) production and one (1) non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged.	Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc.	Any technology vendor, application or solution shall, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following federal agencies / patities: a. Health & Human Services (H4S) Centers for Medicare & Medicaid Services (CMS) b. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and privacy Framework C. Administration for Children & Families (ACF) d. Detr. of Agriculture Fond and Nutrition Services e. NIST 800-53 r5 Moderate, MARS-E and DOD 8500.2 f. RS 800-53 r5 Moderate, MARS-E and DOD 8500.2 f. RS 800-13 r5 Moderate, MARS-E and DOD 8500.2 f. Health Insurance Portability and Accountability Act (HIPAA) of 1996 f. Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 f. Privacy Act of 1974 k. e-Government Act of 2002 f. Patient Protection and Affordable Care Act of 2010, Section 1561 Recommendations m. Section 471(s)(8) of the Social Security Act n-Section 106(b)(2)(8)(will) of the Child Abuse Prevention and Treatment Act	Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html)	Any technology vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-26.201 et seq., as amended by Act 308 of 2013.	Any technology wendor, application or solution comply with the DHS branding standards as defined by DHS	Any technology vendor, application or solution shall adhere to the principle of "Fall Safe" to ensure that a system in a falled state does not reveal any sensitive information or leave any access controls open for attacks	Any technology vendor, application or solution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information
	Interoperability-interfaces	Perf. and Avail.	Perf. and Avail.	Perf. and Avail,	Perf. and Avail.	Perf. and Avail	Regulatory_&_Security	Regulatory_&_Security	Regulatory_&_Security	Regulatory & Usability	Regulatory_&_Security		Regulatory_R_Security
System Behavior	General System Behavior	General System Behavlor	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior		General System Behavior
	44	45	46	47	48	49	20	12	25	53	24	55	26

Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management. The current standards state that applications/solutions will integrate with Microsoff's Active Directory for intermal/DHS users and will integrate with the BM Cloud Identity platform for external users. Modern authentication protocols such as SAML or OIDC should be used and multi-factor authentication protocols such wherever deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.):	Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PI) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII at at a contract of the supported encryption of PHI and PII at at a contract of Examples Include: Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TAS), Secure Sockets Layer (SSS), Internet Protocol Security (IPPeet), XMI encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors, All vendors, applications and solutions will be subject to external Audit	Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest.	Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g. "The System should only be accessed by authorized users"). In the event that a application or solution does not support pre-clopin capabilities, the application or solution will display the banner immediately following authorization.	Any technobgy vendor, application or solution shall not transmit or store any Personal Health information (PHI) or Personally Identifiable information (PHI) using publically available storage over the Internet or any wireless communication device, unless:	 the PHI or PII is "de-identified" in accordance with 4S C.F.R § 164.5.14(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies, procedures and standards established by DHS 	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g., PHI, PII).	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls. a. Role-Based Access Controls (RBAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency-mode, etc.)	Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements	Any technology vendor, application or solution will allow System administrators to create and manage user roles.	Any technology vendor, application or solution communications will be protected by at least 256-bit encryption.	Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates.	Any application or solution will use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these
Regulatory_&_Seturity	Rogulatory_&_Security	Regulatory_&_Security	Regulatory_R_Security	Regulatory_8_Security		Regulatory_8_Security	Regulatory_8_Security	Regulatory_&_Security	Solution Administration	Solution Administration	Solution Administration	Regulatory & Usability
57 General System Behavior	S8 General System Behavior	S9 General System Behavior	60 General System Behavior	61 General System Behavior		62 General System Behavior	.63 general System Behavior	64 General System Behavior	65 General System Behavior	General System Behavior	67 General System Behavior	68 General System Behavior

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.), Suggest the Validated new address and prompt user to select either user entered address or validated address and then save accordingly.	Any technology vendor, application or solution must perform standard data validations suith as character, numeric, date, currency, phone, SSN etc.	Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules.	Any technology vendor, application or solution shall have the ability to create prompts for user actions. (e.g., incomplete data entry of required fields, deletion of data, system log-off warnings).	Any technology vendor, application or solution shall have the capability to send hotifications. Examples include sending emails, text messages (SMS), etc.	Any technology vendor, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via SSI (e.g., HTMI, over HTPS).	The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MAC OS, Apple IOS and Google Android.	The system will support and maintain compatibility with the current to (N-2) version of the DHS approved Browsers. The supported Browsers are Chrome, Edge, and Safari. This is to ensure that vandons retain certify their software/Joesslom of these Browsers.	Any technology vendor, application or solution Extract Transform and Load (ETL) combonents up in provide process flow and user interface capabilities to enable business users to perform data-quality-tolated tasks and fulfill stewardship functions, including: a. Packaged processes, including subset used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom b. User interface in which quality processes and issues exposed to business users, stewards and others Chroticonality to manage the data quality issue resolution process through the stewardship workflow (status tracking, escalation and monitoring of the issue resolution process e. Ability to customize the user interface and workflow of the resolution process e. Ability to customize the user interface and workflow of the resolution process or challity to event de data quality resolution steps in the context of a process or challed the user interface and workflow of the issue resolution process or challet to be user interface and workflow of the resolution process or challity to event de data quality resolution steps in the context of a process or challet and the popular BPM suifers, for example)
User Interrace	User interface	User Interlace	User interface	User Interlace	Web based UI	Web based UI	Web based UI	gy Data Integ,Quality, ETL ents
System System Behavior	70 General System Behavior	71 General System Behavior		73 General System Behavior	74 General System Behavior			77 Technology Platform Requirements

Requirement Number	Category
	Application/Solution Hosting
1	
2	Application/Solution Hosting
	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- 2) Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- 3) Data Management
- 4) Governance
- 5) Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brad Raffensperger, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

> Verida, Inc. a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

> Docket Number 23296311 Date Inc/Auth/Filed: 01/27/2000 Jurisdiction : Georgia Print Date 07/12/2022

Form Number **11** 211



Brad Raffensper

Brad Raffensperger Secretary of State



Arkansas Secretary of State Cole Jester

State Capitol Building • Little Rock, Arkansas 72201-1094 • 501-682-3409

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b To verify the Authorization Code, visit sos.arkansas.gov Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
		Total Document Fo	ees	\$0.00

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

BRADIL	ENTITY	TVDE
WARE	- WILLY	1 7

Corporation-Profil Corporation-Nonp	Partnerst Partnerst	nip Limited Series LLC/	pility Limited Partnership Protected Series
Name of entity: Veri	da, Inc.		
New foreign address:	843 Dailas Hwy		101116
	Ville Dies	Address	20400
	Villa Rica	GA State	30180 ZIp Code
class C misdemeanor and	is punishable by a fine up to \$	the intent to file with the Arkansas Se 100.00 and /or imprisonment up to 30	cretary of State is a days.
executed this 28	day of April	, 2025	
Dena Idams—McNisl Becasaassa74F1 Igneture of Authorized Officer	ι	Dena Adams-McNeis	h
Short of Administer Officer		Printed Name	
		Chief Development C	\f6

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 · www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

Corporation-Profit Corporation-Nonprofit Limited Liability Compa		rtnership Limited Liabilit	y Limited Partnership otected Series
Is the entity: Dome	estic Foreign		a
New principal office address	843 Dallas Hwy		
		Address	
	Villa Rica	GA GA	30180
	City	State	Žip Code
inderstand that knowingly sign misdemeanor and is punishat	ing a false document with the	e intent to file with the Arkansas Secre	etary of State is a Class
	day of April	2025	<u> </u>
—Docustyreed by: Dena Adams-MeNeish		Dana Adama Makalaish	
		Dena Adams-McNeish	Chief Development
nature of Authorized Officer		Printed Name and Title of Authorized Officer	

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

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In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

B. Carling	PROSPEC	TIVE CONTE	RACTOR'S INF	ORMA	TION	JI STATE OF	
Company:	Verida, Inc.						
Address:	843 Dallas Hwy						
City:	Villa Rica		State:		Ga	Zip Code:	30180
Business Designation:	☐ Individual ☐ Partnership		Proprietorship poration			□ Public Servi □ Nonprofit	се Согр
Minority and Women-Owned Designation*:	■ Not Applicable □ African American □ Asian American AR Certification #:	•	c American Islander Americ	□ ' an	Women-Ov		
AR Certification #: * See Minority and Women-Owned Business Policy PROSPECTIVE CONTRACTOR CONTACT INFORMATION Provide contact information to be used for bid solicitation related matters.							
Contact Person:	Dena Adams-McNeish		Title:		Chief Dev	elopment O	fficer
Phone:	404-290-8581 Alternate Phone:						
Email:	dadams@verida.com						
1	CONFIRMATION OF REDACTED COPY						
□YES, a redacted copy of submission documents is enclosed. □ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.							
neither box pricing), wili	Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.						
COMBINDED CERTIFICATIONS FORM							
Prospective Contractor has included, in this submission packet, the signed Attachment H-Combined Certifications for Contracting with the State of Arkansas.							
An official authorized to bind the Prospective Contractor to a resultant contract must sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's bid to be disqualified:							
Authorized Signat	The second secon		1	Title:	Chief D	evelopmeı	nt Officer
Printed/Typed Nar	_{ne:} Dena Adams-I	McNeish		Date:	7-1-25	<u>.</u>	0

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

•	Any requested exceptions to items in this section which are NON-mandatory must be declared below or as an attachment to
	this page. Vendor must clearly explain the requested exception and should label the request to reference the specific
	solicitation item number to which the exception applies.

•	Exceptions to	Requirements	shall cause th	e vendor's	proposal to	be disqualified.
---	---------------	--------------	----------------	------------	-------------	------------------

By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Verida, Inc.	Date:	7-1-25
Signature:	Dua ada-McKen	Title:	Chief Development Officer
Printed Name:	Dena Adams-McNeish	077	

PROPOSED SUBCONTRACTORS FORM

Do not include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information Subcontractor's Company Name Street Address City, State, ZIP				
Subcontractor's Company Name	Street Address	City, State, ZIP		
		_		
		_		
		1		

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.
By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this
attestation.
Authorized Signature: 2 ene Ada-Maler Printed Name: Dena Adams-McNeish Date: 7-1-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- · Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- Official Bid Price Sheet
- All documents provided in the bid response packet
- · Copy of Vendor's Equal Opportunity Policy
- · Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title:	Equal Employment Opportunity	Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

於 VERIDA

Scope: Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility: All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

-Signed by:

Shameka Clark Johnson 2/1/2025

Corporate Director/Manager Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors

FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 740.05, 040 Non-France and Marking Language and Aller Construction Construction Construction Construction Construction Construction Construction Construction Cons
SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services
The following change(s) to the above referenced IFB have been made as designated below:
Change of specification(s)
Additional specification(s) Change of bid opening date and time
Cancellation of bid
X Other
CENTRAL TONGS OF SECTION OTHER
Attachment D – remove and replace with Attachment D Revised Terms and Conditions.
The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.
If you have any questions, please contact: Ian Cunningham, DHS.OP.Solicitations@dhs.arkansas.gov ; (501) 682-0120.
Dena adam-Milleid 7-1-25
Vendor Signature Date
Verida,Inc.
Company

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency M	·	
The following change(s) to the above reference Change of specification(s) Additional specification(s) Change of bid opening date and tine Cancellation of bid X Other		nade as designated below:
	OTHER	
 Add Written Questions and Answer Bidders Library Add the following: 710-25-0 Add the following: 710-25-0 Solicitation – remove and replace we attachment C – remove and replace Response Packet – remove and replaced additional Questions and Answers 	049 Exhibit 3 049 Exhibit 4 vith 710-25-049 Solicita e with Revised Attachn place with Revised 710	ation Revision 1 (Redline and Clean versions) nent C (Redline and Clean versions) 0-25-049 Response Packet
Deadline for Receipt of Wri		June 26, 2025
Response to Written Quest		June 30, 2025
The specifications by virtue of this addendu to return this signed addendum may result i	m become a permaner n rejection of your prop lan Cunningham DHS.OP.Solicitations (501) 682-0120	
Vendor Signature Verida. Inc.	<u>7-/-</u> Date	-25

Company

Conflact Number	i				
Attachment Number					
Action Number Failure to complete all of the folio	wing informatio	CONTRACT AND GRAN	T DISCLOSURE	Action Number CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.	ncy
SUBCONTRACTOR: SUBCON	SUBCONTRACTOR NAME:				
TAXPAYER ID NAME: Verida, inc	inc.			IS THIS FOR: Goods? ☐ Services? [✓] Both?	th?☐
YOUR LAST NAME: Adams-McNeish	Neish	FIRST NAME (Dena	M.I.: M	
ADDRESS: 843 Dallas Hwy					
сıту: Villa Rica		STATE:	GA ZIP CODE:	30180	COUNTRY: United States
AS A CONDITION OF OBTAINING, EXTENDI OR GRANT AWARD WITH ANY ARKANSAS	BTAINING,	<u>AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEAS OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION M</u>	OR RENEWING	E, PURCHASE , UST BE DISCLO	EEMENT, D:
		For	INDIVIDU	UALS*	
Indicate below If: you, your spou Member, or State Employee:	se or the brothe	r, sister, parent, or child of you or your	spouse is a current or t	Indicate below If: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:	Officer, State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held [senator, representative, name of	For How Long?	What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	related to you? Jr., child, etc.!
	Current Former	board/ commission, data entry, etc.]	From To MM/YY	Person's Name(s)	Relation
General Assembly					
Constitutional Officer					
State Board or Commission Member					
State Employee					
None of the above applies	es				
		FOR AN E1	NTITY (]	BUSINESS) *	
ndicate below if any of the follow Officer, State Board or Commission Dember, or State Employee. Pos	ng persons, cur on Member, Stat sitton of control n	ndicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater. Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Ass Viember, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity	ntrol or hold any owners sister, parent, or child of ing policies or influence	ndicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Viember, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	General Assembly, Constitutions , State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held	For How Long?	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her ossilion of control?	nership interest and/or
	Current Former	board/commission, data entry, etc.]	From To MM/YY	e(s)	Ownership Position of Interest (%) Control
General Assembly					
Constitutional Officer					
State Board or Commission Member					
State Employee					
Y None of the above applies	D.S.				

that Order shall be a material breach of the terms of this content.	that Order shall be a mate
Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule regulation or notice adopted present	Failure to make any disclos
Contract and Grant Disclosure and Certification Form	Action Number
	Attachment Number

Contract Number

disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency. Any contractor, whether an individual or entity, who fails to make the required

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement of my contract with the state agency.
- 2 I will include the following language as a part of any agreement with a subcontractor

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ယ amount of the subcontract to the state agency. copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a

Agency use only Agency Agency Agency Number 0710 Name Department of Human Services Contact Person	Licertify under penalty of perjury, to the best of my knowledge and belief, all of the authat I agree to the subcontractor disclosure conditions stated herein. Signature Lina Uda - Me Mill Title Chief Development Officer Vendor Contact Person Dena Adams-McNeish Title Chief Development Officer
Agency Contact Contact PersonPhone No	elief, all of the and of the and officer bevelopment Officer
Contract or Grant No	Date 7-1-25 Phone No. (404) 290-8581

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G. Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature: Deno Ada-Moffey	_ Title: Chief Development Office
Printed/Typed Name: Dera Adams-Mayeish	Date: 7-1-25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present
Contact:	Elizabeth Pitman – Division of Medical Services Director Phone: (501) 682-4936		
Contract Overview	Maria de la compania		

Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weatherton, J.D. – Division of Developmental Disabilities Services Director Phone: (501) 682-8665		

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length
Georgia Department of Community Health (DCH)	Regional	932,807	2000 – Present
Contact:	Kimberly McKnight – NEMT Manager Phone: (404) 657-7244		

Services Provided

Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan – a Georgia CHIP health plan – was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present
Contact:	Lindsey Kleman – Chief of Staff/Deputy Director of Strategy Phone: (317) 232-4354		
Services Provided		visin ke 7, 197	

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Served (2024)	Service Length
Louisiana Department of Health (LDH)	Statewide	100,000	2014 – Present
Contact:	Melanie Doucet – Transportation Program Manager Phone: (225) 333-7473		
Services Provided		THE PARTY NAMED IN	

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.





Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- Israel Boycott Restriction: For contracts valued at \$1,000 or greater.
 A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. **Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater. No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.
 A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms,

or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.

4. Scrutinized Company Restriction: Required with bid or proposal submission. A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: <u>710-25-049</u>	Description: Non-Emergency Medical Transportation Services
Agency Name: Department of Huma	n Services
Vendor Number: 100101084	_ Vendor Name: Verida, Inc.
Denc M. Oda M. Mar	7-1-25
Vendor Signature	Date



TITLE: PROJECT DIRECTOR

REPORTS TO: VICE PRESIDENT OF OPERATIONS

FLSA STATUS: EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely outcomes, including analyzing data on provider performance, trip completion rates, cancellation rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- Experience managing and evaluating workflow and reporting processes.
- Previous experience in operations management.

PREFERRED SKILLS:

• Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE:

Safety Officer

REPORTS TO:

Compliance Manager

FLSA STATUS:

Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- Ability to become certified within 3 months as:
 - o Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- One or more years of direct training experience in a classroom and field setting.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- Must be able to enter and exit vehicles multiple times daily.
- Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during
 quality assurance activities and actions being taken to improve the situation. Prepares
 and presents technical and program information to the management team. Directs
 technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- · Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

• Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

 Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE:

INVESTIGATOR

REPORTS TO:

PROJECT DIRECTOR

FLSA STATUS:

NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- Reviewing Grievance for Medicare Clients: DHS
- Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- Investigate all accidents and provide reports to the State Director and compliance
- · Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- Coverage of the Arkansas QA Voicemail Box
- Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- · Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

Date	Version	Notes
8/1/2019		Initial draft
8/22/2019	1.0	First Version
9/26/2019		updated for ACS requirements
12/16/2019	1.2	Updated version (Minor changes)
		Updated in Jan 2020. Document updated to be used in 2020 after
1/31/2020	1.3	presenting to EAB.

