



State of Arkansas

Department of Human Services

Eligibility Support Services

Request for Proposal
Solicitation 710-23-074

ORIGINAL

Submission Date: May 8, 2024

Submitted by CAII, Inc. (CAI)



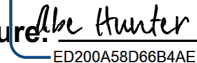
RESPONSE SIGNATURE PAGE

Type or print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	CAII, Inc.		
Address:	1390 Ridgeview Drive		
City:	Allentown	State: PA	Zip Code: 18104
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority and Women Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service-Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:	Gabriela Feliciano	Title:	VP, Public Sector
Phone:	773-627-3163	Alternate Phone:	610-530-5000
Email:	Gabriela.Feliciano@cai.io		
CONFIRMATION OF REDACTED COPY			
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> 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. <i>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 Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and shall not employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and shall not boycott Israel during the term of a contract awarded as a result of this solicitation.			
<input checked="" type="checkbox"/> Prospective Contractor does not and shall not boycott Israel.			

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's response to be rejected.

Authorized Signature:  Title: Executive Vice President

Printed/Typed Name: D. Abraham Hunter Date: 5/8/2024

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.

We take no exceptions.

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

DocuSigned by:
Authorized Signature *D. Abraham Hunter*
ED200A58D66B4AE...
Use Ink Only.

Printed/Typed Name: D. Abraham Hunter Date: 5/8/2024

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: April 25, 2024
SUBJECT: 710-24-074 Eligibility Support Services

The following change(s) to the above referenced RFP have been made as designated below:

- Change of specification(s)
- Additional specification(s)
- Change of bid opening date and time
- Cancellation of bid
- Other

OTHER

- Attachment K – Remove and replace with 710-23-074 Attachment K Revised
- Attachment J – Remove and replace with 710-23-074 Attachment J Revised

ADDITIONAL SPECIFICATION(S)

- Section 4.1 Payment and Invoice Provisions – add the following language:
This could refer to Attachment C, Page 7 - After satisfactory presentation and review of the monthly status report by the Contractor, the deliverable will be signed off and the invoice can be submitted.
- Or for a shorter version – Contractor will invoice for monthly services. [710-19-1023 Attachment H Invoice Procedures.pdf \(arkansas.gov\)](#)

The specifications by virtue of this addendum become a permanent addition to the above referenced RFP. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Karrie Goodnight, DHS.OP.Solicitations@dhs.arkansas.gov (501) 320-3903

DocuSigned by:

Albe Hunter
Vendor Signature

5/8/2024
Date

CAII, Inc.
Company

Attachment Number _____

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.

SUBCONTRACTOR: SUBCONTRACTOR NAME:

Yes **No** Rainbird Technologies

IS THIS FOR:

Goods? **Services?** **Both?**

TAXPAYER ID NAME: CAII, Inc.

YOUR LAST NAME: Hunter

FIRST NAME David

M.I.: A.

ADDRESS: 1390 Ridgeview Drive

CITY: Allentown

STATE: PA

ZIP CODE: 18104

COUNTRY: USA

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS *

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:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	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.]	
	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

FOR AN ENTITY (BUSINESS) *

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.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	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?		
	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								

None of the above applies

Attachment Number _____

Action Number _____

Contract and Grant Disclosure and Certification Form

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:

1. 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 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 of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:

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 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.
3. 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 amount of the subcontract to the state agency.

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.

DocuSigned by:

Signature *Gabriela Feliciano* Title Executive Vice President Date 5/8/2024

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Vendor Contact Person Gabriela Feliciano Title Vice President, Public Sector Phone No. (773) 627-3163

Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

Equal Employment Opportunity

As President of CAI, I am committed to the principles of Affirmative Action and Equal Employment Opportunity.

-Tom Salvaggio, President

It is the policy of Computer Aid, Inc. (CAI) not to discriminate against any employee or applicant due to race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability being a protected veteran. It is also the policy of CAI to take affirmative action to employ and to advance in employment, all persons regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability or being a protected veteran, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.