Requirement Number	nt Requiremen Group	Requirement Subgroup	Requirement	omments Meets Requirements	Describe How Requirements Met
1	Application Hosting	Balch - Joh Control and Scheduling	Any technology vendor, application or solution shall develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture.	Yes	And the second s
2	Application Hosting	Batch – Job Control and Scheduling	Any technology vendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs	Yes	
3	Application Hosting	Patch - Ioh Control and Scheduling	Any technology vendor, application or solution shall utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	Yes	
4	Application Hosting	Ratch – Inh Control and Scheduling	Any technology vendor, application or solution shall maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g. any jobs provided by any vendor working paywith the DHS Enterprise Platform).	Yes	
5	Application Hosting	Batch - Job Control and Scheduling	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed johs.	Yes	
6	Application Hosting	Change/Release Management	Any technology vendor, application or solution shall adhere to the Information Technology Infrastructure Library (ITIL) V3.0 Change and Release Management processes.	Yes	
7	Application Hosting	Change/Rolease Management	Any Lechnology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process.	Yes	
В	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery requirements. Plan shall include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform.	Yes	
9	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.	Yes	
1.0	Application Hosting	Disaster Recovery	Any technology vendor, application or solution shall develop action plans to address any issues arising from Disaster Recovery testing.	Yes	
11	Application Hosting	Infrastructure Security	Any technology vendor, application or solution using cloud technology shall be located within the continental US. All servers and data will be located in US Soil.	Yes	
12	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall proactively monitor all infrastructure including but not limited to network, storage, virtual environments, servers, dalahases, firewalls, etc., following industry best practices.	Yes	
13	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall implement physical and logical security within new functionality defined in the security plan consistent with DHS' security policies and industry standards.	Yes	
14	Application Hosting	Infrastructure Security	Any technology vendor, application or solution shall review all available infrastructure security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.	Yes	
15	Application Hosting	Network, Hosting and Data Center Services	Any technology vendor, application or solution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented.	Yes	
16	Application Hosting	Operating System, Application and Database Backup and Recovery	Any technology vendor, application or solution shall encrypt all data at rest including backups using DHS and regulatory hodies (CMS, FNS, etc.) standards regardless of storage media.	Yes	

17	Application Hosting	Storage Management Services	Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry thest practices.	Yes
18	Application	Storage Management Services	Any technology vendor, application or solution will recommend techniques and	Yes
	Hasting		procedures to ensure disk storage resources are utilized in an efficient and cost- effective manner.	167
19	Application Hosting	Storage Management Services	Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Yes
20	Application Hosting	Storage Management Services	Any technology vendor, application or solution shall monitor and demonstrate compliance with Arkansas Records Retention Schedule.	Yes
21	Application Hosting	System Monitoring	Any technology vendor, application or solution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert b. Monitoring of system logs, update error, database corruption, jobs execution failures etc. and propose solution in case of an alert c. Monitoring of alert notification interface (e.g., Simple Mail Transfer Protocol (SMTP), sendmail), and propose a solution in case of an alert d. Monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPIJ utilization, indexes, etc., and propose a solution in case of an alert e. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure f. Monitoring and reporting of end-to-end transaction response time to allow measurements against SLAs g. Monitoring of interfaces h. Monitoring of hatch jobs and job scheduling	Yes
22	Application Hosting	System Monitoring	Any technology vendor, application or solution shall monitor infrastructure for	Yes
23	Application Hosting	System Monitoring	availability as well as transaction and response time performance. Any technology vendor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)	Yes
24	Application M&O Services	Disaster Recovery	Any technology vendor, application or solution shall literatify and make available appropriate resources to support DHS' disaster recovery planning, testing and execution.	Yes
25	Application M&O Services	Security Administration	Any technology vendor, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.	Yes
26	Data Governance	Master Data Management	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS.	Yes
	System Rehavior	Audit_&_Compliance	Any technology vendor, application or solution shall maintain a record (e.g. audit trail) of all additions, changes and deletions made to data in the applicable system or solution. In addition, a log of query or view access to certain type of records and/or screens will be maintained for investigative purposes. This should be readily searchable by user ID or client ID. This must include, but is not limited to: a. The user ID of the person who made the change b. The date and time of the change c. The physical, software/hardware and network location (IP address) of the person while making the change d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used	Yes
	General System Behavior	Audit_8_Compliance	Any technology vendor, application or solution shall prevent modifications to the audit records.	Yes

29	General	Audit_& Compliance		Yes
	System		Any technology vendor, application or solution must have the ability to capture	Yes
	Behavior		electronic signatures on all documents, forms, letters, and correspondences	
30	General System Rehavior	Audit_&_Compliance	Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 800-53 moderate baseline, rev 4) that it mediates and generate audit records for them. At a minimum the events will include, but not be limited to: a. Start/stop b. User login/logout c. Session limeout d. Account lockout e. Client record created/viewed/updated/deleted f. Scheduling g. Query h. Order l. Node-authentication failure j. Signature created/validated k. Personally Identifiable Information (PII) export I. PII import m. Security administration events o. Backup and restore d. Audit Event Types listed in IRS 1075	Yes
31	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	Yes
32	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formals.	Yes
33	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers.	Yes
34	General System Rehavior	Interoperability-Interfaces	Any technology vendor, application or solution shall provide the capabilities for a Real- Time (or near real-time) Integrated Fnterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across organizational units with appropriate adherence to State and Federal security and privacy restrictions.	Yes
35	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program-to-program communication, moving messages between service oriented architecture (SOA) service consumer modules and service provider modules at runtime.	Yes
36	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures.	Yes
37	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service Bus/Data Integration Hub.	Yes
38	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution WSDLs developed for Arkansas will conform to the W3C standards for restful API development.	Yes
39	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components.	Yes
40	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the ability to use standards- hased communication protects, such as TCP/IP, HTTP, HTTP/S and SMTP. Protect bridging. The ability to convert between the protocol native to the messaging platform and other protocols, such as Remote Method Invocation (RMI), IIOP and .NET remoting.	Yes
41	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution will have the capability to work with security policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing).	Yes
12	General System Rehavior	Interoperability-Interfaces	Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Client Index (EMCI) implemented as part of the "State Huh" in a centralized or registry style implementation.	Yes

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43	General System Behavior	Interoperability-Interfaces	Any technology vendor, application or solution shall be responsive and will automatically be sized for an optimum view to the display dimensions of PC, Tablet or Mobile phone.	Yes
44	General System Behavior	Interoperability-Interfaces	Any technology ventior, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with DHS Enterprise Architecture Standards and industry standards and vision for interoperability.	Yes
45	General System Behavior	Perf and Avail	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.	Yes
46	General System Behavior	Perf. and Avail	Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases	Yes
47	General System Behavior	Perf and Avail	Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system	Yes
	General System Behavior	Perf and Avail	platforms without having to acquire additional hardware. Any technology vendor, application or solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups.	Yes
49	General System Behavior	Perf, and Avail.	Any technology vendor, application or solution will provide at least one (1) production and one (1) non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged.	Yes
	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc.	 Yes
	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: a. Health & Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) b. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Privacy Framework c. Administration for Children & Families (ACF) d. Dept. of Agriculture Food and Nutrition Services e. NIST 800-53 rS Moderate, MARS-E and DOD 8500.2 f. IRS pub 1075, which points hack to NIST 800-53 rev 3 n. Federal Information Security Management Act (FISMA) of 2002 h. Health Insurance Portability and Accountability Act (HIPAA) of 1996 i. Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 j. Privacy Act of 1974 k. e-Government Act of 2002 l. Patient Protection and Alfordable Care Act of 2010, Section 1561 Recommendations m. Section 471(a)(8) of the Social Security Act n. Section 106(b)(2)(B)(viii) of the Child Abuse Prevention and Treatment Act	Yes
51	ienoral ystem ehavior	Regulatory_&_Security	Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and hased on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html)	Yes
54 B4	eneral ystem ehavior	Regulatory & Usability	Any technology vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amended by Art 308 of 2013.	Yes
Sy Be	eneral ystem ehavior	Regulatory_&_Security	Any technology vendor, application or solution comply with the DHS branding standards as defined by DHS.	Yes
Sy Be	eneral Istem ehavior	Regulatory_&_Security	Any technology vendor, application or solution shall adhere to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks	Yes
Şγ	eneral rstem ehavior	Regulatory_&_Security	Any technology vendor, application or solution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information	Yes

57	General	Regulatory_R_Security	Any technology vendor, application or solution shall follow the DHS Enterprise	Yes
	System Behavior		Architecture Standards regarding identity, authorization and access management. The current standards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IBM Cloud Identity platform for external users. Modern authentication protocols such as SAML or OIDC should be used and multi-factor authentication will be employed whenever deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.).	
- SR	General System Rehavior	Regulatory_R_Security	Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PHI) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII data. Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TIS), Secure Sockets Layer (SSL), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external Audit checks.	Yes
59	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest.	Yes
60	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g., "The System should only be accessed by authorized users" —In the event that a application or solution does not support pre-login capabilities, the application or solution will display the banner immediately following authorization.	Yes
61	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PHI) using publically available storage over the Internet or any wireless communication device, unless: 1) the PHI or PHI is "de-identified" in accordance with 45 C.F.R § 164,514(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies, procedures and standards established by DHS	Yes
62	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g. PHI, PII).	Yes
63	general System Behavior	Regulatory_&_Security	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls: a. Role-Based Access Controls (RRAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency-mode, etc.)	Yes
64	General System Behavior	Regulatory_&_Security	Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements	Yes
65	General System Behavior	Solution Administration	Any technology vendor, application or solution will allow System administrators to create and manage user roles.	Yes
66	General System Behavior	Solution Administration	Any technology vendor, application or solution communications will be protected by at least 256-bit encryption.	Yes
67	General System Behavior	Solution Administration	Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates.	Yes
68	General System Behavior	Regulatory & Usability	Any application or solution will use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements.	Yes

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69 General System Behavior	User Interrace	Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly.	Yes	
70 General System Behavior	User Interface	Any technology vendor, application or solution must perform standard data validations such as character, numeric, dale, currency, phone, SSN etc.	Yes	
71 General System Rehavior	User Interlace	Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules.	Yes	
72 General System Behavior	User Interlace	Any technology vendor, application or solution shall have the ability to create prompts for user actions. (e.g., incomplete data entry of required fields, deletion of data, system log-off warnings).	Yes	
73 General System Behavior	User Interlace	Any technology vendor, application or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc.	 Yes	
74 General System Rehavior	Web based UI	Any technology wender, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via SSL (e.g., HTMI over HTTPS).	Yes	
75 General System Behavior	Web based UI	The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MAC.OS, Apple IOS and Google Android.	Yes	
76 General System Behavior	Web based III	The system will support and maintain compatibility with the current to (N-2) version of the DHS approved Browsers. The supported Browsers are Chrome, Edge, and Safari. This is to ensure that vendors test and certify their software/application for current to (N-2) versions of these Browsers.	Yes	
77 Technology Platform Requirement	Data Inleg,Quality, ETL	Any technology wendor, application or solution Extract Transform and Load (ETL) components will provide process flow and user interface capabilities to enable business users to perform data-quality-related tasks and fulfill stewardship functions, including: a. Packaged processes, including steps used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom rules for merging records, profiling, auditing, for example) b. User interface in which quality processes and issues are exposed to business users, stewards and others c. Functionality to manage the data quality issue resolution process through the stewardship workflow (status tracking, escalation and monitoring of the issue resolution process) d. Ability to customize the user interface and workflow of the resolution process e. Ability to execute data quality resolution steps in the context of a process orchestrated by Business Process Management (BPM) tools (packaged integration or other ability to work with popular RPM suites, for example)	Yes	

Requirement Number	Category
	Application/Solution Hosting
2	Application/Solution Hosting
	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- 2) Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- 3) Data Management
- 4) Governance
- 5) Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, **Brad Raffensperger**, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

Verida, Inc.
a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number : 23296311 Date Inc/Auth/Filed: 01/27/2000 Jurisdiction : Georgia

Print Date : 07/12/2022

Form Number : 211



Brad Raffensperger

Brad Raffensperger Secretary of State



Arkansas Secretary of State Cole Jester

State Capitol Building ◆ Little Rock, Arkansas 72201-1094 ◆ 501-682-3409

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b

To verify the Authorization Code, visit sos.arkansas.gov

Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
		Total Document Fe	ees	\$0.00

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly.robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

BEADIL	FARTIST.	TVDE
MARK	ENTITY	TYPE

Corporation-Profit Corporation-Nonportion Limited Liability Co	ofit Partnershi	p Limited Series LLC/	Frotected Series
Name of entity: Verice	a, Inc.		
New foreign address: _	343 Dailas Hwy	in the state of th	
	V. 51	Address	22422
	Villa Rica	GA	30180 Zip Code
Class C misdemeanor and		he intent to file with the Arkansas Se 00.00 and /or imprisonment up to 30 , 2025	
Docustymed by: Duna I dams—Mulish BOCESBAABSB72F1_ Signature of Authorized Officer	,	Dena Adams-McNeis	sh
		Chief Development C	\ffi

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.

Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

Corporation-Profit Corporation-Nonpr Limited Liability Co		nership Limited Liability	
1. Name of entity: Verid	a, Inc.		, (a.
2. Is the entity:	Domestic Foreign		8
New principal office add	ress: 843 Dallas Hwy		·
	Villa Rica	Address GA	30180
	City	State	Z/p Code
I understand that knowingly C misdemeanor and is puni	signing a false document with the shable by a fine up to \$100.00 an	intent to file with the Arkansas Secre d /or imprisonment up to 30 days.	etary of State is a Class
	aay of April	2025	
Docusigned by: Duna Idams-McMish		Dena Adams-McNeish	Chief Development Officer
Signature of Authorized Officer		Printed Name and Title of Authorized Officer	Chief Development Officer
			1000

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

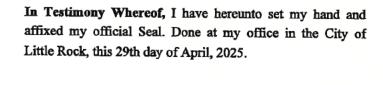
I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.





Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

	PROSPEC	TIVE CONTR	ACTOR'S INFO	DRMA	TION		
Company:	Verida, Inc.	TO STATE OF THE PARTY OF THE PA	to the second se				The second second
Address:	843 Dallas Hwy						
City:	Villa Rica		State:		Ga	Zip Code:	30180
Business Designation:	☐ Individual ☐ Partnership	□ Sole ■ Corp	Proprietorship oration			☐ Public Serv	rice Corp
Minority and Women-Owned Designation*:	■ Not Applicable □ African American □ Asian American AR Certification #:	•	American slander America	□ \	Nomen-C	isabled Vetera Owned n-Owned Busi	
	PROSPECTIVE Provide contact inform		OR CONTACT	INFOR	RMATION	1	NO PORT
Contact Person:	Dena Adams-McNeish		Title:	28 h	Chief De	evelopment C	Officer
Phone:	404-290-8581		Alternate Phor	ne:			
Email:	dadams@verida.com						
	CONF	IRMATION C	F REDACTED	COPY			Alama - La
☐ NO, a redacted	d copy of submission docum copy of submission docume be released if requested.			tand a	full copy	of non-redact	ed submission
neither box pricing), will	d copy of the submission doo is checked, a copy of the not be released in response to a licitation for additional informa	n-redacted do any request n	cuments, with t	he exc	eption of	financial data	(other than
	COME	BINDED CER	TIFICATIONS F	ORM	18 W	118h 3 - 1	
Prospective Contr Contracting with the	ractor has included, in this su he State of Arkansas.	bmission pac	ket, the signed	Attach	ment H-C	Combined Cert	ifications for
The signature below	zed to bind the Prospective w signifies agreement that an ctive Contractor's bid to be	y exception t	hat conflicts with			_	olicitation will
Authorized Signat	Dona Adama N	a-My IcNeish			Chief [Developme	nt Officer

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

Any requested exceptions to items in this section which are <u>NON-mandatory</u> **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.

signature below, v	endor agrees to and shall fully comply with all	requirements as s	hown in the bid solicitation.
endor Name:	Verida, Inc.	Date:	7-1-25
gnature:	Depo adan M. Han	Title:	Chief Development Office

PROPOSED SUBCONTRACTORS FORM

 Do not include additional information relating to subcontractors on this form or as an attachment to this form

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information Subcontractor's Company Name	Street Address	City, State, ZIP
		20

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.
By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.
Authorized Signature: Dena Adar-McHen
Printed Name: Dena Adams-McNeish Date: 7-/-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- Official Bid Price Sheet
- All documents provided in the bid response packet
- Copy of Vendor's Equal Opportunity Policy
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title:	Equal Employment Opportunity	Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

☆ VERIDA

Scope:

Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility:

All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

-Signed by:

Dena adams-McNish

1/31/2025

Corporate Officer

Date

-Signed by:

Shameka Clark Johnson

2/1/2025

Corporate Director/Manager

Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 710-25-049 Non-Emergency Medical Transpo	ortation Services
The following change(s) to the above referenced IFB have	e been made as designated below:
Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other	
HTO OTH	ER SERVE WILLIAM CASE OF THE SERVE
Attachment D – remove and replace with Attachm	
The specifications by virtue of this addendum become a p to return this signed addendum may result in rejection of y	ermanent addition to the above referenced IFB. Failure your proposal.
If you have any questions, please contact: lan Cunninghat 0120.	m, DHS.OP.Solicitations@dhs.arkansas.gov; (501) 682-
Dena adam-Mallish Vendor Signature	7-1-25 Date
Verida,Inc.	
Company	

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency Me	edical Transportation S	Services
The following change(s) to the above refere	nced IFB have been m	nade as designated below:
Change of specification(s) Additional specification(s) Change of bid opening date and tim Cancellation of bid X Other	1е	
TO THE PARTY OF THE PARTY OF THE PARTY.	OTHER	
 Add Written Questions and Answers Bidders Library Add the following: 710-25-0 Add the following: 710-25-0 Solicitation – remove and replace we attachment C – remove and replace Response Packet – remove and replaced additional Questions and Answers 	049 Exhibit 3 049 Exhibit 4 vith 710-25-049 Solicita e with Revised Attachn place with Revised 710	ation Revision 1 (Redline and Clean versions) nent C (Redline and Clean versions) i-25-049 Response Packet
Deadline for Receipt of Writ		June 26, 2025
Response to Written Quest		June 30, 2025
The specifications by virtue of this addendur to return this signed addendum may result in If you have any questions, please contact:	m become a permaner n rejection of your prop lan Cunningham DHS.OP.Solicitations (501) 682-0120	
Dena ada - Malus Vendor Signature	7-/- Date	25
Verida, Inc.		

Company

Contract Number						
Attachment Number						
Action Number Failure to complete all of the follow	ving informat	CONTRACT AND GRANT DISCLOSURE AND CERTIFICATI may result in a delay in obtaining a contract, lease, purchase agreement, or grant award	T DISCL	OSURE e, purchase	Action Number CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.	te Agency.
SUBCONTRACTOR: SUBCONT	SUBCONTRACTOR NAME:					
TAXPAYER ID NAME: Verida, inc	nc.				STHIS FOR: Goods? ☐ Services? ✓	Both?
YOUR LAST NAME: Adams-McNeish	Veish	FIRST NAME D	Dena		ı,	
ADDRESS: 843 Dallas Hwy						
сту: Villa Rica		STATE:	GA	ZIP CODE:	30180	COUNTRY: United States
AS A CONDITION OF OBTAINING, EXTENDION OR GRANT AWARD WITH ANY ARKANSAS	BTAINING TH ANY A	<u>AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEA</u> OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION I	OR REN	EWING.	ENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, FOLLOWING INFORMATION MUST BE DISCLOSED:	AGREEMENT, OSED:
		For	INDI	NDIVIDU	A L S *	
Indicate below it: you, your spous Member, or State Employee:	e or the broth	er, sister, parent, or child of you or your	spouse is a	current or fo	you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Employee:	tional Officer, State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held [senator, representative, name of	For How Long?	Long?	What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	e they related to you? oublic, Jr., child, etc.)
	Current Former	-	From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly						
Constitutional Officer						
State Board or Commission Member						
State Employee			*****			
None of the above applies	S					
		FOR AN EN	V T I T	y (В	BUSINESS)*	
Indicate below if any of the followin Officer, State Board or Commission Member, or State Employee. Posit	g persons, con Member, St tion of control	llowing persons, current or former, hold any position of control or hold any ownership interest of 10% or greate ission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General As Position of control means the power to direct the purchasing policies or influence the management of the entit	trol or hold a ister, parent, ng policies o	any ownersh or child of a	Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	of the General Assembly, Constitutional Officer, State Board or Commission
	Mark (v)	Name of Position of Job Held	For How Long?	Long?	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	% of ownership interest and/or control?
	Current Former	er board/commission, data entry, etc]	From MM/YY	To MM/YY	Person's Name(s)	Ownership Position of Interest (%) Control
General Assembly						
Constitutional Officer						
State Board or Commission Member						
State Employee						
None of the above applies	S					

Contract and Grant Disclosure and Certification Form		Action Number
	Imper	Attachment Number

Contract Number

that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to lisclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a of my contract with the state agency whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement
- 2. I will include the following language as a part of any agreement with a subcontractor

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ω amount of the subcontract to the state agency. copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a

8				
Phone No. (404) 290-8581	Title Chief Development Officer		Vendor Contact Person Dena Adams-McNeish	Vendor Conta
Date /-/-25	IIIle ciliei pevelobilieit Cilicei		signature upon lider frietlish	Sameuble
70.7	This Development Office		1: ans 10	9)
	ated herein.	e conditions st	that I agree to the subcontractor disclosure conditions stated herein.	that I agree to
I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and	ledge and belief, all of the above in	st of my know	er penalty of perjury, to the be	I certify unde

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **mus**t be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G, Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature: Dene Adam McHapt	_ Title: Chief Development Office
Printed/Typed Name: Dena Ada ma - McNaish	Date: 7/1/25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Region Members Served (2024)							
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present						
Contact:		Elizabeth Pitman – Division of Medical Services Director Phone: (501) 682-4936							

Contract Overview

Verida provides NEMT services to eligible adults and children for rides to day treatment programs – Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Service Length	
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weathertor Disabilities Services Phone: (501) 682-8	Director	of Developmental

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length
Georgia Department of Community Health (DCH)	Regional	2000 - Present	
Contact:	Kimberly McKni Phone: (404) 65	ght – NEMT Mana 57-7244	ıger

Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan – a Georgia CHIP health plan – was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present
Contact:	Lindsey Klemar Phone: (317) 23		eputy Director of Strategy

Services Provided

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-forservice population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Members Served (2024)	Service Length
Louisiana Department of Health (LDH)	Statewide	100,000	2014 – Present
Contact:	Melanie Doucet Phone: (225) 33	•	Program Manager
Services Provided	Mary State of the		

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.





Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- Israel Boycott Restriction: For contracts valued at \$1,000 or greater. A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after
 - signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. Illegal Immigrant Restriction: For contracts valued at \$25,000 or greater. No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.
 - A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction: Required with bid or proposal submission.
 - A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: <u>710-25-049</u>	Description: Non-Emergency Medical Transportation Services
Agency Name: Department of Human	Services
Vendor Number: 100101084	Vendor Name: Verida, Inc.
Den M. ada-M. Man	7-1-25
Vendor Signature	Date



TITLE: PROJECT DIRECTOR

REPORTS TO: VICE PRESIDENT OF OPERATIONS

FLSA STATUS: EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely
 outcomes, including analyzing data on provider performance, trip completion rates, cancellation
 rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control
 complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- · Experience managing and evaluating workflow and reporting processes.
- Previous experience in operations management.