Employees and applicants of CAI will not be subject to harassment due to race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, genetic information, disability or being a protected veteran. Additionally, retaliation, including intimidation, threats, or coercion, because an employee or applicant has objected to discrimination, engaged or may engage in filing a complaint, assisted in a review, investigation, or hearing or have otherwise sought to obtain their legal rights under any Federal, State, or local EEO law is prohibited.

As President of CAI, I am committed to the principles of Affirmative Action and Equal Employment Opportunity. In order to ensure dissemination and implementation of Equal Employment Opportunity and affirmative action throughout all levels of the company, I have selected Melissa Michael, Director of HCM Support Operations, as the Equal Employment Opportunity (EEO) Officer for CAI. One of the EEO Officer's duties will be to establish and maintain internal audit and reporting systems to allow for effective measurement of CAI's programs.

In furtherance of CAI's policy regarding Affirmative Action and Equal Employment Opportunity, CAI has developed a written Affirmative Action Program which sets forth the policies, practices and procedures that CAI is committed to in order to ensure that its policy of nondiscrimination and affirmative action is accomplished. This Affirmative Action Program is available in the Human Resources office for inspection by any employee or applicant for employment upon request, during normal business hours. Interested persons should contact Melissa Michael for assistance.

We request the support of all employees in accomplishing Equal Employment Opportunity.



Tom Salvaggio, President

January 1, 2023



Melissa Michael, EEO Officer

January 1, 2023

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
Rainbird Technologies	Seymour House, Muspole Street	Norwich NR3 1DJ, United Kingdom
UiPath, Inc.	1 Vanderbilt Ave, 60th Floor	New York, NY 10017

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



**Arkansas Secretary of State
John Thurston**

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

Certificate of Good Standing

I, John Thurston, 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

CAII, INC.

formed under the laws of the state of Pennsylvania, 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 October 2, 2006.

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 2nd day of April 2024.


John Thurston

Secretary of State

Online Certificate Authorization Code: 55b5b3b8f0ad8fd

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

Contract Number _____
 Attachment Number _____
 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.

SUBCONTRACTOR: **Yes** **No** SUBCONTRACTOR NAME: Rainbird Technologies Ltd

TAXPAYER ID NAME: Rainbird Technologies Ltd IS THIS FOR: Goods? Services? Both?

YOUR LAST NAME: Duez FIRST NAME James M.I.:

ADDRESS: Seymour House, Muspole Street

CITY: Norwich STATE: Norfolk ZIP CODE: NR3 1DJ COUNTRY: UK

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

F O R I N D I V I D U A L S *

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:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	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.]	
	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

F O R A N E N T I T Y (B U S I N E S S) *

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.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	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?		
	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								

None of the above applies

Contract Number _____
Attachment Number _____
Action Number _____

Contract and Grant Disclosure and Certification Form

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:

1. 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 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 of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:

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 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.
3. 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 amount of the subcontract to the state agency.

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 **James Duez** Digitally signed by James Duez
Date: 2024.04.30 20:45:03 +01'00' Title Chief Executive Officer Date 5/8/2024

Vendor Contact Person Sabu Samarnath Title Head of Product & Markets Phone No. +44 7966 968 282


Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

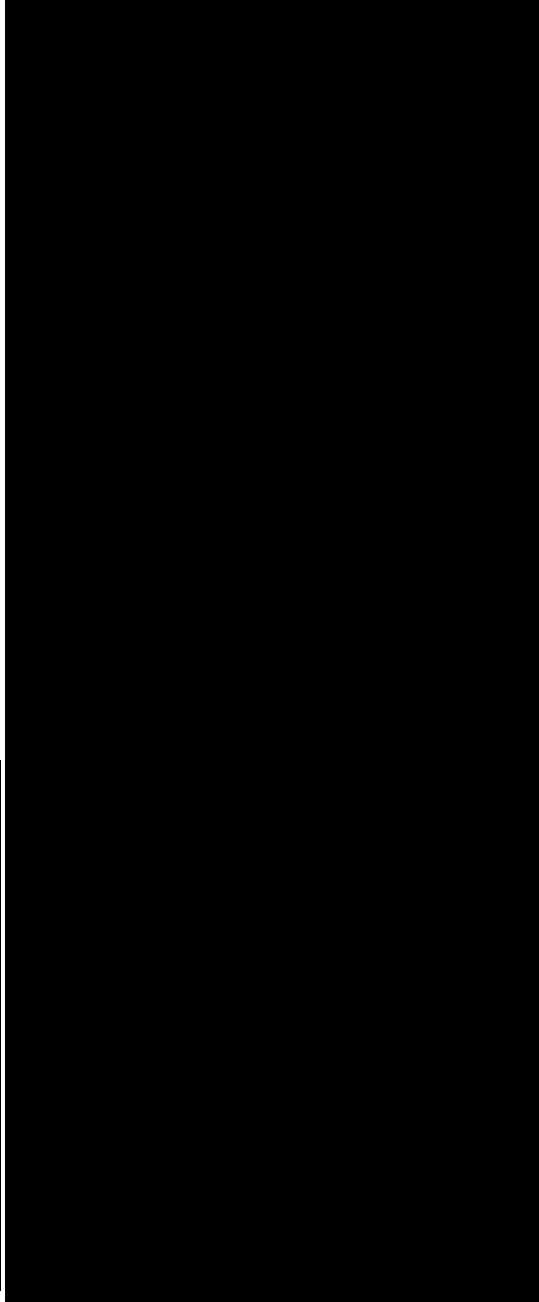
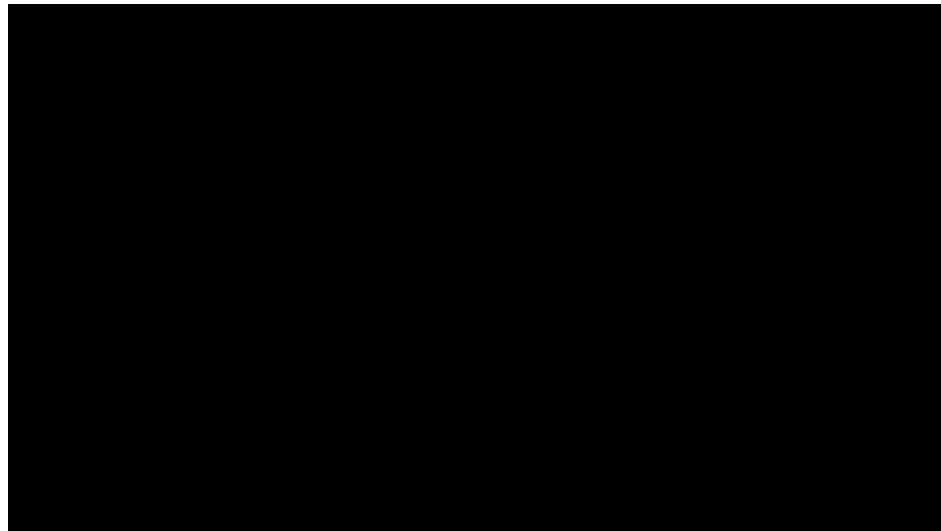
INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.*
- **Do not** include additional information if not pertinent to the itemized request.

Computer Aid, Inc. (registered to do business in Arkansas as CAI, Inc., and referred to throughout this proposal as “CAI”) is pleased to respond to the request for proposal (RFP) *Solicitation Number 710-23-074, Eligibility Support Services*, released by the Department of Human Services (DHS). The information in this section exactly follows the *Information for Evaluation* required by the RFP. We have expanded the space below each item/question as requested. In cases where the expanded discussion is lengthy or requires extended graphics, we summarized the response within the table and provided the extended information as a separate attachment or exhibit. These include:

- *RFP Attachment I: Client History Form* (Questions E.2A and E.2C)
- *CAI Exhibit 1: Contract Transition Plan* (Questions E.1A and E.1B)
- 
- *CAI Exhibit 3: Key Personnel Resumes* (Question E.2B)

We have responded to all RFP requirements, focused on standard processes associated with contract transition. These include collaborating with DHS to finalize the transition plan presented in this document; ramping up staff to required levels and ensuring they are trained in DHS protocol; ensuring staff perform with highest speed and accuracy; and implementing continuous improvement processes to optimize workflow. This will be true of any vendor bidding on this opportunity.