PREFERRED SKILLS:

Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- · At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE:

Safety Officer

REPORTS TO:

Compliance Manager

FLSA STATUS:

Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- Ability to become certified within 3 months as:
 - Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- One or more years of direct training experience in a classroom and field setting.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- · Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- · Must be able to enter and exit vehicles multiple times daily.
- Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation. Prepares and presents technical and program information to the management team. Directs technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- · Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

 Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- · Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

• Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE: INVESTIGATOR

REPORTS TO: PROJECT DIRECTOR

FLSA STATUS: NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- · Reviewing Grievance for Medicare Clients: DHS
- Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- Investigate all accidents and provide reports to the State Director and compliance
- Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- Coverage of the Arkansas QA Voicemail Box
- Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- · Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- · High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

¥0.4	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution shall develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture.	Any technology vendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs	Any technology vendor, application or solution shall utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	Any technology vendor, application or solution shall maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g., any jobs provided by any vendor working on/with the DHS fateriprise Platform)	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed Jobs,	Any technology vendor, application or solution shall adhere to the Information Technology infrastructure (ibnay (ITI) V3.0 Change and Release Management processes.	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process,	Any technology vendor, application or solution shall maintain a detailed Disaster Recovery plan to mnet Disaster Recovery requirements. Plan shall include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform,	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.	Any technology vendor, application or solution shall develop action plans to address any issues anising from Disaster Recovery Lesting.	Any technology vandor, application or solution using cloud technology shall be located within the continental U.S., All servers and data will be located in U.S. Solt.	Any technology vendor, application or solution shall proactively monitor all infrastructure inducting but not limited to network, storage, virtual environments, servers, databases, firewalls, etc., following industry best practices:	Any technology vendor, application or solution shall implement physical and logical security within new functionality defined in the security plan consistent with DHS' security policies and industry standards.	Any technology vendor, application or solution shall review all available infrastructure security partenes relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.	Any technology vendor, application or solution shall provision new environments and capacity as required to onsure performance requirements are met as volume increases and additional functionality is implemented.	Any technology vendor, application or solution shall encrypt all data at rest including backups using DHS and regulatory bodies (CMS, or A standards peaceforce of
Datest - 100 Control and Scheduing	Hatch Inb Control and Scheduling	Hatch · Iob Control and Scheduling	Batch – Job Control and Scheduling	Batch – Iob Control and Scheduling	Clonge/Release Management	Change/Rolease Monagentent	Disacler Recovery	Disaster Recovery		Infrastructure Security v	Infrastructura Security III	Infrastructure Security A		Services	Operating System, Application and As Database Backup and Recovery
Hosting	Application Hosting	Application Hosting	Application Hosting	Application Hosting	Аррікалом Нозділі	Application Hosting	Application Hosting	Application Hosting	Application (Application h	Application It Hosting	Application In		Application O

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution: Will provide data backup and restgration	services in accordance with Industry best practices. Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-reflective manner.	Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Any technology vendor, application or solution shall monitor and demonstrate compilance with Arkansas Records Retention Schedule.	Any technology vendar, application or solution shall manage and maintain monitoring priocediates and standards for system/solution/infrastructure including, but not limited to: 10. An Anonitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert. 5. Monitoring of system logs, update error, database corruption, jobs execution failures etc. and propose solution in case of an alert. 6. Monitoring of alert notification interface (e.g., Simple Mail Transfer Protocol (SMTP), sendmail), and propose a solution in case of an alert. 6. Monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilisation, indexes, etc., and propose a solution in case of an alert. 6. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure. 6. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to BHS according to agreed procedure. 6. Monitoring of interfaces. 8. Monitoring of starts jobs and job scheduling.	Any technology vendor, application or solution shall monitor infrastructure for evallability as well as transaction and response time performance.	Any technology vendor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)	Any technology vendor, application or solution shall identify and make available appropriate resources to support DHS' disaster recovery planning, testing and execution.	Any technology vendor, application or solution shall provide documented procedures for socurity monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.	Any technology wendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS.	Any tethinology vendor, application or solution shall maintain a record (e.g., audit trail) of all additions, changes and deletions made to data in the applicable system or solutions, changes and deletions made to data in the applicable system or solution, in addition, a log of query or view access to certain type of records and/or screeks will be maintained for investigative purposes. This should be readily searchable by user ID or change to a contention. This must include, but is one limited to: a. The user ID of the person who made the change b. The user ID of the person who made the change b. The date and time of the change change the physical, software/hardware and network location (iP address) of the person while making the change d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used	Any technology vendor, application or solution shall prevent modifications to the audit records.
Storage Management Services	Storage Management Services	Storage Management Services	Storage Management Services	System Manitoring	System Monitoring	System Monitoring	Disaster Recovery	Security Administration	Master Data Managenient	Audit_8_Compliance	Audit_R_Compliance
Application	Application Hosting	Application Hosting	Application Hosting	Application Hosting	Applications Hosting	Application Hosting	Application M&O Services	Application S M&O Services	nce	General A System Behavior	System Sehavior
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Any technology vendor, application or solution must have the ability to capture electronic signalures on all documents, forms, letters, and correspondences.	Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 800-53 moderate baseline, rev 4) that it mediates and generate and trecords for them. At a minimum the events will include, but not be limited to: a. Start/stop b. User login/logout c. Session in meout d. Account lockout e. Client record created/viewed/updated/deleted f. Scheduling is. Query H. Order i. Noder-authentication failure j. Signature created/validated x. Personally identifiable Information (PII) export f. PII import m. Security administration events n. Backup and restore o. Audit Event Types listed in IRS 1075	Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formats.	Any technology vendor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers.	Any technology vendor, application or solution shall provide the capabilities for a Real- Time (or near real-time) integrated enterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across organizational units with appropriate adherence to State and Federal security and privacy restrictions.	Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program: to-program communication, moving messages between zon'to enferted arehitenture (50A) service consumer modules and service provider modules at runtime.	Any technology vendor, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures.	Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service 8us/Data Integration Hub.	Any technology vendor, application or solution WSDLs developed for Arkansas will conform to the W3C standards for restful API development.	Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components.	Any technology vendor, application or solution shall have the ability to use standards-based communication protoccis, such as TCP/IP, HTTP, HTTP/5 and SMTP. Protocol bridging: The ability to convert between the protocol native to the messaging platform and other protocols, such as Remote Method Invocation (RMI), IIOP and AIET remoting.	Any technology vendor, application or solution will have the capability to work with security policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing)	Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for fatherprise Master Client Index (EMCI) innihomental as each of the "Client Little" in a constraint of constraint of the Client Little in a constraint of constraint.
Yes	Yes 5	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution shall be responsive and will automatically be sized for an optimum view to the display dimensions of PC, Tablet or Mobile phone.	Any technology vendor, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with DNE Enterprise Architecture Standards and industry standards and vision for interoperability.	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.	Any technology vendor, application or subtlibut must be designed so all releases can be purformed between 7pm and 6am except critical releases	Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system platforms without having to acquire additional hardware.	Any technology vendor, application or solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups.	Any technology vendor, application or solution will provide at least one (1) production and one (1) non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged.	Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc.	Any technology vendor, application or solution shall, at a minimum, pitovide a mechanism to comply with security requirements and safeguard requirements of the mechanism to comply with security requirements and safeguard requirements of the Colloving Federal agencies - Petities. A. Healin & Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) B. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Fraity Framework C. Administration for Children & Families (ACF) 4. Dept. of Agriculture Food and Nutrition Services e. NIST 800-53 TS Moderate. MARS. E and DOD 8500.2 A. Dept. of Agriculture Food and Nutrition Services e. NIST 800-53 TS Moderate. MARS. E and DOD 8500.2 E. Privacy Act of 1975. Which points back to NIST 800-53 rev 3 B. Federal Information Security Management Act (FISMA) of 2002 E. Privacy Act of 1970. E. Security And Security Act In Section 106(b)(1)(8)(viii) of the Child Abuse Prevention and Treatment Act In Section 106(b)(1)(8)(viii) of the Child Abuse Prevention and Treatment Act	Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html)	Airy technology vendor, application or solution shall adhere to the AB State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-36-201 et seq., as amended by Act 308 of 2013.	Any technology vendor, application or solution camply with the DHS branding standards as defined by DHS.	Any technology wendor, application or solution shall adhere to the principle of "Fall Safe" to ensure that a system in a falled state does not reveal any sensitive information or leave any access controls open for attacks	Any technology vendor, application or solution shall maintain a level of security that is commissionate with the risk and magnitude of the harm that could result from the loss, middlification of information
Interoperability-Interfaces	Interoperability-Interfaces	Perf and Avail.	Perf. and Avail.	Perf. and Avail	Perf. and Avail	Perf. and Avail.	Regulatory_&_Security	>		Regulatory & Usability in an	Regulatory_&_Security Ar	Regulatory_&_Security An Sa or	Regulatory & Security An
General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	Ta - 6		General Re System Behavior	General Re System Behavior	General Re System Behavior	General Re System Behavior
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Yas		Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management. The current standards state that applications will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IRM Cloud identity.	platform for external users. Modern authentication protocols such as SAML or OloC should be used and multi-factor authentication protocols such as SAML or OloC increasanty by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.).	Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PHI) and Personally Identifiable Information (PII) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMIS and NIST requirements for encryption of PHI and PII data	Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Societis Layer (SSI), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (\$/MIMIE) or Thereby, XML encryptions, and solutions and solutions will be subject to external Audit checks.	Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest.	Any technology vendor, application or solution, prior to accessing any PHI, display a Sale-approved configurable warning or login banner (e.g."The System should only be accessed by authorized users". In the event that a application or solution does not support pre-login capabilities, the application or solution will display the banner immediately following authorization.	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PII) using publically available storage over the Internet or any wireless communication device, unless:	 the PH or PII is "de-identified" in accordance with 45 CF.R § 164 5.14(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies, procedures and standards established by DHS 	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g. PHI, PII).	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls: a. Role-Based Access Controls (RRAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based mode, etc.)	Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements	Any technology vendor, application or solution will allow System administrators to create and manage user roles.	Any technology vendor, application or solution communications will be protected by at least 256-bit encryption.	Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates.	Any application or solution will use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements.
Regulatory_8_Security		Regulatory_&_Security		Regulatory_&_Security	Regulatory_&_Security	Regulatory_&_Security		Regulstary, &_Security	Regulatory_&_Security	Regulatory_&_Security	Solution Administration	Snlution Administration	Sofution Administration	Regulatory & Usability
7 General System Behavior		General System Behavior		General System Behavior		General System Behavior		General System Behavior	general System Behavior	General System Behavior	General System Behavior	General System Behavior	Generat System Behavior	General System Behavior
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Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	18		E					vs 29 C
Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the velidated new address and prompt user to select either user entered address or buildated and address or the control of the contr	Any technology vendor, application or solution must perform standard data validations such as character, numeric, date, currency , phone, SSN etc.	Any technology verdor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules.	Any technology vendor, application or solution shall have the ability to create prompts for user actions. Leg., incomplete data entry of required fields, deletion of data, system log-off warnings).	Any technology vendor, application or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc.	Any technology vendor, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via 5SI. (e.g., HTM) over HTPS).	The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MAC OS, Apple 10S and Google Android.	The system will support and maintain compatibility with the current to (N-2) version of the DHs approved Browsers. The supported Browsers are Chome, Edge, and Safari. This is to ensure that vendors test and certify their software/application for current to (N-2) versions of these Browsers.	Any technology vendor, application or solution Extract Transform arid Load (ETL) components will provide process flow and user interface capabilities to enable business users to perform data quality-takes and fulfill stewardship functions, including: a Packaged processes, including steps used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom ruiks for incomplete data, resolving conflicts of duplicate records, specifying custom fulger for merging records, profiling, auditing, for example) b. User interface in which quality auditing, for example) c. Functionality to manage the data quality issue resolution process through the greavardship workflow (status tracking, escalation and monitoring of the issue resolution process) d. Ability to customize the user interface and workflow of the resolution process or Ability to execute data quality resolution steps in the context of a process or Ability to execute data quality resolution steps in the context of a process or child the resolution between the ability to work with popular BPM suffees, for example)
User Interrace	User Interface	User interlace	User Interlace	User Interlace	Web based UI	Web based Ul	Webbased UI	Data integ.Quality, ETL
General System Bahavior	General System Behavior	General System Behavlor	General System Behavior	General System Behavior	General System Behavior	General System Behavior	General System Behavior	Lechnology Platform Requirements
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Requirement Number	Category
1	Application/Solution Hosting
2	Application/Solution Hosting
	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- 2) Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- 3) Data Management
- 4) Governance
- 5) Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brad Raffensperger, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

Verida, Inc.
a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number : 23296311 Date Inc/Auth/Filed: 01/27/2000

Jurisdiction : Georgia
Print Date : 07/12/2022

Form Number 211

1776 1776

Brad Raffensperger

Brad Raffensperger Secretary of State



Arkansas Secretary of State Cole Jester

State Capitol Building • Little Rock, Arkansas 72201-1094 • 501-682-3409

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b To verify the Authorization Code, visit sos.arkansas.gov Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee	
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00	
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00	
		Total Document F	'ees	\$0.00	

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly.robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256. Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

MARI	CEN	ITITY	TVD	

Corporation-Profit Corporation-Nonprofit Limited Liability Comp	Partnership	Limited Series LL	ability Limited Partnership C/Protected Series
Name of entity: Verida,	Inc.		A STATE OF THE STA
New foreign address: 843	3 Dallas Hwy		
		Address	
	Villa Rica	GA	30180
	City	State	Zip Code
Class C misdemeanor and is p	ning a false document with th unishable by a fine up to \$10 day of April	e intent to file with the Arkansas S 0.00 and /or imprisonment up to 3 , 2025	ecretary of State is a 0 days.
		(97	
Dena Adams-McNish		Dena Adams-McNei	sh
Signature of Authorized Officer		Printed Name	
		Chief Development	Officer
		Title of Authorized Officer	

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

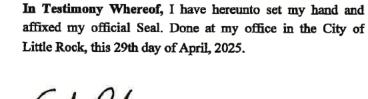
I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.





Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

	MARK ENTITY	TYPE	
✓ Corporation-Profit	General Partr	nership Limited Liabilit	y Limited Partnership
Corporation-Nonprofit	Limited Partn	ership Series LLC/Pro	otected Series
Limited Liability Compa		ity Partnership Other	
1. Name of entity: Verida, 2. Is the entity: Dom			
New principal office address	843 Dallas Hwy		
	***************************************	Address	
	Villa Rica	GA	30180
	City	Sixte	Zip Code
I understand that knowingly sign C misdemeanor and is punishal	ning a false document with the block and a fine up to \$100.00 and	intent to file with the Arkansas Secre I for imprisonment up to 30 days.	etary of State is a Class
	day of April	2025	• 7
			 ÷
Dena Adams—McNish RECATRANSERIE! Signature of Authorized Officer		Dena Adams-McNeish	Chief Development Officer

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

UT VI TOUR SOLEN	PROSPECTIV	E CONTRA	ACTOR'S INFOR	RMAT	ION	100 000					
Company:	Verida, Inc.										
Address:	843 Dallas Hwy										
City:	Villa Rica	3	State:		Ga	Zip Code:	30180				
Business Designation:	☐ Individual ☐ Partnership	☐ Sole F	Proprietorship pration			Public Servi	ce Corp				
Minority and Women-Owned Designation*:	☐ African American ☐ Asian American ☐	 ☐ American Indian ☐ Service Disabled Veteran ☐ Hispanic American ☐ Women-Owned ☐ Pacific Islander American 									
AR Certification #: * See Minority and Women-Owned Business P											
PROSPECTIVE CONTRACTOR CONTACT INFORMATION Provide contact information to be used for bid solicitation related matters.											
Contact Person: Dena Adams-McNeish Title: Chief Developmen						elopment O	fficer				
Phone:	404-290-8581		Alternate Phone	li .							
Email	Email: dadams@verida.com										
CONFIRMATION OF REDACTED COPY											
□ NO, a redacted	d copy of submission document copy of submission documents be released if requested.			ınd a	full copy o	f non-redacte	ed submission				
neither box pricing), will	d copy of the submission docum is checked, a copy of the non-re be released in response to any icitation for additional informatio	edacted doo request m	cuments, with the	exc	eption of fi	nancial data	(other than				
		White the Party of	TIFICATIONS FO	RM	M. Stanton	20-12	The state of the s				
Prospective Contr Contracting with the	actor has included, in this subm ne State of Arkansas.	ission pack	et, the signed At	tachr	ment H-Co	mbined Certi	fications for				
An official authorized to bind the Prospective Contractor to a resultant contract must sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's bid to be disqualified:											
Authorized Signat Printed/Typed Nan	Dona Adama Ma	M Meish			Chief De	evelopme	nt Officer				
	=======================================			ate							

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

•	Any requested exceptions to items in this section which are <u>NON-mandatory</u> must be declared below or as an attachment to this page. Vendor must clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
•	Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and shall fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Verida, Inc.	Date:	7-1-25
Signature:	Dena adai MMa	Title:	Chief Development Officer
Printed Name:	Dena Adams-McNeish		

PROPOSED SUBCONTRACTORS FORM

• Do not include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information	n	
Type or Print the following information Subcontractor's Company Name	Street Address	City, State, ZIP

Ш	PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO US	Ε
	SUBCONTRACTORS TO PERFORM SERVICES.	