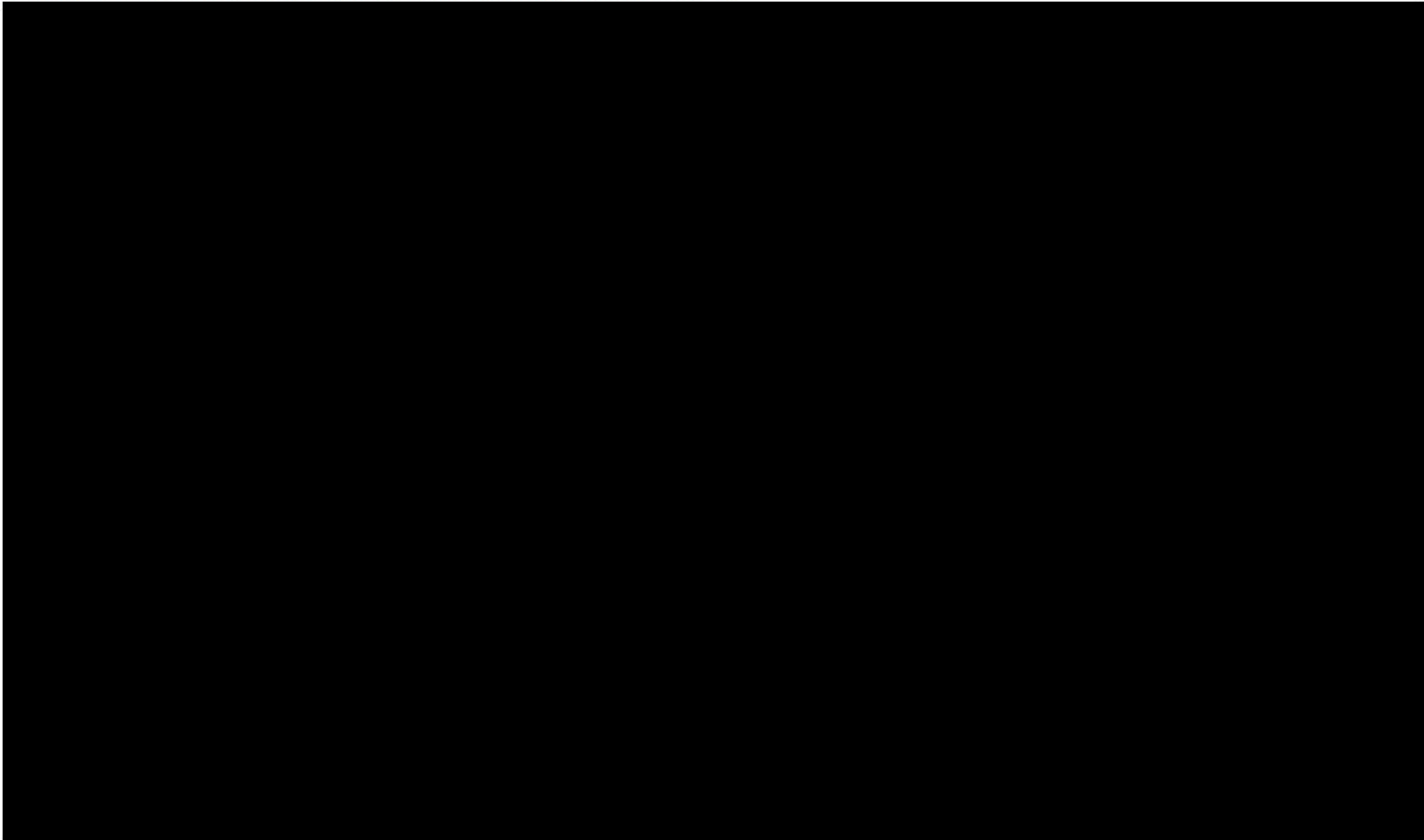
	Maximum RAW Score Available
E.1 Technical Approach and Solutions	
A. Provide a timeline and milestones for meeting requirements outlined in the solicitation.	5 points

Note to reviewers: when evaluating this section, please also include the following:

- Gantt chart and narrative in CAI *Exhibit 1: Contract Transition Plan*



The accompanying graphic is a high-level timeline of the transition. Each row in the timeline represents a major task and/or milestone, discussed immediately below at E.1 B.



B. Provide a detailed description of how the Prospective Contractor will implement services when the contract is signed.	5 points
--	----------

Note to reviewers: when evaluating this section, please also include the following:

- Gantt chart and narrative in CAI *Exhibit 1: Contract Transition Plan*
- [REDACTED]

Detailed narrative and Gantt charts appear in *Exhibit 1* and *Exhibit 2*. The narrative immediately below is a high-level summary. Our transition plan follows the structure recommended by the Project Management Institute (PMI).

INITIATION

- *Intent to Award* occurs at DHS' discretion.
- Our plan allows 3.5 months for *Negotiations, CMS and State Approval*.
- *Staffing Plan* represents both internal ramp-up and interactive discussion with DHS on current staffing levels and team performance.
- *Team Infrastructure Plan* focuses on the mechanics of the CAI team's connectivity to the DHS computing environment.
- *Finalize Security Plan* is a contract deliverable encompassing CAI-provided laptops as well as other aspects of security and confidentiality of data discussed at E.1D, below.

PLANNING

- *Contract Start* occurs at DHS' discretion, planned for October 1.
- *Finalize Transition Plan* is our formal project management plan for the transition. This includes standard components recommended by PMI, e.g., Communications Plan, Risk Management Plan, etc.
- The *Deliverables Expectation Document* will expand on and formalize the deliverables defined in the RFP.

EXECUTION

- *Staffing* represents ramp-up for the 100 eligibility specialists and all support staff, discussed at E.3A and E.3B, below. We will be fully staffed by December 1, with all staff fully trained by January 1. Based on the timing of individual transitions, some incumbent resources may become CAI employees prior to January 1.
- *Business Staffing Continuity Plan* represents our plan for employee retention, discussed at E.3D.
- *KM, LMS, Training* represents all activities associated with knowledge management and training, including DHS' delivery of train-the-trainer sessions.
- *Full Go-Live* occurs January 1, with our team full operational. The two-month SLA grace period then commences.
- [REDACTED]

CONTROLLING

- *Status/Risk Management* represents standard project management activities for the transition.

CLOSING

- *Final Report, Lessons Learned* represents close-out of the transition itself.

C. Provide a list and description of reports provided in a previous project of similar size and scope such as staffing level reports, quality control reports, case and task processing, productivity monitoring and status reports.

5 points

Note to reviewers: when evaluating this section, please also include the following:

- [REDACTED]

We will utilize ARIES for most reports. In some cases, we may extract data from ARIES to develop charts, graphs, or other summary reports. We anticipate drill-down capabilities focused on staff productivity, with detailed analytics on various aspects of the team’s work, such as MAGI, ABD, etc. In some cases, we may extract attendance information from our own time-reporting system. Reports include:

ELIGIBILITY SPECIALISTS

For each eligibility specialist, we measure/report:

- Transactions per day
- Disposition of those transactions (approved, denied, pending)
- Cases escalated to the client
- Direct communications with the client
- Use of comments to document decisions
- Participation in fair hearings (if relevant)

From case review for each eligibility specialist:

- Transaction accuracy
- Type of errors, including trends
- Frequency of errors
- Returned transactions and time to remediate

We also evaluate other characteristics, such as foreign language transactions; paper-based (scanned image) transactions; and use of external systems such as the Federal Data Services Hub.