STATEMENT OF ATTESTATION

icles used for Beneficiary transport will be in compliance ent for Arkansas Intrastate Renewal prior to award and upor
shall fully comply with all requirements as described in this
Ch
Date: 7-1-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- · Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- · Official Bid Price Sheet
- · All documents provided in the bid response packet
- · Copy of Vendor's Equal Opportunity Policy
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- · Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title:	Equal Employment Opportunity	Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

☆ VERIDA

Scope: Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility:

All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

—signed by: Dena Adams-McNeish

1/31/2025

Corporate Officer

Date

-Signed by:

Shameka Clark Johnson

2/1/2025

Corporate Director/Manager

Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services		
The following change(s) to the above referenced IFB have been made as designated below:		
Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other		
OTHER		
Attachment D – remove and replace with Attachment D Revised Terms and Conditions.		
The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.		
If you have any questions, please contact: Ian Cunningham, DHS.OP.Solicitations@dhs.arkansas.gov ; (501) 682-0120.		
Dena M. adan M. Malan Tolls Vendor Signature 7-1-25 Date		
Verida,Inc.		
Company		

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency M	edical Transportation :	Services
The following change(s) to the above refere	enced IFB have been r	made as designated below:
Change of specification(s)		
Additional specification(s)		
Change of bid opening date and tir	ne	
X Other		
THE PARTY OF THE P	OTHER	的图象中心现实现在是一个
 Add Written Questions and Answer 	'S	
 Bidders Library 		
 Add the following: 710-25-0 	049 Exhibit 3	
Add the following: 710-25-0 Solicitation – remove and replace to)49 Exhibit 4	etian Davisian 4 (Badlina and Class various)
Attachment C – remove and replace v	e with Revised Attachi	ation Revision 1 (Redline and Clean versions) ment C (Redline and Clean versions)
Response Packet – remove and re	place with Revised 71	0-25-049 Response Packet
 Additional Questions and Answers 	period	
Deadline for Receipt of Wri		June 26, 2025
Response to Written Quest	ions, On or About	June 30, 2025
The specifications by virtue of this addendu to return this signed addendum may result if you have any questions, please contact:	n rejection of your pro	
Dena Ada - M. Min Vendor Signature	DHS.OP.Solicitations (501) 682-0120	s@dhs.arkansas.gov
Verida, Inc.		
Company		——————————————————————————————————————

							S	None of the above applies
								State Employee
								State Board or Commission Member
								Constitutional Officer
								General Assembly
hip Position of (%) Control	Ownership Interest (%)	Person's Name(s)	To MM/YY	From MM/YY	board/commission, data entry, etc.]	Former	Current	
hip interest and/or	of owners	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	For How Long?	For Ho	Name of Position of Job Held (senator, representative, name of	Mark (√)	Me	Position Held
eral Assembly, Constitutional te Board or Commission	of the Gen Officer, Star	Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	d any owner nt, or child o s or influence	ntrol or hok ister, parer ing policies	nt or former, hold any position of con Employee, or the spouse, brother, s ans the power to direct the purchas	ons, curren ber, State (control mea	ing person Memorition of a	Indicate below if any of the follow Officer, State Board or Commissi Member, or State Employee. Pos
		BUSINESS) *	тү (NTI	FOR AN E			
							es	None of the above applies
								State Employee
								State Board or Commission Member
								Constitutional Officer
								General Assembly
Relation		Person's Name(s)	To MM/YY	MM/YY	board/ commission, data entry, etc.]	Former	Current	
ed to you? hild, etc.]	they relate	What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	For How Long?	For Ho	Name of Position of Job Held [senator, representative, name of	Mark (√)	3	Position Held
er, State Board or Commission	ional Office	you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Employee:	a current o	spouse is	sister, parent, or child of you or you	brother, s	se or the	Indicate below if: you, your spou Member, or State Employee:
		DUALS*	IVID	IND	For			
MENT,	AGREE OSED:	AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, 1TE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:	NEWING	OR RE	IG, EXTENDING, AMENDING, (ARKANSAS STATE AGENCY,	ANY ARK	ITH A	OR GRANT AWARD WITH ANY ARKANSAS ST
country; United States	COUNTRY	pe: 30180	ZIP CODE:	GA	STATE:			ciry: Villa Rica
								ADDRESS: 843 Dallas Hwy
		мл.: М		Dena	FIRST NAME (Neish	YOUR LAST NAME; Adams-McNeish
	Both?	IS THIS FOR: Goods? ☐ Services? ✓ Both? [inc.	TAXPAYER ID NAME: Verida, inc
						NAME	VIRACIO	☐ Yes ☑No
	e Agency.	Action Number CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.	LOSUR ase, purcha	T DISC contract, le	CONTRACT AND GRAN	ormation n	owing int	Action Number Failure to complete all of the folic
								Attachment Number
								Contract Number

Failure to make any disclosure required by Governor's Executive Order 98-44 or may violation of any sule condition.	Failure to make any o
Contract and Grant Disclosure and Certification Form	Action Number
	Attachment Number

Contract Number

that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a of my contract with the state agency whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement
- 2. I will include the following language as a part of any agreement with a subcontractor

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ω amount of the subcontract to the state agency. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar

Agency use only Agency Agency Contact Contract Agency Services Contact Person Phone No. or Grant No.	Signature Development Officer Date 7-1-25	I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.
		Title Chief Development Officer

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G. Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature: Della Chan M. May	Title: Chief Dadopnest Office
Printed/Typed Name: Dona Adams-Maleish	Date: 7-1-25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present
Contact:	Elizabeth Pitman – Phone: (501) 682-4		I Services Director
Contract Overview			

Verida provides NEMT services to eligible adults and children for rides to day treatment programs – Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weatherton Disabilities Services Phone: (501) 682-8	Director	of Developmental

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length
Georgia Department of Community Health (DCH)	Regional	932,807	2000 - Present
Contact:	Kimberly McKni Phone: (404) 65	ght – NEMT Mana 57-7244	ager
Services Provided		THE WAS STORY	

Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present
Contact:	Lindsey Klemar Phone: (317) 23		Deputy Director of Strategy
Services Provided	Tan Jackson III		

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-forservice population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Members Served (2024)	Service Length
Louisiana Department of Health (LDH)	Statewide	100,000	2014 - Present
Contact:	Melanie Doucet Phone: (225) 33		Program Manager
Services Provided		HE HALL MILE	

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.





Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- Israel Boycott Restriction: For contracts valued at \$1,000 or greater.
 A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. **Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater. No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.
 A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms,

or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.

4. Scrutinized Company Restriction: Required with bid or proposal submission. A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: 710-25-049	Description:	Non-Emergency Medical Transportation Services
Agency Name: Department of Human	Services	
Vendor Number: 100101084	/endor Name: _	Verida, Inc.
De Made-MeMeigh		7-1-25
Vendor Signature		Date



TITLE:

PROJECT DIRECTOR

REPORTS TO:

VICE PRESIDENT OF OPERATIONS

FLSA STATUS:

EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- · Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely
 outcomes, including analyzing data on provider performance, trip completion rates, cancellation
 rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- Experience managing and evaluating workflow and reporting processes.
- Previous experience in operations management.

PREFERRED SKILLS:

 Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE: Safety Officer

REPORTS TO: Compliance Manager

FLSA STATUS: Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- Ability to become certified within 3 months as:
 - Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - o Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- · Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- One or more years of direct training experience in a classroom and field setting.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- · Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- · Must be able to enter and exit vehicles multiple times daily.
- Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate
 policies and goals. Interprets quality assurance philosophy to key personnel in
 organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during
 quality assurance activities and actions being taken to improve the situation. Prepares
 and presents technical and program information to the management team. Directs
 technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

 Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

 Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE: INVESTIGATOR

REPORTS TO: PROJECT DIRECTOR

FLSA STATUS: NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- Reviewing Grievance for Medicare Clients: DHS
- Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- · Investigate all accidents and provide reports to the State Director and compliance
- · Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- · Coverage of the Arkansas QA Voicemail Box
- · Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- · Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

Date	Version Notes	Notes
8/1/2019		Initial draft
8/22/2019	1.0	First Version
9/26/2019		updated for ACS requirements
12/16/2019	1.2	Updated version (Minor changes)
		Updated in Jan 2020.Document updated to be used in 2020 after
1/31/2020	1.3	presenting to EAB.

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Application	Application Hosting	Hosting	Hosting	Hosting	Hosting	Mosting	Application Hosting	Application	Mosting	Application	Hosting	Application	Hosting	Application Hosting	Hosting
Operating System, Application and Datahase Backup and Recovery	Network, Hosting and Data Center Services			Infrastructura County				Disaster Rocovery							
Any technology vendor, application or solution shall encrypt all data at rest including backings using DHS and regulatory bodies (CMS, FNS, etc.) standards regardless of stream and its	Any technology windor, application or solution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented.	Any technology vendor, application or solution shall review all available infrastructure requirity patiches relevant to the environment and classify the need and speed in which the security patiches should be installed as defined by DHS security policies.	Any technology vendor, application or solution shall implement physical and logical security within new functionality defined in the security plan consistent with DHS' security policies and industry standards.	Any technology vondor, application or solution shall groughlyely monitor all infrastricture including but not limited to network, storage, virtual environments, servers, databases, freewalls, etc. following industry best practices;	Any translings varidar, application or solution using cloud technology shall be located within the continental U.S. All servers and data will be located in U.S. Soil.	Any technology vendor, application or solution shall develop action plans to address any times arising from Disaster Receiving testing.	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring, and testing disaster recovery.	Any Jechnology vendor, application or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery plan to meet Disaster Recovery plan to meet Disaster for data, hack-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery sequirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform.	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process.	Any terhonlogy vendor, application or solution shall adhere to the Information Technology infrastructure Library (ITI) V3.0 Change and Release Management processors.	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed jobs.	Any technology vendor, application or solution shall maintain a master job schedule and execute all hatch jobs for the DHS Fotorprise Program (e.g., any jobs provided by any vendor working on/with the DHS Fotorprise Platform)	Any technology vendor, application or solution shall utilite and manage scheduling tools for automating into execution (e.g., inh workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	Any technology vendor, application or solution shall define job scheduling requirements, application coftware interdependencies, and rerun requirements for all production jobs	Any Inchnology vendor, application or solution shall develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture.
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes.	Yes	Yes

Yes	Any technology vendor, application or colution shall provent modifications to the audit retords.	viiii _v _ ompliatice	System Behavior	
Yes	Any technology wondor, application or solution shall maintain a record (e.g., audit trail) of all additions, changes and deletions made to data in the applicable system or solution. In addition, along of query or view access to certain type of records and/or screens will be maintained for invastigative purposes. This should be readily searchable by user 10 or client 10. This must include, but is not limited to: a. The user 1D of the person who made the change b. The date and time of the change c. The physical, software/hardware and network location (IP address) of the person while making the change d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used		3	200
Yes	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS	Maxter Data Management	Governance	26
Yes	Any technology vendos, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.	Security Administration	Application M&O Services	3 25
Yes	Any technology vendor, application or solution shall identify and make available appropriate resources to support DHS disaster recovery planning, testing and execution:	Dicaster Recovery	3	24
Yes	Any technologywindor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)	System Monitoring		b
Yes	Any technology vendor, application or colution shall monitor infrastructure for availability as well as transaction and instrume time performance.	System Monitoring	Application Plosting	2
Yes	Any technology vendor, application or colution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert b. Monitoring of system logs, update error, database corruption, jobs execution failures of:, and propose a solution in case of an alert c. Monitoring of alert notification interface (e.g., Simplo Mail Transfer Protocol (SMTP), steridimail), and propose a solution in case of an alert d. Monitoring of ransaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert e. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure e. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure f. Monitoring and reporting of end-to- and transaction response time to allow measurements against SIAA (s. Monitoring of interfaces).	System Monitoring	Hacing	2
Yes	Any technology vention, application or solution shall monitor and demonstrate compliance with Arkansas Records Refontion Schedule.	Storage Management Services	Application	20
Yes	Any technology vendor, application or solution shall regularly test recovery procedures and practices in demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Storage Management Services	Application Hosting	19
Yes	Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-effective manner.	Storage Management Services	Application	i
Yes	Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry host practices,	Storage Management Services	Application Hosting	17

42 General System Rehavior			System Behavio 40 General	System Behavic 39 Genera		Syst Beh			Sys See			0
				- 4		System Behavior						General System Rehavitin
Interoperability-Interfaces	inieroperaniny-interraces		Interoperability-Interfaces	Inferoperability-interfaces	Interoperability-Interfaces	ntoroperaniiiy-interfaces	misingeraduny-interfaces	III.CET IDEA MINE THE CENTRAL PROPERTY OF THE CENTRAL	Interrupe rateilty-interfaces	Intercoperability-Interfaces	Interoporability-interlaces	Audit_R_Compliance
Any Technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Client Index (EMCI) implementation as part of the "State Hish" in a centralized or registry style involvementation.	Any technology unodor, application or solution will have the capability to work with soturity policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing).	based communication protocols, such as TCP/IP, HTTP, HTTP/S and SMTP_Protocol bridging: The ability to convert he tween the protocol native to the messaging platform and other protocols, such as Remote Method invocation (RMI), IIOP and .NET remoting.	continue to operate despite failure or unavailability of one or more individual technology solution components. Auditability unaddo and that are collided to the true to the continue of the	Conform to the W3C standards for restful API development. Any technishary vendor, application or solution design will allow for the solution to	Application integration, hold internal and external, will go through the DHS Enterprise Service fluir/Data Integration Hub. Any technology vendor, application or colution WSDLs developed for Arkansas will	Any technology wonder, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures.	Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program to-program communication, moving messages between service oriented architecture (SOA) service consumer modules and service provider modules at runtime.	Any technology evonor, application or solution shall provide the capabilities for a Real- Time (or near real-time) Integrated Enterprise where common data elements about the customers served (e.g., rilents) and services rendered are easily shared across organizational units with appropriate adherence to State and Enderal security and privatey restrictions.	Any technology vendor, application or solution shall provide the ability to publish survices and related dairs to be used by different types and classes of service consumers.	Any technology vendor, application or solution shall develop/integrate services using standardized Weh Services formats.	Any rednonlegy vendor, application or colution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective.	Any technology vendor, application or solution shall be able to detect security-relevant exents (as defined in MIST 600-53 moderate baseling, rev 4) that it mediates and generate audit records for them. At a minimum the events will include, but not be whitely to: a. Shart/sipp b. Usar login/logout c. Session timeout d. Account inclout e. Client record created/viewed/updated/deleted f. Scheduling g. Query h. Order I. Mode-authentication failure I. Separature created/validated f. Esparature created/validated f. Personally identifiable information (Pil) export I. PII import I. Security administration events n. Security administration events n. Rackup and restonce o. Audit Event Types listed in IRS 1075
Yes	Yes	y as		Co.	Yes Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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Regulatory_R_Security	Regulatory_K_Security	REGULATED A SPECIFIC	Regulatory & Usability	недином_ж_менидей	w. Paraman	1 - 1 - 1	Perf and Avail	Perf. and Avail	Perf. and Avail	Perf and Avail	PET AND AVAIL	intersperantity-interfaces	The state of the s
Any technology vendor, application or solution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information	Any technology vendor, application or initation shall adhere to the principle of "fail" Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks	Any Technology vendor, application or solution comply with the DHS branding standards as defined by DHS.	Any Inchnology vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisione of Arkansas Code Annotated § 25-26-201 et seq., as amonded by Act 108 of 2013.	Any technology vendor, application or colution shall gighere to the accessibility standard as outlined in the web guidelines and based on the WEC level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checkiss.html)	Any technology vendor, application or volution shall, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: a. Health & Human Servicos (HHS) Centers for Medicare & Medicaid Services (CMS) ht. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Privary Framework c. Administration for Children & Families (ACF) d. Dept. of Agriculture Food and Nutrition Services e. MIST R00-53 5 Moderate, MARS. F and DOD 85.00.2 f. IRS pub 1075, which points back to NIST 800-53 rev 3 g. Federal Information Security Management Act (FISMA) of 2002 h. Health Incurance Portability and Accountability Act (HIPAA) of 1996 h. Health Information Technology for Frandomic and Clinical Health Act (HIPCH) of 2009 j. Privacy Act of 1974 k. e-Government Act of 7002 l. Patent Protection and Alfordable Care Act of 2010, Section 1561 Recommendations m. Section 471(a)(8) of the Social Security Act n. Section 106(b)(2)(8)(viii) of the Child Abuse Prevention and Treatment Act n. Section 106(b)(2)(8)(viii) of the Child Abuse Prevention and Treatment Act	ony securatory visitatir, application of collector shall allow for different roles for Users including Operators, Administrators, Managers etc.	Any technology vendor, application or solution will provide at least one [1] production and one [1] non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged.	Any technology vendor, application or colution will provide the ability to perform archival/incremental hackups and the ability to perform open/closed database backups.	Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system platforms without having to acquire additional hardware.	Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.	Any technology vendor, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SDA) aligned with DHS Faterprise Architecture Standards and industry atlandards and vision for interoperability.	Any sectionally version, application of solution shall be responsive and will automatically be sized for an optimum view to the display dimensions of PC, Tablet or Mobile phone.
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yès	Yes	Yes	ã

Yes	Any: abjunction of solution will use refions to enhance user experience and System usability, while complying with all disability requirements notated elsewhere in these requirements.	AMINTER CA ANTICON A	System	i.
		Rogaliston & Hashille	Behavior	00,70
Yes	Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates.	Sdimmin Administration	System	2
	The state of the s		Behavior	G
Yes	Any technology vandor, application or solution communications will be protected by at	Solution Administration	System	75
	NI SUNTE STATE SHORTING CLASSES THE SA		Behavior	
Yes	Any technology vendor, application or solution will allow System administrators to	Solution Administration	System	55
	requirements restricted in 43 CH4 83 and with State of Arkansas accessibility		Behavior	
Yes	Any technology vendor, application or solution will comply with accessibility	Regulatory_&_Security	General	Z
Yes	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls: a. Role-Based Access Controls (RPAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency mode; etc.)	regulatory_c_necutify	System Behavlor	8
Yes	Any technology wonder, application or solution will include the same security provisions for the dravelapment, System test, Acceptance test and training environment as those used in the spotlettion environment except those provisions implemented specifically to protect conflictential information for g. PHI, PIII).	regulatory_s_security	System Behavior	8
	1) the PHI or PII is "de-identified" in accordance with 45 C.F.R § 164,514(b) (2); or 2) intryptized in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and ac required by policies, procedures and standards established by DHS.			
Yas	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PII) using publically available storage over the Internet or any wireless communication device, unless:	Regulatory_8_Security	System Behavior	57
Yes	Any technology vender, application or solution, prior to accessing any P4, display a State-approved configurable warning or legin banner (e.g. "The System should only be accessed by authorited users"). In the ovent that a application or solution does not support pre-login combilities, the application or solution will display the banner immediately following authorization.	A. E. anna A. A. T. A. C. A.	System Behavior	į.
Yes	use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII, support the encryption of PHI/PII data at rest,	Donatic and a contract of the	System	5
	Examples include: Advanced Encryptinn Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Sockets Layer (SSL), internet Protocol Security (IPsec), XMI encryptions, or Secure/Multipurpose internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external Audit checks.	Bourston & Carrier		5
Yes	Any technology vendor, application or solution shall support protection of confliciontality of all Protected Health Information (PHI) and Personally Identifiable Information (PII) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII data.	Regulatory_R_Security	General System Rehavior	20
	The current standards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IBM Cloud identity platform for external users. Modern airthentication protocols such as SAML or OIDC should be used and multi-factor airthentication will be employed whenever deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.).			
Yes	Any technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management.	Regulatory_8_Security	System Behavior	2

System Behavior		demographic information (e.g., LISPS, Smarty Streets, AR GIS, etc.), Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly.	100
70 General I	User Interface	Any technology vendor, application or solution must perform standard data validations	Vac
System Behavior		such as character, numeric, date, currency , phone, SSN etc.	res
	User Interface	Any technology vendor, application or solution must have the ability to auto-save	٧
		Information cave when leaving pages in all modules:	res
Behavior		be an observed where treatment butters are on an endounced.	
72 General L	User Interlace	Any technology vendor, application or solution shall have the ability to create prompts	Vac
System		for mor actions to g. incomplete data entry of required fields deletion of data system	 765
Behavior		log-off warnings).	
General	User Interlace	0.77	
		Any technology vendor, application or solution shall have the capability to send	Yes
Behavior		notifications. Examples include sending emails, text messages (SMS), etc.	
	Web based IJI	Any technology yendor, application or tolytime providing data over a web browser	4
System		interface (http://ftp.etc.) will include the capability to encrynt the data communicated	Tes
Behavior		over the natural via SSI (e.g., HTM) over HTTPS!	
General	Weh based III	The system will support and maintain compatibility with the current to (N-2) version of	Var
System		the DHS Support Operating Systems. The supported Operating Systems are Microsoft	Ť
Behavior		Windows, MAC DS, Apple 105 and Google Android	
General	Web based IJI	The system will support and maintain compatibility with the current to (N-2) version of	Yes
System		the DHS approved Browsers. The supported Browsers are	e de
Behavior		Chromo, Edge, and Safari. This is to ensure that vendors test and certify their	
1		software/application for current to (N.2) versions of these Browsers.	
YEV	Data Integ,Quality, ETL	Any technology vendor, application or solution Extract Transform and Load (ETL)	Yes
Patronn		components will provide process flow and user interface capabilities to enable business	
Requirements		users to perform data-quality-related tasks and fulfill stewardship functions, including:	
		a. Packaged processes, including steps used to perform common quality tasks (providing	
		values for incomplete data, resolving conflicts of duplicate records, specifying custom	
		rules for merging records, profiling, auditing, for example)	
		 b. User interface in which quality processes and issues are exposed to business users, 	
		stewards and others	
		c. Functionality to manage the data quality issue resolution process through the	
		stewardship workflow (status tracking, escalation and monitoring of the keep resolution	
		process)	
		d. Ability to customize the user Interface and workflow of the resolution process	
		e. Ability to execute data quality resolution steps in the context of a process	
		orchestrated by Business Process Management (BPM) tools (packaged integration or	
		other ability to work with popular BPM suites, for example)	

Requirement Number	Category
	Application/Solution Hosting
2	Application/Solution Hosting
	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- 3) Data Management
- 4) Governance
- 5) Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brad Raffensperger, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

Verida, Inc.
a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number : 23296311 Date Inc/Auth/Filed: 01/27/2000 Jurisdiction : Georgia Print Date : 07/12/2022

Form Number : 211



Brad Raffensperger

Brad Raffensperger Secretary of State



Arkansas Secretary of State Cole Jester

State Capitol Building • Little Rock, Arkansas 72201-1094 • 501-682-3409

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b To verify the Authorization Code, visit sos.arkansas.gov Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
		Total Document Fe	es	\$0.00

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly.robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 · www.sos.arkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

B# 6 001/	Per S. Property of the Park.	TOPE
	ENTITY	

Corporation-Profit Corporation-Nonprofit Limited Liability Comp	Partnership	Limited Series LLC	ability Limited Partnership C/Protected Series
Name of entity: Verida,	Inc.		
New foreign address: 843	B Dailas Hwy	TAN ANDREAS A	· · · · · · · · · · · · · · · · · · ·
	Villa Rica	Address GA	30180
	City	Siete	ZIp Code
Class C misdemeanor and is p	ning a false document with th unishable by a fine up to \$10 day of April	e intent to file with the Arkansas S 0.00 and /or imprisonment up to 30 , 2025	ecretary of State is a 0 days.
Executed (IIIS	oay or _ ·		·
Dena Idams-McNish BECDEANSERTES Granture of Authorized Officer		Dena Adams-McNei	sh
		Chief Development (Officer
		Title of Authorized Officer	

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

	MARK ENTITY	TYPE	
Corporation-Profit	General Partn	ership Limited Liabilit	y Limited Partnership
Corporation-Nonprofit	Limited Partne		otected Series
Limited Liability Compa		J.Simp	
		ty raithership	
1. Name of entity: Verida, I	nc.		0931 <u>.</u>
2. Is the entity: Dome	estic Foreign		
New principal office address	843 Dallas Hwy		
		Address	3
	Villa Rica	GA	30180
	City	State	Zip Code
I understand that knowingly sign C misdemeanor and is punishab	ing a false document with the i	ntent to file with the Arkansas Secre /or imprisonment up to 30 days.	etary of State is a Class
	day of April	2025	4
Executed this	day of		<u> </u>
Duna Illams—McMish Secretary and Officer		Dena Adams-McNeish	Chief Development Officer

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

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VERIDA, INC.

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In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

The same of the sa							
Carlo Maria	PROSPEC	TIVE CONTR	RACTOR'S INF	ORMA	TION		STATE OF THE PARTY
Company:	Verida, Inc.						
Address:	843 Dallas Hwy						
City:	Villa Rica		State:		Ga	Zip Code:	30180
Business Designation:	□ Individual □ Partnership		Proprietorship poration	١		☐ Public Serv ☐ Nonprofit	ice Corp
Minority and Women-Owned Designation*:	■ Not Applicable						
	PROSPECTIVE Provide contact inform		OR CONTACT	TINFO	RMATION	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	less Policy
Contact Person:	Dena Adams-McNeish		Title:		Chief Dev	velopment O	fficer
Phone:	404-290-8581		Alternate Pho	one:			
Email:	dadams@verida.com						
	CONF	IRMATION C	F REDACTED	COPY			
□ NO, a redacted documents will Note: If a redacted	d copy of submission docum copy of submission docume be released if requested. d copy of the submission doc	ents is <u>not</u> end cuments is no	closed. I under	Prospe	ective Cont	ractor's respo	onse packet, an
neither box pricing), will	is checked, a copy of the no I be released in response to licitation for additional inform	n-redacted de any request r	ocuments, with	the exc	eption of f	inancial data	(other than
	COM	BINDED CER	TIFICATIONS	FORM	F15 8.11	THE REAL PROPERTY.	Bull 5 3 4 5
Prospective Contractor has included, in this submission packet, the signed Attachment H-Combined Certifications for Contracting with the State of Arkansas.							
The signature belov	zed to bind the Prospective w signifies agreement that are ctive Contractor's bid to be	ny exception t	hat conflicts wi			_	licitation will
_	Authorized Signature: Done Adomo Manaich Title: Chief Development Officer						
rinted/Typed Name: Dena Adams-McNeish Date: 7-1-25							

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

Any requested exceptions to items in this section which are <u>NON-mandatory</u> must be declared below or as an attachment to this page. Vendor must clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and shall fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Verida, Inc.	Date:	7-1-25
Signature:	Dena ada-McMen	Title:	Chief Development Officer
Printed Name:	Dena Adams-McNeish		

PROPOSED SUBCONTRACTORS FORM

Do not include additional information relating to subcontractors on this form or as an attachment to this
form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information	on	
Type or Print the following information Subcontractor's Company Name	Street Address	City, State, ZIP

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upo
By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.
Authorized Signature: <u>Samada-MJV</u> Printed Name: Dena Adams-McNeish Date: 7-1-25
Printed Name: Dena Adams-McNeish Date: 7-1-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- · Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- · Official Bid Price Sheet
- · All documents provided in the bid response packet
- · Copy of Vendor's Equal Opportunity Policy
- · Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title: Equal Employment Opportunity		Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

☆ VERIDA

Scope:

Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility:

All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

Signed by:

Dena Adams-McNeish

1/31/2025

Corporate Officer

Date

Signed by:

Shameka Clark Johnson

2/1/2025

Corporate Director/Manager

Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors

FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 710-25-049 Non-Emergency Medical Transp	portation Services
The following change(s) to the above referenced IFB ha	ve been made as designated below:
Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other	25
OT	HER CONTROL SECTION OF THE SECTION O
Attachment D – remove and replace with Attach	ment D Revised Terms and Conditions.
The specifications by virtue of this addendum become a to return this signed addendum may result in rejection of	permanent addition to the above referenced IFB. Failure fyour proposal.
If you have any questions, please contact: Ian Cunningh 0120.	am, DHS.OP.Solicitations@dhs.arkansas.gov; (501) 682-
Dena M. adan Mellist Vendor Signature	7-1-25 Date
Verida,Inc.	
Company	

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency Medical Transportation	n Services
The following change(s) to the above referenced IFB have been Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other	n made as designated below:
OTHER	
 Add Written Questions and Answers Bidders Library Add the following: 710-25-049 Exhibit 3 Add the following: 710-25-049 Exhibit 4 Solicitation – remove and replace with 710-25-049 Solice Attachment C – remove and replace with Revised Attachment Response Packet – remove and replace with Revised 7 Additional Questions and Answers period 	hment C (Redline and Clean versions)
Deadline for Receipt of Written Questions	June 26, 2025
Response to Written Questions, On or About	June 30, 2025
The specifications by virtue of this addendum become a permar to return this signed addendum may result in rejection of your proof of you have any questions, please contact: Ian Cunningham DHS.OP.Solicitation (501) 682-0120	nent addition to the above referenced IFB. Failure roposal.
2 M. Ada-M. Neif Vendor Signature Verida, Inc.	1-25

Company

Contract Number						
Attachment Number	,					
Action Number		CONTRACT AND GRAN	T DISCLO	SURE /	CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM	
SUBCONTRACTOR: SUBCO	NTRACTOR NAME:	n may result in a delay in obtaining a	contract, lease	, purchase	subcontractor: Subcontractor Name: Yes []No	
TAXPAYER ID NAME: Verida, inc	inc.				IS THIS FOR Goods? Services? ✓ Both?	
YOUR LAST NAME: Adams-McNeish	Neish	FIRST NAME [Dena		M.I.: M	
ADDRESS: 843 Dallas Hwy						
сіту: Villa Rica		STATE:	GA	ZIP CODE:	30180	COUNTRY: United States
AS A CONDITION OF OBTAINING, EXTENDING, OR GRANT AWARD WITH ANY ARKANSAS STA	BTAINING,	AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY,	OR RENE Y, THE FO	WING A	AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, ATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:	MENT.
		For	INDIVIDU	VID	A L S *	
Indicate below if: you, your spou Member, or State Employee:	ise or the brothe	, sister, parent, or child of you or you	spouse is a c	urrent or to	Indicate below It: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former; member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:	r, State Board or Commission
Position Held	Mark (√)	Name of Position of Job Held [senator, representative, name of	For How Long?	Long?	What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	ed to you? hlld, etc.]
	Current Former	-	From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly						
Constitutional Officer						
State Board or Commission Member						
State Employee						
None of the above applies	es					
		FOR AN E	NTIT	y (В	USINESS)*	
ndicate below if any of the follow Officer, State Board or Commissi Vernber, or State Employee. Po:	ing persons, cur on Member, Stat sition of control n	ent or former, hold any position of co e Employee, or the spouse, brother, s neans the power to direct the purchas	itrol or hold ar sister, parent, of ing policies or	ny ownershi or child of a influence th	indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	eral Assembly, Constitutional te Board or Commission
Position Held	Mark (v)	Name of Position of Job Held	For How Long?	.ong?	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	hip interest and/or
	Current Former	-	From MM/YY	To MM/YY	Person's Name(s) Ownership Interest (%)	Position of Control
General Assembly						
Constitutional Officer						
State Board or Commission Member						
State Employee						
Y None of the above annlies	90					

Action Number	Attachment Number
Contract and Grant Disclosure and Certification Form	

Contract Number

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement of my contract with the state agency. whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms
- I will include the following language as a part of any agreement with a subcontractor

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ယ amount of the subcontract to the state agency. copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a

that I agree to the subcontractor disclosure conditions stated herein.	that I agree to the subcontractor disclosure conditions stated herein.	information is true and correct and
Signature Deno M. Man-Milligh	Title Chief Development Officer	Date 7-1-25
Vendor Contact Person Dena Adams-McNeish	Title Chief Development Officer	Phone No. (404) 290-8581
Agency use only Agency Agency Agency Agency Agency Agency Agency Contact Person	Agency Contact Phone No.	Contract or Grant No.

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G. Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature:	Dena ada-Milla	Title: Chief Development Office
Printed/Typed Name:	Dena Adams Moveish	Date: 7-1-25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present
Contact:	Elizabeth Pitman – Division of Medical Services Director Phone: (501) 682-4936		

Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weatherton, J.D. – Division of Developmental Disabilities Services Director Phone: (501) 682-8665		

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length
Georgia Department of Community Health (DCH)	Regional	932,807	2000 – Present
Contact:	Kimberly McKnight – NEMT Manager Phone: (404) 657-7244		
Services Provided	N'ies et au sur sur sur		

Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan – a Georgia CHIP health plan – was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length	
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present	
Contact:	Lindsey Kleman – Chief of Staff/Deputy Director of Strategy Phone: (317) 232-4354			
Services Provided				

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-forservice population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Members Served (2024)	Service Length	
Louisiana Department of Health (LDH)	Statewide 100,000 2014 – Present			
Contact:	Melanie Doucet – Transportation Program Manager Phone: (225) 333-7473			
Services Provided				

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.



Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- Israel Boycott Restriction: For contracts valued at \$1,000 or greater.
 A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- Illegal Immigrant Restriction: For contracts valued at \$25,000 or greater.
 No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.

A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.

4. Scrutinized Company Restriction; Required with bid or proposal submission.

A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: 710-25-049	Description:	Non-Emergency Medical Transportation Services
Agency Name: Department of Human	n Services	
Vendor Number: 100101084	_Vendor Name: _	/erida, Inc.
Dena M. adu-M. Neid	_	7-1-25
Vendor Signature		Date



TITLE: PROJECT DIRECTOR

REPORTS TO: VICE PRESIDENT OF OPERATIONS

FLSA STATUS: EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely
 outcomes, including analyzing data on provider performance, trip completion rates, cancellation
 rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- · Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control
 complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- Experience managing and evaluating workflow and reporting processes.
- · Previous experience in operations management.

PREFERRED SKILLS:

 Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- · At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE: Safety Officer

REPORTS TO: Compliance Manager

FLSA STATUS: Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- Ability to become certified within 3 months as:
 - Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- One or more years of direct training experience in a classroom and field setting.



- · Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- Must be able to enter and exit vehicles multiple times daily.
- · Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during
 quality assurance activities and actions being taken to improve the situation. Prepares
 and presents technical and program information to the management team. Directs
 technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

• Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- · Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

 Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE: INVESTIGATOR

REPORTS TO: PROJECT DIRECTOR

FLSA STATUS: NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- Reviewing Grievance for Medicare Clients: DHS
- · Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- · Investigate all accidents and provide reports to the State Director and compliance
- · Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- Coverage of the Arkansas QA Voicemail Box
- Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

Date Version Notes	Notes
8/1/2019	Initial draft
8/22/2019 1.0	First Version
9/26/2019	updated for ACS requirements
12/16/2019 1.2	Updated version (Minor changes)
	Updated in Jan 2020.Document updated to be used in 2020 after
1/31/2020 1.3	presenting to EAB.

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Any technology vendor, application or solution shall encrypt all data at rest including backups using DHS and regulatory horlies (CMS, FNS, etc.) standards repardless of	Any technology vandar, application or stitution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented.	Any technology wendar, application or solution shall review all available infrastructure security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.	ARY rectindary vendor, application or solution shall implement physical and digical socurity within new functionality defined in the security plan consistent with DHS' security policies and industry standards:	any technology vendor, application or splitfoir, shall proactively monitor all infrastructure including his not indiced to network, storage, virtual environments, servers, databases, firewalls, atc., following industry best practices.	within the continental US, All cervers and data will be located in US Soil.	Any technology vondor, application or solution shall develop action plans to address any issues arising from Disaster Recovery testing.	Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery.	Any Itechnology vendor, application or solution shall maintain a detailed Disaster Recovery plain to most Disaster Recovery requirements. Plan shall include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timoframes after a disaster that has affected the users of the DHS Enterprise Platform.	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process.	Any technology vendor, application or solution shall adhere to the information Technology infrastructure Fibrary (ITH) V3.0 Change and Reloase Management processes:	Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed jobs.	Any technology vendor, application or solution shall maintain a master job schedule and execute all hatch johs for the DHS Enterprise Program (e.g. any jobs provided by any vendor working on/with the DHS Enterprise Platform)	Any technology vendor, application or solution shall utilize and manage scheduling tools for automating inb execution (e.g., inb workflow processes interdependencies, rerun requirements, file exchange functions, and print management)	Any technology vendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs	Any technology vendor, application or solution shall develop, document and manage the princesture for Interfaces and Batch Operations Architecture.
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yog	Yes	Yes	Yes

Yes	Any technicies y vendore, application or solution shall prevent modifications to the audit records.	Audit_8_c ampliance	System Behavior	28
Yns	of all additions, changes and delibina made to data in the applicable system or colution. In additions, along of query or view access to certain type of records and/or excess will be mainfained for investigative purposes. This should be readily searchable by user ID or client ID. This must include, but is not limited to: a. The user ID of the person who made the change b. The date and time of the change. c. The physical, software/brottware and network location (IP address) of the person within making the change. d. The information that was changed d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used		5.72	
Yes	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS.	Macter Data Management	Governance	26
Yes	Any technology vendor, application or foliation shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs.	Sequrity Administration	MRO Services	
Yes	Any technology vendor, appliration or solution shall identify and make available appropriate resources to support DHS' disaster recovery planning, testing and execution.	Dicaster Recovery	3	24
Yes	Any technology vendor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)	System Monitoring	Hosting	: 0
Yes	Any technology vendor, application or colution shall monitor infrastructure for evallability as well as transaction and response time performance.	System Monitoring	Hosting	
Yes	Any technology vendor, application or solution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusural growth and propose a solution in case of allert b. Monitoring of system logs, update error, database corruption, jobs execution failures etc., and propose solution in case of an allert c. Monitoring of other notification interface (e.g., Simple Mail Transfer Protocol (SMTP), standardly), and propose a solution in case of an allert d. Monitoring of transaction and trace bigs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an allert d. Monitoring of magend procedure f. Monitoring of magend procedure f. Monitoring and reporting of end-to-end transaction response time to allow measurements against SI As g. Monitoring of interfaces. h. Monitoring of Inatch jobs and job scheduling	Syttem Monitoring	Application Hosting	21
Yes	Any technology vendor, application or colution shall monitor and demonstrate compliance with Arkansas Records Retention Schedule.	Storage Management Services	Application Hosting	20
Yes	Any technology vendor, application or colution shall regularly test recovery procedures and practices to demonstrate recovershiftly and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Storage Management Services	Application Hosting	19
Yes	Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-effective manner.	Storage Management Services	Application Hosting	18
Yes	Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry best practices.	Storage Management Services	Application Hosting	17

Any technology vendor, application or solution shall provide the ability to publish services and related data to the used by different types and classes of service consumers. Any technology vendor, application or solution shall provide the capabilities for a Real- time (or near real-time) Integrated interprise where common data elements about the customers service distinct in the surface of interprise where common data elements occus organizational units with appropriate adherence to State and Federal security and privacy restrictions. Any technology vendor, application or solution shall have the capability to implement yerchronous and synchronous program communication, moving messages between service offented architecture (SOA) service consumer modules and service have been service offented architecture (SOA) service consumer modules and service provider modules at runtime. Any technology vendor, application or solution shall have message and data format's that will be based on logical representations of business objects rather than native Yes spolication integration, both internal and external, will go through the DHS Enterprise sprives BusyData Integration Hith. Any technology vendor, application or solution shall have message and data format's formatic to operate despite failure or unavailability of one or more individual conform to the WEC standards for restrial API development. Any technology vendor, application or solution shall have the ability to use standards Yes security policy managen for Weh services that allows for centrally defined security and other protocols, such as Remain Method invocation (RMI), IOP and AME remoting. Yes security policy managen for Weh services that allows for centrally defined security and other protocols, such as Remain Method invocation (RMI), IOP and AME remoting, and and other protocols, such as access policy, logging policy, and offices that govern where a constitution of solution seed to the message in the security of the security of the security of the securi	Interoperability-Interfaces In	System General System Behavior	42 41 40 39 38 36 37 38 38 38 38 38 38 38 38 38 38 38 38 38
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Any technology vendor, application or solution shall develop/integrate services using standardized Wolf Societies formate	Interoperability-Interfaces Any tech	General System Behavior	32
Yes Any technology weator, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective.		General System Behavior	2
Infined in NIST 800-53 moderate baseline, rev 4) that it mediates and distrecords for them. At a minimum the events will include, but not be not be not created/viewed/updated/deleted and created/viewed/updated/deleted and created/viewed/updated/deleted widentifiable information (PII) export videntifiable information (PII) export destone administration events directore.		System Rehaviors	
Any technology vendor, application or solution must have the ability to capture electronic signatures on all documents, forms, letters, and correspondences. Any technology vendor, application or solution shall be able to detect security-rejevant. Yes	Any tec	System Behavior General	H (

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General System Behavior	System Behavior	System	System	System							System Behavior	General	General	Behavior	General	System	Behavior	General	System Behavior	Behavior	General	System Behavior	Behavior
Regulatory_%_Security	Regulation & Socurity	Annual An	To the state of th	Engineerity a Security								Regulatory & Security	Regulatory_&_Security		Perf. and Avail	THOSE BANK PROFILE		Perf and Avail.	STREET PROPERTY.	7	Perf and Avail		Interoperability-interfaces
Any technology vendor, application or colution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, mixes of charmons with the column of	Any technology wondor, application or volution stall adhere to the principle of "Tall Safe" to ensure that a system in a failed state does not reveal any sensitive information on leave any access controls open for attacks.	Any technology vendor, application or solution comply with the DHS branding standards as defined by DHS.	Any Inclinating vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amonded by Act 308 of 2013.	Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG1c/full-checklat.html)		k. e-Government Act of 2002 I. Patient Protection and Affordable Care Act of 2010, Section 1561 Recommendations Th. Section 474(a)(8) of the Social Security Act n. Section 166(b)(2)(B)(viii) of the Child Abuse Prevention and Transment Act n. Section 166(b)(2)(B)(viii) of the Child Abuse Prevention and Transment Act	h, Health Insurance Portability and Accountability Act (HPAA) of 1996 t Health Information Technology for Fronomic and Clinical Health Act (HITECH) of 2009 f. Privacy Act of 1974	e. NIST 800-53 r5 Moderate, MARS-E and DOD 8500.2 f IRS pub 1075, which points back in NIST 800-53 rev 3 g. Federal Information Security Management Act (EtsMat of 2002)	Privacy Framework Chaldren for Children & Familias (ACF) d Dent of Articulture Food and Austration Sequence	a. Health & Human Services (HHS) Centers for Medicare & Medicale Services (CMS) b. Guidance from CMS including MTA framework 3,0 and Harmonized Security and	rechasting to comply with security requirements and safeguard requirements of the following. Federal agencies, entities:	And the physical and the state of the state	Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc.	aftitione (1) non-production environment, Highly available solutions that mitigate single points of failure are recommended and encouraged,	Any technology vendor, application or solution will provide at least one (1) production	archival/incremental backups and the ability to perform open/closed database backups.	platforms without having to acquire additional hardware.	Any technology vendor, application or solution shall leverage virtualization to expedite	Any rechnology vendor, application or solution must be designed so all releases: can be performed between 7pm and 6am except critical releases.	replication of the virtual machines to a secondary site.	Any technology vendor, application or solution must be architected to support	Architecture (SOA) aligned with DHS faceprise Architecture Standards and industry standards and interconnected with the standards and industry standards and vision for interconnectability.	Mobile phone: Any dechaption under application or solution and soluti
Yes	Yes	Yes	Yes	Yes							Yes		Yes		Yes	Yes		Yes	Yes		Yes	Yes	