We also provide summary reports at the team level. We sometimes establish friendly competitions to show accuracy and throughput by team. This in turn helps the supervisors monitor and mentor individual specialists and improve quality across their team.

QC REVIEWERS

For quality control (QC) reviewers, we measure/report:

- Transactions reviewed (by eligibility specialists, type, etc.)
- Type of errors (based on ARIES workflow)
- One-on-one mentoring sessions
- Foreign-language transactions

We also generate reports comparing workload and throughput of QC reviewers. Please note our intention to have the various supervisors also participate in QC of work performed by their teams, discussed below at E.3 B.1.

MONTHLY PERFORMANCE REPORTS

Status and key performance indicator (KPI) reports vary by contract. The narrative below responds to RFP *Attachment C: Performance-Based Contracting*, which represents a service level agreement (SLA) for our performance. During transition, we will finalize and complete the required Business Staffing Continuity Plan (E.3d, below), the Deliverables Expectation Document, and the Security Plan (E.1D, below). For the Arkansas team, we anticipate reporting the following information on a monthly basis, on the 12th of the subsequent month.

Operational Reports

These expand on “Reporting” KPIs in *Attachment C* and provide detailed metrics for subsequent SLAs.

- Tasks processed (with breakdown in multiple dimensions)
- Cases escalate to DHS for review
- Staffing levels, including hours worked
- QC summaries
- Foreign-language transactions
- Hotline reporting, if any

SLA Reporting

These correspond to the specific Service Criteria in *Attachment C*. In cases where a corrective action plan (CAP) is in place, we will report the status/progress of the CAP along with associated SLA metrics.

- Business Staffing Continuity
 - ✓ Staffing levels by week
 - ✓ Trainings planned or in progress
- Eligibility Support Services
 - ✓ Compliance with all 12 tasks
- Task Completion Levels
 - ✓ Shown against benchmark 180 task per fulltime equivalent (FTE)
- Personnel Quality Requirements
 - ✓ Accuracy, compared to benchmark 95% of transactions without error
 - ✓ QC reviews, compared to benchmark 10% review of transactions per FTE, randomized
 - ✓ Transactions returned for correction, compared to benchmark 5% of transactions per FTE
 - ✓ Case clean-up, compared to benchmark 5% of cases/transactions per FTE
- Reporting
 - ✓ On-time completion of monthly report and status meeting
- Criminal Background Checks
 - ✓ Completion of background checks for assigned resources
- Privacy and Security
 - ✓ Compliance with tasks A through E of this KPI (*Attachment C*)
- Training
 - ✓ Summary of trainings completed
 - ✓ Compliance with defined Division of County Operations (DCO) standard operating procedure (SOP)
- Mandated Reporting
 - ✓ Summary of Child Abuse and Adult Abuse Hotline reports
- Performance Bonding
 - ✓ Compliance with performance bond requirements
- Conflict of Interest Mitigation
 - ✓ Compliance with requirements to disclose conflicts of interest
- Privacy and Security
 - ✓ Compliance with tasks A through E
- Transition Planning
 - ✓ Compliance with end-of-contract transition planning
- Arkansas Freedom of Information Act (FOIA)
 - ✓ Summary of any FOIA requests from DHS and their resolution

D. Provide a Security Plan as outlined in section 2.8 of the solicitation.	5 points
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Note to reviewers: when evaluating this section, please also include the following:

- [REDACTED]

This narrative responds to points A through F of section 2.8. We have created summary titles to facility cross-reference; detailed requirements are in RFP section 2.8.

A. SUMMARY

We will review this plan with DHS stakeholders and finalize it during Transition. During Transition, we will meet with DHS stakeholders to finalize technical interface requirements, confirm the strategy documented below, and formalize the Security Plan. Please note that the narrative below is sanitized within the context of a public bid. We will provide detailed technical information after contract signature, including appropriate nondisclosure agreements from both parties.

We will protect the laptops via multiple means, including endpoint protection, industry-leading anti-virus software, and other centrally controlled products. We propose to configure the devices so that they connect to DHS infrastructure via DHS-controlled virtual private network (VPN) or similar connectivity, with the CAI devices themselves using virtual desktop infrastructure (VDI) that is controlled by DHS. This is the functional equivalent of the team member sitting at a DHS or DCO office, directly connected to ARIES and other DHS systems. It helps ensure that DHS data stays within the DHS environment and allows both DHS and CAI security measures to co-exist, providing extra layers of protection.

As a point of reference, we configure CAI devices to block removable storage access via the universal serial bus (USB) ports so that end users are prevented from offloading or inputting data from external devices. This ensures that staff are absolutely unable to “touch” State data beyond the confines of ARIES, the knowledge management system (KMS), and other systems inside the DHS firewall.

B. STATE/FEDERAL STANDARDS

The team will follow all applicable State and Federal standards, including the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH), and the American Recovery and Reinvestment Act (ARRA). This includes the Arkansas-specific standards cited at RFP section 2.8.F.

C. PURGING SOURCE DOCUMENTS

As noted, end users are only allowed access to State systems. Purging will therefore occur within the State’s ARIES application, based on State business rules.

Please also note: Any CAI-owned assets that are returned for warranty replacement, recycling, or disposal are cleared of data (digitally wiped) beforehand.

D. INFORMATION SECURITY AND PRIVACY STAFF

CAI uses shared resources for infrastructure and information security support. They are knowledgeable in industry best practices and relevant standards, including NIST and HIPAA. We have a formal Information Security Point of Contact (ISPoC) process and will establish a designated ISPoC for DHS during transition.

E. RISK SCENARIOS

The narrative immediately below responds to the 10 items at RFP section 2.8.E.

1. Network Security

DHS is responsible for its own network security. Our team will work behind the DHS firewall.

2. Network Diagrams

N/A

3. Programmatic Privacy and Security Controls

CAI has a formal set of 25 policy statements on IT security, with associated controls. We incorporate these by reference in this outline. In collaboration with DHS, we will incorporate applicable policies into the final Security Plan. These policies cover industry-standard topics, e.g., access control, data governance, media protection, etc. We will also ensure the client follows DHS-required policies, such as those cited below.

4. Security, Privacy and Consent

All CAI workers annually sign an IT Acceptable Use Policy as part of human capital management (HCM) procedures. Among other things, this includes affirmation of responsibility for maintaining appropriate physical control of any devices (laptops, etc.) assigned to the individual.

We also note that CAI staff are required to participate in recurring security awareness training upon hire and annually thereafter, delivered by an industry-leading third party. We will incorporate State-specific security protocols in the training plan, discussed below at E.1E.

In terms of physical controls, CAI resources are responsible for the physical security of the devices assigned to them, such as using them within secure locations (office, home office, etc.) All devices have antivirus installed and maintained and are password-controlled; local hard drives on these devices are encrypted. Each resource supporting the State will utilize devices individually assigned to him/herself, i.e., there are no shared devices.

As a point of reference, all associates using CAI network accounts are required to utilize multifactor authentication (MFA) to access CAI environments (Microsoft Office, Teams, etc.). We assume DHS similarly will require MFA for access to the DHS environment.

5. Maximizing Data Sharing

We will include DHS protocols within our training modules. This includes policies related to verbal data-sharing while in conversation with clients.

6. User Roles, Security Permissions, and Administrative Functions

These will align with roles and permissions defined in ARIES. We will confirm specific roles and work queues during Transition.

7. Confidentiality Safeguards

All data resides within DHS systems. We anticipate DHS controls in turn prevent exfiltration such as data download. We will ensure our staff follows DHS protocol for security and confidentiality of this data.