Yes	Any application or solution will use solers to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements.	Any application or usability while com requirements,	Regulatory & Usability	General System Behavior	630
Yes	Any technology vandor, application or solution will be supported by public key/private key encryption Secure Socket Layor (SSL) certificates.	Any technology ve key encryption Sec	Solution Administration	General System Behavior	67
Yes	Any technology vendor, application or solution communications will be protected by at least 256-hit encryption.	Any technology vendor, least 256-hit encryption	Solution Administration	System Behavior	55
Yes	Any technology vondor, application or solution will altisis System administrators to create and manage user roles.	Any technology vendor, applic create and manage user roles.	Solution Administration	System Behavior	8
Yes	Any technology vendor, application or eplution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements	Any technology ve requirements doss	Regulatory & Security	System Behavior	2
Yes	Any technology vendor, application or colution shall be able to associate permissions with a user using one or more of the following access controls: a, Role-Based Access Controls (RBAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency-mode, etc.)	Any technology vendor, a with a user using one or m a, Role-Based Access Cont assigned to these groups) b. Context chasted (role-halon the context of the transmode, etc.)	Regillatory_W_Security	Reneral System Behavior	g
Yes	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g. PHI, PII).	Any technology was for the developm used in the produpratect confidential	Regulatory_R_Security	General System Behavior	2
	1) the PHI or PII is "de-identified" in accordance with 45 C.F.R § 164.514(b) (2); or 2) encrypticd in accordance with applicable law, including the American Recovery and Reinvestriems Act of 2009 and as required by policies, procedures and standards established by DHS.	1) the PHI or PII is " entrypted in accord flainvestraint Act o established by DHS			
Yes	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PII) using publically available storage over the Infernet or any wireless communication device, unless:	Any technology v Health informatic available storage	Regulatory_&_Security	General System Behavior	Ð
Yes	Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g. "The System should only be accessed by authorized users"). In the event that a application or solution does not support pre-login capabilities, the application or solution will display the banner immediately following authorization.	Any technology of State-approved of accessed by auth support pre-login immediately follor	Regulatory_R_Security	General System Rehavior	5
Yes	Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest.	Any technology use of encryption of PHI	Regulatory_&_Security	System Behavior	59
	Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport Laws Sacurity (TLS), Secure Sockets Layer (SSL), Internet Protocol Security (IPvec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external Audit checks	Examples include Transport Layer S (IPsec), XML enco their successors, checks			
Yes	Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PHI) delivered over the Infernet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII data.	Any technology vendor, applir confidentiality of all Protected Information (PII) delivered own supported encryption technology.	Regulatory_8_Security	General System Behavior	58
	The current slandards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IBM Cloud Identity platform for external users. Modern authentication protocols such as SAML or OIDC should be used and multi-factor authentication will be employed whe never deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.).	The current sian Active Directory platform for ext should be used a necessary by DH			
Yes	Any Technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management	Any technology Architecture Sta	Regulatory_8, Security	General System Behavior	57

69 General System Behavior	User Interrace	Any technology vendor, application or solution must perform address validation for drimbgraphic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly.	Yes
70 General System Rehavior	User Interface	Any technology vendor, application or solution must perform standard data validations such as character, numeric, date, currency, phone, SSN etc.	Yes
71 General System Behavior	User Interlace	Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules,	Yes
77 General System Behavior	User Interlace	Any technology vendor, application or solution shall have the ability to create prompts for user actions (e.g., incomplete data entry of required fields, deletion of data, system log-off warnings).	Yes
73 General System Behavior	Liser Interface	Any technology vendor, application or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc.	Yes
74 General System Behavior	Web based UI	Any technology vendor, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via SSL (e.g., HTML over HTTPS).	Yes
75 General System Behavior	Weh based III	The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MACOS, Apple IOS and Gongle Android.	Yes
76 General System Behavior	Web hased UI	The system will support and maintain compatibility with the current to (N-2) version of the DHS approved Browsers. The supported Browsers are Chrome, Edge, and Safart. This is to ensure that vendors test and certify their software/application for current to (N-2) versions of these Browsers.	Yes
77 Technology Platform Requirements	Data Inleg, Quality, ETL	Any technology vendor, application or solution Extract Transform and Load (ETL) components will provide pricess flow and user interface capabilities to enable business usins to perform data-quality-related tasks and fulfill stewardship functions, including: a. Packaged processes, including sleps used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom rules for merging records, profiling, auditing, for example) b. User interface in which quality processes and issues are exposed to business users, stewards and others c. Functionality to manage the data quality issue resolution process through the stewardship workflow (status tracking, escalation and monitoring of the issue resolution process) d. Ability to customize the user interface and workflow of the resolution process e. Ability to execute data quality resolution steps in the context of a process orchestrated by Rusiness Process Management (BPM) tools (packaged integration or other ability to work with popular BPM sultes, for example)	Yes

Requirement Number	Category
	Application/Solution Hosting
1	Application/Solution Hosting
2	
	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- 2) Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- 3) Data Management
- 4) Governance
- 5) Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

Control Number: 0004654

STATE OF GEORGIA

Secretary of State

Corporations Division 313 West Tower 2 Martin Luther King, Jr. Dr. Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brad Raffensperger, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

> Verida, Inc. a Domestic Profit Corporation

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number : 23296311

Date Inc/Auth/Filed: 01/27/2000 : Georgia

: 07/12/2022

Jurisdiction Print Date Form Number

: 211



Brad Raffensperger

Brad Raffensperger Secretary of State

Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

VERIDA, INC.

formed under the laws of the state of Georgia, and authorized to transact business in the State of Arkansas as a Foreign For Profit Corporation, was granted a Application for Certificate of Authority by this office December 7, 2012.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 16th day of June 2025.

Cole Jester Secretary of State

Online Certificate Authorization Code: c97b938d216f41b

To verify the Authorization Code, visit sos.arkansas.gov

Business and Commercial Services State Capitol Little Rock, AR 72201



Cole Jester
Arkansas Secretary of State

Office of the Secretary of State Packing Slip

May 8, 2025

VERIDA 843 DALLAS HIGHWAY VILLA RICA, GA 30180 Page 1 of 1

Batch Number: 19630129

Batch Date: 04-29-2025

Customer Number: 233826347

Return Method: Mail

Document Number	Document Detail	Filing Number / Name	Page Count	Fee
19630129001	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
19630129002	Miscellaneous Filing	811025342-VERIDA, INC	1	\$0.00
		Total Document F	ees	\$0.00

Notice per Act 1008 of 2007 - A corporate filing with the Arkansas Secretary of State does not necessarily give you the right to use your proposed corporate name, corporate name, assumed or fictitious name in this state if the use violates someone else's trade name, trademark, or service mark rights under the trademark laws of the United State, this state, or the common law. Prior to your use of the name, you are encouraged to research the names and marks of other parties used or registered in this state, or registered in the United States Patent and Trademark Office, or consult an attorney to determine the existence of any conflicting rights.

Please note that per the Corporate Transparency Act, beginning January 1, 2024, all existing and all new entities will need to file a Beneficial Ownership Information report with FinCen. www.fincen.gov.

User ID: beverly.robertson





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF FOREIGN ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

MARK ENTITY TYPE	=

Corporation-Profit Corporation-Nonprofit Limited Liability Com	t Partnersh	ip Limited Series LLC	bility Limited Partnership /Protected Series
Name of entity: Verida	, Inc.		
New foreign address: 84	3 Dallas Hwy		
		Address	
	Villa Rica	GA	30180
	City	State	Zip Code
understand that knowingly signals Class C misdemeanor and is particular than 28 executed this	ounishable by a fine up to \$1	he intent to file with the Arkansas Se 00.00 and /or imprisonment up to 30 2025	cretary of State is a days.
		i di	
OccuSigned by:			
Dena Adams-McNeisle 		Dena Adams-McNeis	sh
Signature of Authorized Officer		Printed Name	
		Chief Development C	Officer
		Title of Authorized Officer	

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State





Arkansas Secretary of State

Cole Jester

500 Woodlane Avenue, Suite 256, Little Rock, AR 72201 501-682-3409 • www.sos.arkansas.gov

CHANGE OF PRINCIPAL OFFICE ADDRESS

(PLEASE TYPE OR PRINT CLEARLY IN INK)

	MARK ENTITY T	YPE		
✓ Corporation-Profit	General Partner	ship Limited Liabilit	y Limited Partnership	
Corporation-Nonprofit	Limited Partners	ship Series LLC/Pro	tected Series	
Limited Liability Compa	Control of the Contro	· b—-4		
		Tarticistip		
1. Name of entity: Verida, Ir	nc.		e: 8	
2. Is the entity: Dome	stic Foreign		77 — 16	
New principal office address:	843 Dallas Hwy			
		Address		:
	Villa Rica	GA	30180	
	City	State	Zip Code	2
I understand that knowingly signi C misdemeanor and is punishab	ing a false document with the intile by a fine up to \$100.00 and /o	ent to file with the Arkansas Secre or imprisonment up to 30 days.	tary of State is a Class	
	_{day of} April	2025	(\$)	
executed this	day or			
DocuSigned by:				
Dena Adams-McNish		Dena Adams-McNeish	Chief Development Of	fficer
Signature of Authorized Officer		Printed Name and Title of Authorized Officer	•	38

STATE OF ARKANSAS



Cole Jester ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, Cole Jester, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Miscellaneous Filing

of

VERIDA, INC.

filed in this office April 29, 2025.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 29th day of April, 2025.



Arkansas Secretary of State

REVISED BID RESPONSE PACKET 710-25-049

BID SIGNATURE PAGE

Type or Print the following information.

DE STANDARD	PROSPECT	IVE CONTR	ACTOR'S INFO	RMAT	ION	MAN TO STATE OF	Market Blanch
Company:	Verida, Inc.						
Address:	843 Dallas Hwy						
City:	Villa Rica		State:		Ga	Zip Code:	30180
Business Designation:	☐ Individual ☐ Partnership		Proprietorship oration			Public Servi Nonprofit	ce Corp
Minority and Women-Owned Designation*:	■ Not Applicable □ African American □ Asian American AR Certification #:	•	c American slander America	□ V an	omen-Ow	abled Veterar	
	PROSPECTIVE		OR CONTACT	INFOR	MATION	700	less Policy
	Provide contact inform	ation to be u					(A) 新公司等是
Contact Person:	Dena Adams-McNeish		Title:		Chief Dev	elopment O	fficer
Phone:	404-290-8581		Alternate Phor	ne:			
Email:	dadams@verida.com						
1	CONFI	RMATION O	F REDACTED	COPY	12000	250	S OF R S S OF
□ NO, a redacted	d copy of submission docume copy of submission docume be released if requested.			tand a	full copy o	f non-redacte	d submission
neither box pricing), wil	d copy of the submission doc is checked, a copy of the nor I be released in response to a licitation for additional informa	n-redacted d ny request r	ocuments, with t	he exce	eption of fi	nancial data (other than
	COME	INDED CER	RTIFICATIONS I	FORM	N L	THE PERSON	
	ractor has included, in this su he State of Arkansas.	omission pad	cket, the signed	Attachr	nent H-Co	mbined Certi	fications for
The signature belo	ized to bind the Prospective w signifies agreement that an ctive Contractor's bid to be	y exception	that conflicts wit			-	licitation will
Authorized Signa		Charles and Aller				evelopme	nt Officer
Printed/Typed Na	me: Dena Adams-M	1cNeish		Date: _	<u>7-1-2</u>	7	

SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

•	Any requested exceptions to items in this section which are NON-mandatory must be declared below or as an attachment to
	this page. Vendor must clearly explain the requested exception and should label the request to reference the specific
	solicitation item number to which the exception applies.

 Exceptions to Requirements shall cause the vendor's proposal to be disqualified. 	Excep	otions to Requi	rements sha i	I cause the	vendor's	proposal to	be c	disqualifie
--	-------	-----------------	----------------------	-------------	----------	-------------	------	-------------

By signature below, vendor agrees to and shall fully comply with all requirements as shown in the bid solicitation.

Vendor Name:	Verida, Inc.	Date:	7-1-25
Signature:	Dena ada-M. Ne	Title:	Chief Development Officer
Printed Name:	Dena Adams-McNeish		•

PROPOSED SUBCONTRACTORS FORM

• Do not include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

ype or Print the following information Subcontractor's Company Name	Street Address	City, State, ZIP

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.
By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.
Authorized Signature: 2 en ada - Miffe
Printed Name: Dena Adams-McNeish Date: 7-1-25

DOCUMENTATION CHECKLIST

As outlined in section 2.2 Minimum Qualifications in the solicitation document, please provide the following:

- Letter of Bondability
- Active registration from the Arkansas Secretary of State's Office, or other state approved documentation
- Official Bid Price Sheet
- · All documents provided in the bid response packet
- · Copy of Vendor's Equal Opportunity Policy
- Signed Addenda, if applicable
- EO 98-04 Disclosure Form (Attachment A)
- Client History Form (Attachment I)
- Combined Certifications (Attachment H)
- Job descriptions for specific roles as outlined in §2.2.C of the solicitation document.
- Attachment J ARDHS OIT-Standard IT Requirements as outlined in Section 2.31 of the solicitation document



Title:	Equal Employment Opportunity	Policy ID#:	001.00
Department:	Compliance/Human Resources	Approved Version:	1/31/2025

Policy:

It is the policy of Verida to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender/sex, sexual orientation, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This commitment to EEO extends not only to employees of Verida but also to independent contractors, temporary employees, interns, volunteers, or anyone in a paid or unpaid experience providing services to Verida.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination. Verida expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

Lodging a Grievance

Employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a supervisor, a Human Resources representative or our compliance hotline at 1-855-299-9309 and/or www.verida.alertline.com. We will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Disciplinary Consequences

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Purpose:

Verida, via this policy and daily actions, seeks to enable all employees to make their maximum contribution to the organization and to their own career goals. The intention behind this policy is to provide equal employment opportunity that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity.

☆ VERIDA

Scope:

Our equal opportunity employer policy applies to all employees, job candidates,

contractors, stakeholders, partners, and visitors.

Responsibility:

All Verida employees

Review/Revision

Original Date: 09/01/08

History:

QMC Review Date: 10/31/22, 04/31/23, 7/31/24

Final Review Date: 03/13/09, 02/26/10, 03/30/11, 02/10/12, 01/25/13, 01/09/14,

05/04/15, 03/24/16, 06/01/17, 06/11/18, 08/07/19, 09/14/20, 09/01/21,

05/30/22, 01/31/23, 1/31/24, 01/31/25

Revision Date: 06/30/10, 5/22/15, 08/07/19, 01/31/23

Revision Notes:

Approvals:

-Signed by:

Dena Adams-McNeisle

1/31/2025

Corporate Officer

Date

-Signed by:

Shameka Clark Johnson

2/1/2025

Corporate Director/Manager

Date

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 6, 2025 SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services
The following change(s) to the above referenced IFB have been made as designated below:
Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other
OTHER
Attachment D – remove and replace with Attachment D Revised Terms and Conditions. The applications have interested to the conditions of the conditions of the conditions of the conditions.
The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.
If you have any questions, please contact: Ian Cunningham, DHS.OP.Solicitations@dhs.arkansas.gov ; (501) 682 0120.
2 una Man-Molail 7-1-25 Vendor Signature Date
Verida,Inc.
Company

State of Arkansas DEPARTMENT OF HUMAN SERVICES 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 2

TO: All Addressed Vendors FROM: Office of Procurement DATE: June 24, 2024 SUBJECT: 710-25-049 Non-Emergency Me	edical Transportation S	Services
The following change(s) to the above reference Change of specification(s) Additional specification(s) Change of bid opening date and time Cancellation of bid X Other		nade as designated below:
	OTHER	
 Add Written Questions and Answer Bidders Library Add the following: 710-25-0 Add the following: 710-25-0 Solicitation – remove and replace we attachment C – remove and replace Response Packet – remove and replaced additional Questions and Answers 	049 Exhibit 3 049 Exhibit 4 vith 710-25-049 Solicita e with Revised Attachr blace with Revised 710	ation Revision 1 (Redline and Clean versions) nent C (Redline and Clean versions) 0-25-049 Response Packet
Deadline for Receipt of Wri		June 26, 2025
Response to Written Quest	ions, On or About	June 30, 2025
The specifications by virtue of this addendu to return this signed addendum may result in the lifty ou have any questions, please contact:	m become a permane n rejection of your prop lan Cunningham DHS.OP.Solicitations (501) 682-0120	
Dena Ada-Malla Vendor Signature	7-1-2 Date	25
Verida, Inc.		
Company		

Contract Number					
Attachment Number					
Action Number Failure to complete all of the folio	owing informati	CONTRACT AND GRAN	T DISCLOSU	Action Number CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.	oencv.
☐ Yes ☑No	SUBCONTRACTOR NAME:				
TAXPAYER ID NAME: Verida, inc	inc.			IS THIS FOR: Goods? [] Services? [√] E	Both?
YOUR LAST NAME: Adams-McNeish	Neish	FIRST NAME C	Dena	M.I.: M	[
ADDRESS: 843 Dallas Hwy					
сіту: Villa Rica		STATE:	GA zıp	ZIP CODE: 30180	COUNTRY: United States
AS A CONDITION OF C OR GRANT AWARD W	BTAINING	AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEAS OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION IN	OR RENEW!	E, PURCHASE I	REEMENT.
		For		UALS*	
Indicate below if: you, your spou Member, or State Employee:	se or the broth	er, sister, parent, or child of you or your	spouse is a curre	indicate below it: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:	al Officer, State Board or Commissic
Position Held	Mark (v)	Name of Position of Job Held	For How Long?	What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	ey related to you? ic. Jr., child, etc.1
	Current Former	_	From To		Relation
General Assembly					
Constitutional Officer					
State Board or Commission Member					
State Employee					
None of the above applies	es				
		FOR AN E1	NTITY	(BUSINESS)*	
ndicate below if any of the follow Officer, State Board or Commissi Member, or State Employee. Pos	ng persons, cu on Member, St sitton of control	lowing persons, current or former, hold any position of control or hold any ownership interest of 10% or greater ission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Ass Position of control means the power to direct the purchasing policies or influence the management of the entity	ntrol or hold any ov ister, parent, or ch ing policies or influ	indicate below it any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.	he General Assembly, Constitutiona cer, State Board or Commission
Position Held	Mark (v)	Name of Position of Job Held	For How Long?	What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	ownership interest and/or
	Current Former	pr board/commission, data entry, etc]	From To MM/YY	Person's Name(s)	Ownership Position of Interest (%) Control
General Assembly					
Constitutional Officer					
State Board or Commission Member					
State Employee					
None of the above applies	Se				

Attachment Number	
Action Number	Contract and Grant Disclosure and Certification Form
Failure to make any discle	Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant t
that Order, shall be a mat	that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the require
dividocurs or who windates	divelocure or who violates and resultation or offen shall be subject to the

Contract Number

disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency. As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

- Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM. Subcontractor shall mean any person or entity with whom I enter an agreement of my contract with the state agency. whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms
- 2. I will include the following language as a part of any agreement with a subcontractor.

pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor. Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted

ယ amount of the subcontract to the state agency. copy of the Contract and Grant Disclosure and Certification Form completed by the subcontractor and a statement containing the dollar No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a

Contract	Contact	Agency	Agency Name Department of Human Services Operator Department of Human Services	Agency use only Agency Or 10
Phone No. (404) 290-8581	Title Chief Development Officer		Vendor Contact Person_Dena Adams-McNeish	Vendor Conta
Date 7-1-25	Title Chief Development Officer		Signature Dens ada-Millian	Signature
certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.	rledge and belief, all of the above lated herein.	est of my know e conditions st	I certify under penalty of perjury, to the best of my knowledge and better that I agree to the subcontractor disclosure conditions stated herein.	certify unde

Attachment I Client History Form NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES 710-25-049

Attachment I

Non-Emergency Medical Transportation Services

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Below you will find a list of four of our current contracts held in the past five years. Across these contracts, Verida provides end-to-end NEMT management services. We have included our comprehensive list as a separate document.

Client: Arkansas Division of Developmental Disabilities Services (2019 to present)

Scope: Regional, serving 557,819 members

Contact: Elizabeth Pitman, Division of Medical Services Director (501) 682-4936

Contract Overview: Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Client: Arkansas Department of Human Services/Division of Medicaid (2013 to present)

Scope: Regional, serving 557,819 members

Contact: Melissa Weatherton, J.D., Director (501) 682-8665

Contract Overview: Verida provides safe and timely NEMT services for Medicaid members in Regions A, B, C, D and G. Verida provides the full spectrum of NEMT management services, encompassing every aspect of program administration—from eligibility verification and trip authorization to provider network oversight and real-time trip monitoring.

Client: Georgia Department of Community Health (DCH) (2000 to present)

Scope: Regional, serving 932,807 members

Contact: Kimberly McKnight, NEMT Manager (404) 657-7244

Contract Overview: Verida currently provides NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan - a Georgia CHIP health plan - was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Client: Indiana Family and Social Services Administration (FSSA) (2018 to present)

Scope: Statewide, serving 211,829 members

Contact: Lindsey Kleman, Chief of Staff/Deputy Director of Strategy (317) 232-4354

Contract Overview: Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

Project Director	Responsible for the operational management of daily operations related to NEMT contracted services, including call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, timely and accurate reporting, and business office oversight.
Safety Officer	The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring.
Quality Assurance Manager	Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.
Investigator	This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.
Trainer	The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas, to meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations.

Authorized Signature: Dena Idam-Maleid.	Title: Chief Desclopment Officer
Printed/Typed Name: Dem Adams-Marish	Date: 7-1-25

Below you will find a list of our current contracts held in the past five years. Across these contracts, Verida has provided call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting. Verida prides itself on having never been terminated for cause in our 25-year history. We have a proven track record of completing all implementations on time and within budget.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Division of Developmental Disabilities Services	Regional	557,819	2019 – Present
Contact:	Elizabeth Pitman – Division of Medical Services Director Phone: (501) 682-4936		
Contract Overview		CONTRACTOR OF THE PARTY	

Verida provides NEMT services to eligible adults and children for rides to day treatment programs - Adult Development Day Treatment (ADDT) and Early Intervention Day Treatment (EIDT) respectively. All of our vehicles in Arkansas are required to have cameras if we are transporting Medicaid members, regardless of the member's age.

Contracting Entity	Region	Members Served (2024)	Service Length
Arkansas Department of Human Services/Division of Medicaid	Regional	557,819	2013 – Present
Contact:	Melissa Weatherton, J.D. – Division of Developmental Disabilities Services Director Phone: (501) 682-8665		

Contract Overview

Verida contracted with the Arkansas Department of Human Services/Division of Medical Services as the Medicaid NEMT Broker in Regions 7 and 12 in February 2013. A sole source contract to manage Region 4 was added in July 2013 until the region could be competitively bid in late 2013. Verida was awarded a long-term contract in Region 4 during the reprocurement but lost Region 7 to the local Area Agency on Aging based solely on bid price. When the State re-procured the contracts in 2018, the regions were reconfigured and renamed to Regions A, B, C, D, E, F, and G. Verida was awarded Region D during the reprocurement. In January of 2019, the State of Arkansas approached us to take over Regions A, B, C, and G due to a failed implementation by the awarded broker. We took over the four additional regions within a 16-day accelerated implementation. We continue to manage five of the state's seven regions.

Contracting Entity	Region	Members Served (2024)	Service Length
Georgia Department of Community Health (DCH)	Regional	932,807	2000 - Present
Contact:	Kimberly McKnight – NEMT Manager Phone: (404) 657-7244		

Verida first contracted with the Georgia Department of Community Health in 2000 as the Medicaid NEMT Broker in the Atlanta Region and in 2005 as the broker in the North Region. These contracts were competitively bid in 2006 and 2011 and were re-awarded to Verida in both procurements. Verida also won the Central Region contract in 2006 and served that region from March 2007 through the end of the contract period, June 2012. Currently we provide NEMT services for DCH program members in the Atlanta and North regions. In late 2023, the PeachCare for Kids Health Plan – a Georgia CHIP health plan – was merged into the DCH Medicaid Program. Prior to the merger, we managed NEMT for the PeachCare for Kids Health Plan for 17 years.

Contracting Entity	Region	Members Served (2024)	Service Length
Indiana Family and Social Services Administration (FSSA)	Statewide	211,829	2018 – Present
Contact:	Lindsey Kleman – Chief of Staff/Deputy Director of Strategy Phone: (317) 232-4354		
Services Provided			

Verida contracts with FSSA to manage NEMT services for their statewide Medicaid fee-for-service population. This contract represents the first NEMT Brokerage program for Medicaid FFS in Indiana's history. Verida began providing services on June 1, 2018, including the opening of a new call center in Indianapolis and the provision of end-to-end NEMT services. The contract was competitively bid, and in 2024, we were re-awarded the contract for another 4 years, with two (2) one (1) year renewals.

Contracting Entity	Region	Members Served (2024)	Service Length
Louisiana Department of Health (LDH)	Statewide	100,000	2014 - Present
Contact:	Melanie Doucet – Transportation Program Manager Phone: (225) 333-7473		
Services Provided			

Our company has served Medicaid fee-for-service NEMT members for LDH since 2014. We provide call center services, transportation provider network development and oversight, NEMT compliance, NEMT training, quality management, utilization review, claims administration, information technology services, and data management and reporting.





Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders Secretary Leslie Fisken

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- Israel Boycott Restriction: For contracts valued at \$1,000 or greater.
 A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- Illegal Immigrant Restriction: For contracts valued at \$25,000 or greater.
 No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction: For contracts valued at \$75,000 or greater.
 A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction: Required with bid or proposal submission. A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: <u>710-25-049</u>	Description: Non-Emergency Medical Transportation Services
Agency Name: Department of Human	
Vendor Number: 100101084	Vendor Name: Verida, Inc.
Dena M. ada-Mil	7-1-25
Vendor Signature	Date



TITLE: PROJECT DIRECTOR

REPORTS TO: VICE PRESIDENT OF OPERATIONS

FLSA STATUS: EXEMPT

SUMMARY:

Responsible for the operational management of all business activities related to Non-emergency Medical Transportation (NEMT) contracted services, including oversight of all internal functions, call center operations, provider network management and development, compliance, reconciliation, quality control, risk management, information technology, training, and business office oversight.

ESSENTIAL FUNCTIONS:

- Plan, develop, and implement strategy for operational management of regional office in accordance with corporate objectives dictated by President and Chief Operations Officer.
- Establish and maintain appropriate systems for monitoring, measuring, and reporting operational performance.
- Recruit, select, manage and develop staff.
- Manage and control departmental expenditures within approved budgets.
- Establish and implement operational policies and procedures to enforce compliance with corporate objectives and contractual requirements.
- Maintain awareness and knowledge of contemporary transportation management theories and concepts.
- Conduct management level meetings to provide effective organizational communication and performance.
- Direct and/or delegate all business function management tasks and oversee appropriate and timely
 outcomes, including analyzing data on provider performance, trip completion rates, cancellation
 rates, complaints and other metrics to identify issues and formulate solutions.
- Verify contractual compliance, including meeting service level agreements and key performance indicators related to reporting, call center metrics, and other contract requirements.
- Coordinate complete and accurate communication with principal stakeholders including state agencies and/or contractors, providers, members, corporate advisory board, and NEMT providers.
- Work with internal business partners to understand and analyze complaints and grievances, key
 performance indicators and other data and proactively develop continuous quality improvement
 initiatives to enhance customer service and client satisfaction.
- Provide oversight of call center operations to confirm quality interactions with clients, members and providers and enhance overall operational effectiveness.
- Maintain a complete understanding of status of provider network status and awareness of ongoing activities in the Provider Relations department. Work with the Vice President of Operations as needed to identify concerns and understand proposed solutions.
- Perform other duties as assigned.



REQUIRED SKILLS AND ABILITIES:

- Proven track record as an effective team leader.
- Effective communicator with good written and verbal communication skills and with proven leadership skills and abilities.
- Demonstrated success in contract management and an ability to analyze, prioritize, and control complex business activities and transactions.
- Experience directing staff in the day-to-day operations of office.
- Experience managing and evaluating workflow and reporting processes.
- Previous experience in operations management.

PREFERRED SKILLS:

 Thorough understanding of NEMT service delivery and previous experience in human services transportation.

QUALIFICATION:

- Bachelor's degree in business administration from accredited College or University or equivalent experience with noted progressive responsibilities.
- · At least three years' experience in Executive and/or Operational Management.
- NEMT experience preferred.



TITLE:

Safety Officer

REPORTS TO:

Compliance Manager

FLSA STATUS:

Exempt

SUMMARY:

The Safety Officer plays a critical role in Verida's compliance framework, focusing on the operational execution of safety-related protocols, inspections, and training initiatives across the provider network. This position supports measures related to child transport safety, vehicle inspections, and driver performance monitoring. The Safety Officer conducts field inspections, facilitates safety training, supports accident investigations, and promotes a proactive culture of compliance and accountability.

The role requires regular interaction with NEMT providers and drivers and serves as a field liaison to reinforce contractual expectations and regulatory requirements, including adherence to child passenger safety protocols, vehicle sweep procedures, and proper use of safety equipment.

ESSENTIAL FUNCTIONS:

Compliance Monitoring & Field Inspections

- Conduct random and documented field inspections of vehicles used for child transport, including real-time observation of end-of-route vehicle sweeps and child safety seat usage.
- Review vehicle systems (e.g., lights, brakes, tires, signals, emissions, alarms) for compliance with state and contractual safety standards.
- Validate current registration, tags, insurance, and licensing documentation.
- Review logs and records to confirm adherence to allowable driving hours and display of required credentials.
- Declare vehicles or drivers out of service when non-compliance with safety or operational requirements is observed.
- Serve as a visible presence during field operations to promote a culture of safety and compliance.

Training & Safety Program Delivery

- Facilitate hands-on instruction in accordance with Verida's NEMT training curriculum.
- Lead or assist in recurring refresher trainings focused on child safety seat securement, vehicle sweep protocols, and post-incident procedures.
- Deliver training programs including PASS, CPR/First Aid, and Defensive Driving (certifications required or obtainable within 3 months).
- Promote continuous improvement through regular training audits and feedback collection.



Incident Response & Reporting

- Investigate and document accidents and incidents, particularly those involving child transport or safety equipment failure.
- Assist with the root cause analysis process and develop recommendations for corrective actions.
- Report unsafe driving behavior or non-compliance with fleet policy to Compliance leadership for resolution.
- Respond to after-hours or weekend calls related to safety incidents, fleet concerns, or urgent provider issues.

Fleet & Safety Program Support

- Monitor and follow up on scheduled safety meetings, training requirements, and inspection timelines.
- Participate in internal safety initiatives, including audit preparation and documentation of field activity.
- Maintain records of driver observations and inspection results; assist with compliance reporting as needed.

QUALIFICATIONS REQUIRED:

- Strong understanding of transportation safety principles, compliance enforcement, and risk mitigation.
- · Ability to become certified within 3 months as:
 - o Passenger Assistance Safety and Sensitivity (PASS) Instructor
 - Certified Defensive Driving Instructor
 - CPR and Basic First Aid Instructor
- Obtain certification as a Child Passenger Safety Technician through the National Child Passenger Safety Administration, demonstrating expertise in the proper installation, inspection, and education of child safety seats in accordance with federal guidelines and best practices.
- Demonstrated ability to conduct safety inspections and interpret state/federal transportation codes.
- Excellent written and verbal communication skills, including public speaking.
- Capacity to document and interpret field processes and report findings accurately and professionally.
- Ability to work under pressure, meet deadlines, and manage multiple responsibilities.
- Willingness to work extended hours, including weekends, evenings, and holidays as needed.
- Ability to travel frequently within the service region.
- Valid driver's license with a clean motor vehicle record as defined by contract.

PREFERRED QUALIFICATIONS:

- Associate degree or higher in safety, transportation, compliance, or a related field; equivalent experience accepted.
- One or more years of direct training experience in a classroom and field setting.



- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- · Prior experience working in NEMT, EMS, or Public Transit environments.

PHYSICAL DEMAND:

- Regularly required to walk, sit, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift and move over 50 pounds.
- · Must be able to enter and exit vehicles multiple times daily.
- Ability to work outdoors and in varying environmental conditions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.



TITLE: QUALITY ASSURANCE MANAGER

REPORTS TO: PROJECT MANAGER

FLSA STATUS: NON-EXEMPT

SUMMARY:

Responsible for leading efforts to verify all transportation services meet quality standards and comply with contract and regulatory requirements, including safe, timely, and compliant transportation. Also responsible for developing, implementing, and monitoring quality assurance and performance improvement strategies that align with state and federal regulations.

ESSENTIAL FUNCTIONS:

- Formulates and maintains quality assurance objectives complementary to corporate policies and goals. Interprets quality assurance philosophy to key personnel in organization.
- Performs quality engineering reviews of design documentation for compliance with stated requirements, including vendor quality manuals and company quality records.
- Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes.
- Reviews all data obtained during quality assurance activities to confirm consistency with company policies and procedures. Develops new approaches to solve problems identified during quality assurance activities.
- Keeps Management team abreast of significant issues or developments identified during
 quality assurance activities and actions being taken to improve the situation. Prepares
 and presents technical and program information to the management team. Directs
 technical and administrative workers engaged in quality assurance activities.
- Maintains a working knowledge of government and industry quality assurance codes and standards.
- Plays an active role on quality management teams within the organization.
- Designs and implements quality assurance training programs to key personnel in conjunction with managers.
- Investigates and adjust customer complaints regarding quality.

QUALIFICATIONS REQUIRED:

- Knowledge of office processes, procedures, and technology. Experience in supervising project and team activities. Ability to read and interpret accounting and financial reports.
- · Work requires willingness to work a flexible schedule.

MINIMUM REQUIRED EDUCATION/TRAINING:

 Bachelor's Degree in Business Administration and three to five years of office experience which include supervisory responsibility.



TITLE: NEMT Corporate Training and Fleet Manager

REPORTS TO: Vice President of Corporate Compliance

FLSA STATUS: Exempt

SUMMARY:

The NEMT Corporate Training and Fleet Manager is responsible for the strategic oversight and operational execution of Verida's corporate driver training and fleet management functions across all service areas. This role verifies that all training programs meet contractual requirements, supports implementation of compliance initiatives, and manages the company's fleet operations to support safety, reliability, and regulatory adherence.

The position leads the development and delivery of comprehensive training curricula for Non-Emergency Medical Transportation (NEMT) providers, maintains consistency across all training platforms, and supports the onboarding and continuing education of NEMT drivers and trainers. Additionally, this role manages Verida's fleet infrastructure, including vehicle registration, insurance compliance, maintenance scheduling, and fuel card programs.

KEY RESPONSIBILITIES:

Training Program Oversight

- Serve as the primary authority for NEMT provider training programs, confirming content aligns with contractual obligations and operational standards.
- Develop, review, and maintain training curricula, incorporating best practices in adult learning, transportation safety, and customer service.
- Deliver or oversee training, including Passenger Assistance, Safety, and Sensitivity (PASS), First Aid/CPR, and Defensive Driving Instruction.
- Facilitate and lead PASS "Train-the-Trainer" sessions; monitor and evaluate trainer performance and curriculum effectiveness.
- Manage inventory, procurement, and distribution of all training-related materials and equipment.
- Support training needs for new contract implementations and expansions.
- Collaborate with Compliance and Operations to promote continuous improvement and standardization in training practices.
- Prepare reports and updates on training program performance and compliance with contractual requirements.

Fleet Management

- Maintain current tags, registration, and insurance documentation for all company fleet vehicles.
- Collaborate with the company's insurance provider to report incidents and manage vehicle property claims.



- Oversee all aspects of the Verida Quick Response Vehicle (QRV) program, including supervision of drivers and the Fleet Manager.
- Manage vehicle acquisition processes, including locating and pricing new and used vehicles as directed.
- Administer the WEX fuel program and monitor vehicle usage, fuel consumption, and expense trends.
- Maintain compliance with preventive maintenance schedules and coordinate repairs according to company policy and manufacturer guidelines.
- Respond to fleet-related incidents and complete accurate and timely investigations and reports.
- Provide after-hours and weekend support for fleet and driver-related issues, as necessary.

Leadership and Compliance Support

- · Directly supervise assigned Compliance team members, including trainers and fleet support staff.
- Support corporate compliance efforts by participating in audits, inspections, and policy implementation.
- Collaborate with internal departments to align training and fleet programs with broader operational goals.
- Regularly evaluate driver performance metrics and implement targeted improvements as needed.
- Assist with other NEMT provider compliance-related activities as assigned.

CERTIFICATIONS (REQUIRED OR OBTAINABLE WITHIN SIX MONTHS OF HIRE):

- Certified Passenger Assistance Safety and Sensitivity (PASS) Instructor
- Certified Defensive Driving Instructor
- Red Cross Basic First Aid and CPR Instructor
- Clean Motor Vehicle Record, as defined by contract standards

EDUCATION:

 Bachelor's Degree from an accredited college or university preferred; equivalent experience in transportation, compliance, or training management will be considered.



TITLE: INVESTIGATOR

REPORTS TO: PROJECT DIRECTOR

FLSA STATUS: NON-EXEMPT

SUMMARY:

This position is responsible for receiving, investigating, compiling, and reporting transportation complaints, as well as those related to Medicare Client Grievances for DHS.

ESSENTIAL FUNCTIONS:

- Reviewing and investigating Inquiries for DHS
- Reviewing Grievance for Medicare Clients: DHS
- Respond, resolve and closing grievances for DHS members
- Sending RFEs (Request for Explanation) to transportation providers
- Investigate all accidents and provide reports to the State Director and compliance
- Mastery of various applications: InSight, Provider Portal, Lyft Concierge, Verida
- Coverage of the Arkansas QA Voicemail Box
- · Assigning members to Member Care Advisory List and updating this information via NET InSight
- Sending Productivity Report at day's end

PREFERRED CANDIDATE:

- Knowledge of Medicare and Medicaid, community resources, and dialysis.
- Must possess entry to mid-level proficiency in Microsoft Word and Excel.
- Excellent written and verbal communication skills.
- Possesses and demonstrates multi-tasking skills in a high-stress environment while working with multiple internal departments, as well as external entities.
- · Analytical thinker with good judgment.
- Well-organized, self-directed individual, who is flexible and takes direction well.
- Possesses a high level of interpersonal skills to handle sensitive and confidential situations.

MINIMUM REQUIRED EDUCATION/TRAINING:

- High School graduate or equivalent
- Healthcare-related education
- Two-years of customer service experience and or employment in a paid healthcare-related work setting

AR DHS-OIT- Standard IT Requirements Approved by Enterprise Architecture Board.

Document Version 1.3

Change History

DateVersionNotes8/1/2019Initial draft8/22/20191.0First Version9/26/2019updated for ACS requirements12/16/20191.2Updated version (Minor changes)Updated in Jan 2020.Document updated to be used in 2020 after
1/31/2020 1.3 presenting to EAB.

-	Application Hosting	Application Ratch - Joh Cantrol and Scheduling Histing	Any technology wonder, application or solution shall develop, document and manage the processors and procedures for Interfaces and Batch Operations Architecture.	Yes
3	Application	Ratch - Tob Control and Scheduling	Any technology wondor, application or solution shall define job achaduling traquitements, application software intercheandancies, and recun requirements for all production jobs	Yes
п	Application Hesting	n Batch - Inh Control and Scheduling	Any technology vendor, application or solution shall utilitie and manage scheduling tools for automating to execution (a g., job workflow processes interdependences, rerun requirements, file exchange functions, and print management)	Yes
4	Application Hesting	n Batch - Inh Control and Scheduling	Any technology vendor, application or solution shall maintain a master job schodule and execute all batch johr for the DMS Enterprise Program (e.g., any jobs provided by any locador working onlywith the DMS financiae Patform).	Yes
w	Application Hosting	n Ratch - Inh Control and Scheduling	Any technology vendor, application or solution shall perform job monitoring and manage revolution of any falled johc.	Yes
Ľ.	Application Hesting	Change/Release Management	Any technology wordor, application or solution shall adhere to the Information Trethnology infrastructure I throry (TII) V3.D Change and Release Management processes.	Yes
7	Application Hasting	Change/Ralease Management	Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS finterprise Program Change/Release Management process.	Yes
oc	Application Hosting	Disaster Renovery	Any technology vendor, application or solution shall maintain a detailed bisaster Recovery plan to meet Disaster Recovery requirements, Plan shall include plans for daia, back-ups, stornge management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement Ilmifranes after a disaster that has affected the users of the DHS Enterprise Platform;	Yes
6	Application	Dicastor Recovery	Any technology vendor, application or solution shall provide support to the DHS support to the DHS support to an extension, configuring and testing disaster recovery.	Yes
01	Application	Disatter Renovery	Any technology vendor, application or solution shall develop action plans to address any issues antition blanster descriptive texting.	Yes
=	Application	Infrastructure Security	Any technology vendor, application or solution using cloud technology shall be located within the continental LIS, All servers and data will be located in US Soil.	Yes
12	Application Hosting	Infrastructure Security	Any Technology vandar, application or solution shall proactively monitor all infrastructure including but and limited to network, storage, virtual environments, servors, databases, firewalls, etc., following industry best practices.	Yes
13	Application Hosting	Infractructure Security	Any technology vendor, application or solution shall implement ghysical and logical security within new functionality defined in the security plan consistent with DHS security policies and industry standards.	Yes
14	Application Hosting	Infrastruthire Security	Any technology vondor, application or colution shall review all available infrastructure scenarity patches relevant to the orwirenment and classify the need and speed in which the security patches should be installed as defined by DHS security policies.	Yes
52 5	Application	Services		Yes
10	Hosting	Operating System, Application and Oatabase Backup and Recovery	Any technology vendor, application or solution shall encuypt all data at rest including hedcus using DHS and regulatory bodies (CMS, FNS, etc.) standards regardless of standards regulatory.	Yes

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution will provide data backup and restoration services in arrordance with industry hest practices.	Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and costelfactive manner.	Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements	Any technology vandor, application or colution shall monitor and demonstrate compiliance with Arkansas Records Retention Schedule.	Any technology vendut, application or volution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database huffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert. b. Monitoring of system logs, update error, database corruption, jobs execution failures etc. Anonitoring of alert notification interface (e.g., Simple Mail Transfer Protocol (SMTP), sendmail), and propose a colution in rease of an alert. c. Monitoring of fransaction and fraze logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert. d. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to IRHS according to agreed procedure f. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to IRHS according and reporting of end-to-end transaction response time to allow measurements against SAs R. Monitoring of interfaces.	Any technology vendor, application or solution shall monitor infrastructure for availability as well as transaction and reconse time neclembane.	Any technology vandar, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring)	Any technology vendor, application or colution shall identify and make available apprintiale resources to support DHS' disaster recovery planning, testing and execution.	Anytechiningy vendor, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for starting audit trails and security logs.	Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, procress models and other related planning and design dostuments to DIIS.	Any technology vendor, application or solution shall maintain a record (e.g., audit trail) of all additions, changes and reletions made to data in the applicable system or solution. In addition, a log of query or view access to certain type of records and/or screen wall be maintained for investigative purposes. This should be readily searchable by user 10 or clien will. This must inchink but it not limited to: a. The user 10 of the person who made the change b. The date and time of the change b. The date and time of the change d. The information that was changed d. The information that was changed e. The outcome of the event e. The data before and after it was changed, and which screens were accessed and used	Any technology vendor, application or solution shall prevent mudifications to the audit tecords.
Sinrage Management Services	Storage Management Services	Storage Management Services	Storage Management Services	System Manitoring	System Monitoring	Syttem Monitoring	Disaster Rernvory		ment	Audit_R_Compliance	Audit_R_Compliance
Application Hosting	Application Hosting	Application Hosting	Application Hosting	Application Hosting		Application S Hosting	9	Application St M&O Services	псе	General M. System Rehavior	General Au System Rehavior
17	18	e: C	20	23	22	23	VC	25	35	23	28

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution must have the ability to capture electronic signatures on all documents, forms, letters, and correspondences.	Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 80h-53 moderate baseline, rev 4) that it mediates and firmlead his contents audit records for thorn At a minimum the events will include, but not be limited to: a. Start/stop b. User login/logint b. User login/logint c. Session throated/viawed/updated/deleted c. Session throated c. Sessio	Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the accordated infrastructure from a confidentiality, integrity and availability perspective.	Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formats.	Any technology vendor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers.	Any technology vendor, application or solution shall provide the capabilities for a Real- Time for next real-time) integrated Enterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across prayabilities with appropriate adherence to State and Federal security and privacy restrictions.	Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program-to-program communication, moving messages between service oriented architecture (SOA) service consumer modules and service provider modules at runtime.	Any technology vandor, application or solution shall have message and data formats that will be haved on logical representations of business objects rather than native application data structures.	Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service BusyData integration Hub.	Any technology vandra, application or solution W3DLs developed for Arkansas will conform to the W3C standards for restful API development.	Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components.	Any technology vandor, application or solution shall have the ability to use standards- hasted communication protocols, such as ICP/IP, HTTP, HTTP/S and SMTP. Protocol bridging: The ability to convert helveen the protocol native to the messaging platform and other protocols, such as Remote Method invocation (RMI), IIOP and NET remoting.	Any technology vondini, application or solution will have the capability to work with security politicy manager for Weh services that allows for centrally defined security politices that govern Web services operations (such as access policy, logging policy, and boad bilancing).	Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MIMM) technology for Enterprise Master Client Index (EMCI) (implemented as part of the "State Huh" in a centralized or registry style implementation.
Audit_R_Compliance	Midit & _ compliance	toteroperafility-interfaces	Interoperability-Interfaces	Interoperability-Interfaces	Internprzahility-Interfaces	Interoperability-interfaces	Interoperability-Interfaces	Interoperability-Interfaces	Interoperability-Interfaces	Intoroporability-Interfaces	inferoporability-Interfaces		Interoperahility-Interfaces
General System Behavior	General Rehavior	General System Behavior	General System Behavior	General System Rehavior	General System Rehavior	General System Rehavior	General System Behavior			System Sehavior	General II System Behavior	General Ir System Behavior	System System Rehavior
29	30	E	32	33	e e	E.	36	37	ac m	£.	40	41	42

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Any technology vendor, application or solution shall be responsive and will automatically be sized for an optimim view to the display dimensions of PC, Tablet or Mobile shares.	Any technology vendor, application or solution components will be committed to an advanced approach to intercoperability using web services and Service Oriented Architecture (SOA) aligned with DHS Priterprise Architecture Standards and industry standards and vision for interoperability.	Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site.	Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases	Any technolony vendor, application or colution shall leverage virtualization to expedite disastior recovery. Virtualization enables system owners to quickly reconfigure system parternal surface in the system of the system.	Any technology vendor, application of solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups.	Any technology windor, application or solution will provide at loast one (1) production aind one (2) non-production environment. Highly available solutions that mitigate single pipints of failure are recommended and encouraged.	Any technology vendor, application or solution stall allow for different roles for Users including Operators, Administrators, Managers etc.	Any technology ve eiter, application or colution shall, at a minimum, provide a mochanism to comply with security requirements and safeguard requirements of the mochanism to comply with security requirements and safeguard requirements of the Collowing federal ageorgies (CMS) b. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Privary Framework C Administration for Children & Families (ACF) d. Dept of Marchine Fond and Nutrition Services o. NIST 800-53-55 Moderate, MARS-E and DOD 8500-2 If St pub 1075, which points hack to NIST 800-53 rev 3 If Federal Information Servicity Management Act (FISMA) of 2002 h. Health Information Servicity Management and Clinical Health Act (HITECH) of 2009 H. Pedith Information Servicity Management and Clinical Health Act (HITECH) of 2009 H. Pedith Information Action of the Conomic and Clinical Health Act (HITECH) of 2009 H. Pedith Information and Affordabile Carn Act of 2010, Section 1561 Recommendations in Section 106(b)(2)(B)(viii) of the Child Abuse Prevention and Treatment Act in Section 106(b)(2)(B)(viii) of the Child Abuse Prevention and Treatment Act	Any technology vendor, application or solution shall adhere to the accessibility standarid as coulined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html)	Any trethrelogy vendor, application or solution shall adhere to the AB State accessbillity standards and comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as annotated by Act 30R of 2013.	Any technology vendor, application or solution comply with the DHS branding standards at defined by DHS.	Any technology vendor, application or solution shall afflere to the principle of "fall Safe" in ensure that a system in a falled state does not reveal any sensitive information or loave, any access contrate open for attacks	Any technology winder, application or colution shall maintain a fevel of security that is committeewith the risk and magnitude of the harm that could result from the loss, mitavin, direleture, or modification of information
Interoperability-interfaces	interoporability-interfaces	Perf. and Avail.	Perf. and Avall.	Perf and Avail.	Perf. and Avail.	Perf, and Avail.	Regulatory_&_Security	2					Regulatory_&_Security As on m
43 General System Behavior		45 General System Behavior	A6 General System Behavior	47 General System: Behavior	A8 General System Behavior	49 General System Behavior	S0 General System Rehavtor	5					S6 General System Rehawin:

with the britishings and access management, and access management, with the Bin Cloud februity cools such as AMI or OIDC applyed whenever deemed FNS, IRS, etc.).	nort protection of ring Personally Identifiable was open networks via and NIST requirements for and an open protocol such as it, internet Protocol Security et Mail Extensions (5/MIME) or will be subject to external Audit	n storing PHI/PII, support the NIST requirements for the	ccessing any PHI, display a "The System should only be tition or solution does not will display the banner	ation (Pil) using publically unication device, unless: Inication device, unless: F.R. § 164.514(b) (2); or 2) American Recovery and codures and standards	e the same security provisions sining environment as those ins implemented specifically to	le to associate permissions rolls: y role and access rights assigned or restricted based kstation-location, emergency-	v with accessibility ransas accessibility	lystem administrators to	ations will be protected by at	parted by public key/private	experience and System lotated elsewhere in these
Any technology ventor, application or solution shall follow the DNS interprise. Architecture Standards regarding identity, authorization and access management. The current standards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DNS states and will integrate with the BNA Cloud Identity phistory for internal/DNS states and will integrate with the BNA Cloud Identity phistory for whether authentication will be employed whenever deemed necessary by DNS or applicable regulatory bodies (CMS, FNS, IRS, etc.).	Any technology vendor, application or solution shall support protection of evolutions and internation (PHI) and Personally Identifiable evolutionable and information (PHI) and Personally Identifiable information (PHI) and Personally Identifiable information (PHI) and elaborate owner the internet or other known open networks via supported encryption bethnologies needed to meet CMS and NIST requirements for exercipion of PHI and PIII data. Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport I syst Security (TS), Secure Sockets Layer (SES), Internet Protocol Security (IP-ec), XMI, encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external Audit Philesien.	Arry rechnology vendor, application or solution shall, when storing PHI/PII, support the use of encryption rechnologies needed to meet CMS and NIST requirements for the generyption of PHI/PII data at rest.	Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g The System should only be accessed by authorized users!), in the event that a application or solution does not support pre-login capability has application or solution will display the banner immediately following authorization, then.	Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally identifiable Information (PHI) using publically available storage over the Internet or any wireless communication device, unless: 1) the PHI or PHI is "de-infantified" in accordance with 45 C.F.8 § 164.514(b) (7); or 2) encrypted in accordance with applicable law, including the American Recovery and Rainvestment Acc of 2009 and as required by policies, procedures and standards established by must	Any technology vendor, application or solution will include the same security provisions for the development, System test, Acreptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g., PHI, PII).	Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of thin following access controls: a. Role-Based Access Controls (RBAC, users are grouped by role and access rights assigned to these groups) b. Context-haxed (role, hased with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency on the context of the transaction such as time-of-day, workstation-location, emergency mode, etc.)	Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR R5 and with State of Arkansas accessibility requirements	Any technology vendor, application or solution will allow System administrators to create and manage user roles.	Any technology vendor, application or solution communications will be protected by at least 256-bit encryption.	Any technology wendor, application or solution will be supported by public key/private knyenoryption Secure Socket Layer (5%) certificates.	Any application or solution will use colors to enhance user experience and System usability while complying with all risability requirements notated elsewhere in these requirements.
	Rogulatory, R., Security	Regulatory_R_Security	Rogulatory_R_Security	ffegrilatery_R_Security	Remilatory_R_Security	Regulatory & Security	Regulatory_&_Security	Solution Arlministration	Sokuton Administration	Salution Administration	Regulatory & Usability
System Behavior	General System Rehavior		_	General Syttem Behavior	General 8 System Behavior	Syttem Syttem Behavior	General Re System Behavior	General So System Behavior	General Sol System Behavior	General Sol System Behavior	General Reg System Behavior

Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Ves
Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarry Streets, AR GIS, etc.), Suggest the Validated new address and prompt user to select either user entered address or validated address and then two merconfinely.	Any feetinology venden, application or solution must perform standard data validations such as character, numeric, date, currency, phone, SSN etc.	Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules.	Any technology vendor, application or solution shall have the ability to create prompts for user actions. (e.g., incomplete data entry of required fields, deletion of data, system tog-off warrings).	Any technology vendor, application or solution shall have the capability to send ricitifications. Examples include sending emails, text messages (SMS), etc.	Any technology wention, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated gover from network via SSL (e.g., HTM) over HTTPS).	The system will support and maintain rompatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Whidows, MAG OS, Apple 10S and Gongle Anafroid.	The system will support and maintain rompatibility with the current to (N-2) version of the Chts approved Browsers. The supported Browsers are followed: This is to evaule that vendors test and exertify their software; fallowed: This is to evaule that vendors test and exertify their software/application for strendt in (N-1) versions of these Previous	Any trachoalogy voordor, appliestion or solution Estract Transform and toad (FIT) components will provide process flow and user interface capabilities to enable business users to perform data-quality related and user interface capabilities to enable business users to perform that-amply related takes and fulfill sewardship furthers, includings a. Packared processes, including as as used to perform common quality tasks (prioviding values for incomplete data, revoluing conflicts of duplicate records, specifying custom variety for merging records, profilling, auditing, for example) th. User interface in which quality processes and issues are exposed to business users, stravariet and ruthers C. Functionality to manage the data quality issue resolution process through the stewardship workflow (status tracking, ascalation and monitoring of the issue resolution process) d. Ability to customipe the user interface and workflow of the resolution process e. Ability to customipe the user interface and workflow of operaces or Ability to customipe the user interface and workflow of operaces or Ability to work with pomular PMA unitses for example.
	lkar interface	Userinterlace	lker Interlace	User Interface	Web based UI	Weh based U	We hased III	Dalla integ_Capility, ETL
	70 General Syxtom Behavior	71 General System Rehavlor	General System Rehavior	General System Behavior	Grineral System Behavior	System Sehavior	General System Behavior	Tertundunger Platform Requirements

Requirement Number	Category
1	Application/Solution Hosting
	Application/Solution Hosting
2	Data

Comment for consideration

DHS is interested in seeing the following hosting options for any new procurements:

- 1) On-Premise
- 2) Private Cloud
- 3) Hybrid Cloud
- 4) Public Cloud
- 5) SaaS, PaaS or other emerging options

When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:

- 1) Cost
- 2) Performance
- Data Management
- 4) Governance
- Service Levels
- 6) Location of Data
- 7) Vendor obligations in the event of a data breach
- 8) Provisions for data export and exit strategy
- 9) Provisions for data destruction by vendor after contract termination
- 10) Data Security
- 11) Regulatory compliance
- 12) Change processes and procedures
- 13) Information access costs/requirements (i.e. FOIA request, etc.)

DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.

ADDENDUM 3

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: June 30, 2025

SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services

Х	Change of specification(s)
	Additional specification(s)
X	Change of bid opening date and time
	Cancellation of bid
	Other

- Section 2.31.E Remove and replace with:
 - E. The Broker must comply with DHS/Office of Information Technology (OIT) Standard information technology requirements, as specified in Attachment J - ARDHS - OIT-Standard IT Requirements.
 - 1. For verification purposes, the Prospective Contractor shall include the completed Attachment J: ARDHS OIT Standard IT Requirements within fourteen (14) days of contract award. If a Prospective Contractor responds with "Does Not Apply" to a requirement in Attachment J, the Prospective Contractor shall add an explanation in the Comments column. DHS will review the submission and incorporate the submission and any updates required by DHS to the Contractor in the resulting contract.
- Solicitation remove and replace with 710-25-049 Solicitation Revision 2 (Redline and Clean versions)

CHANGE OF BID OPENING DATE AND TIME

- Bid Submission date and time has been extended to July 7, 2025, 10:00 a.m. CST
- Bid Opening date and time has been extended to July 7, 2025, 11:00 a.m. CST

OTHER

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact:

Ian Cunningham

DHS.OP.Solicitations@dhs.arkansas.gov

(501) 682-0120

Stere Q. Adas Vendor Signature Verida, Inc. Company

07/03/2025

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S. Aproportion Co. Bridge

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(501) 682-0120

Sten C. Adam Date 07/03/2025

Verida, Inc.

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FROM:	Office of	of Pro	ocurem	ent
DATE.	t 00		5 F	

DATE: June 30, 2025

SUBJECT: 710-25-049 Non-Emergency Medical Transportation Services

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Х	Change of specification(s)
	Additional specification(s)
X	Change of bid opening date and time
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X	Other Other
100 m	CHANGE OF SPECIFICATIONS
• S	ection 2.31.E — Remove and replace with:
	E. The Broker must comply with DHS/Office of Information Technology (OIT) Standard

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Vendor Signature

Verida, Inc.

Company

ADDENDUM 3

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X Change of specification(s) Additional specification(s) X Change of bid opening date and time Cancellation of bid X Other		
CHANGE OF SPECIFICATIONS		
Section 2.31.E — Remove and replace with: E. The Broker must comply with DHS/Office of Information Technology (OIT) Standard		
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07/03/2025

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Ster 2. Aslan Date 07/03/2025

Verida, Inc.

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- Bid Opening date and time has been extended to July 7, 2025, 11:00 a.m. CST

OTHER

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact:

Ian Cunningham

DHS.OP.Solicitations@dhs.arkansas.gov

(501) 682-0120

Stew R. Slaw Vendor Signature Verida, Inc.

Date

OFFICIAL BID PRICE SHEET

710-25-049 Non-Emergency Medical Transportation Services

All costs must be included in the unit price. Costs not included in the unit price below are not billable under a contract established from this solicitation. Bidder must submit a printed copy of the completed official bid price sheet with bid submission.

Instructions: Enter the per member per month unit price for each region being bid. DHS will not accept bids that do not fall within the actuarial spread range listed below.

ITEM	DESCRIPTION	Actuarial Spread	UNIT PRICE (per member per month)
1	Region A	\$3.44-\$3.56	\$3.44
2	Region B	\$7.85-\$8.07	\$7.85
3	Region C	\$4.95-\$5.15	\$4.95
4	Region D	\$5.71-\$5.92	\$5.71
5	Region E	\$11.67-\$12.08	no bid
6	Region F	\$16.59-\$17.23	\$16.59
7	Region G	\$6.39-\$6.53	\$6.39

<u>AU</u>

THORIZED SIGNATURE:	
By my signature below, I certify that the I am authorized by the respondent to s	submit this bid on his/her behalf.
Vendor Name: Verida, Inc.	Date: 7/1/25
Signature: Dena M. Adam-M. Nist	Title: Chief Development offe
Printed Name: Dena Adams - McNeish	



Arkansas Department of Human Service

Pricing Narrative

Verida, Inc. presents pricing for the combined Arkansas Department of Human Services Non-Emergency Transportation (NET) and Division of Developmental Disabilities Services (DDS) programs associated with solicitation 710-25-049. This pricing reflects Verida's longstanding experience operating across diverse regional markets with varying cost structures and demand patterns.

Financial Overview

Projected Year 1 Financial Performance - Regions A, B, C, D, F, and G

(Combined NET & DDS Programs)

	Year 1
Gross revenue	\$49,109,923
Transportation expense	36,692,422
Gross profit	12,417,500
Operating expense	10,817,468
Net income	\$1,600,032
Profit margin	3.3%

Regional Pricing Considerations

Our pricing incorporates significant regional variations in operational costs and service demands across Arkansas. This pooled pricing model recognizes that from Verida's experience some regions are profitable while others operate at a loss, requiring profits from successful regions to offset losses in other regions.

Regional Financial Impact:

- Regions C and G project losses of approximately 15%-16%
- Profits from regions A, B, D and F offset losses in regions C and G

This balanced approach ensures consistent pricing while maintaining service coverage across all viable regions.

Economic Assumptions



Inflation Adjustment: Pricing includes a 2.8% inflation factor applied to account for anticipated cost increases in fuel, labor, and operational expenses throughout the contract period.

Cost Management: The 3.3% profit margin reflects conservative financial management appropriate for sustainable operations across diverse regional markets with varying profitability profiles.

Pricing Methodology

The combined NET and DDS program pricing achieves many of the goals outlined in the 2024 Arkansas Medicaid Sustainability Review report by leveraging operational efficiencies from an integrated service delivery. Our financial model helps align programs, reduce administrative burdens and ensure consistent transportation while spreading profits from higher-performing regions to cover losses in other regions. This methodology ensures equitable pricing for the state while maintaining financial viability across the pooled region structure.

Note: All financial projections reflect pooled operations of combined NET and DDS programs across regions A, B, C, D, F, and G with 2.8% inflation adjustment applied.