8. Privacy Requirements for Different Data Elements

We will obtain DHS policy for ARIES data and incorporate it within the final Security Plan.

9. Other Relevant Protocols to Ensure Privacy, Confidentiality, and Security Standards are Met

We assume DHS identified relevant protocols within the RFP, including item E immediately below. We will confirm this during Transition and incorporate any additional protocols within the final Security Plan.

10. Vendor/DHS Roles and Responsibilities

Please refer to the organization chart at E.3A and related discussion. We will confirm roles and responsibilities during Transition. DHS is responsible for providing instructions on State policy related to MAGI and ABD eligibility for Medicaid benefits and initial training in ARIES and other related DHS systems.

F. POLICIES

We acknowledge requirements to follow the policies cited in the RFP. DHS is responsible for informing us when these policies are modified.

E. Provide a detailed training plan including the amount of time for a new worker to be fully trained, maximum number of students per class, list of classes each person will take, passing scores, number of attempts to pass, how new policies and procedures will be trained, and approach to training new workers.

5 points

Note to reviewers: when evaluating this section, please also include the following:

Our training program is multifaceted and includes virtual classroom training, job shadowing, and multiple checkpoints. We will leverage existing DHS instructor-led training and computer-based training (CBT) modules, noted in the RFP. We will review the ARIES configuration to ensure that the team understands navigation and workflow. We will also review the DCO's SOP for training requirements, cited in the RFP.

CURRICULUM

We will finalize the curriculum in collaboration with DHS. At a minimum, our curriculum will include context information on the Medicaid program in Arkansas; detailed information on Modified Adjusted Gross Income (MAGI)-based eligibility; detailed information on Aged, Blind, and Disabled (ABD) eligibility; and specific information on ARIES navigation, described below.

1. Overview of Medicaid in Arkansas

- History of Medicaid and its purpose
- The structure of Medicaid in Arkansas
- Different Medicaid programs and waivers available in Arkansas
- Related community-based programs and services
- Review/Test

2. MAGI-based Eligibility

- Understanding the MAGI methodology
- Income thresholds and qualifying criteria for different categories of people
- How to calculate household size and income
- Understanding tax relationships and how they affect eligibility
- Application process for MAGI-based Medicaid
- Documentation requirements
- Review/Test
- ARIES practice (breakout sessions)
- Review/Test

3. ABD Medicaid Eligibility

- Eligibility criteria for the ABD category
- Understanding the non-MAGI income and resource assessment process
- Medical necessity and level of care requirements
- Spend-down programs for individuals with excess income
- Documentation requirements
- Review/Test
- ARIES practice (breakout sessions)
- Review/Test

4. Client Interaction

- Confidentiality and ethical handling of applicant information
- Effective communications in obtaining/confirming client information
- Cultural competency and sensitivity
- Mandated reporting (Child Abuse/Adult Maltreatment hotlines)
- Review/Test

5. Miscellaneous Topics

- Security policies
- DHS' KMS
- Working with non-English data
- Support for fair hearings (if applicable)
- Troubleshooting common technical issues
- Quality metrics/Case review process
- Review/Test

METHODOLOGY

As noted, we will leverage existing material from DHS in finalizing the curriculum. This includes the up-to-date policies and procedures, work instructions, and user guides provided by DHS. Per the RFP, DHS will also conduct train-the-trainer sessions for our team's trainers. We will record these sessions in segments for potential direct reuse throughout the life of the project.

Per the RFP, DHS uses Moodle as its learning management system (LMS). We will use it to maintain a record of completed trainings and certifications. In our experience, students must achieve an 80% score on each course or module in order to progress to subsequent material, with a maximum of two attempts to pass. We anticipate this aligns with the DCO SOP for course completion.

In our experience, students can complete formal training of this nature in 40 hours. These occur in the form of CBT courses, recorded videos, interactive webinars, and desk study (reading material). In practice, we balance the curriculum with working sessions where the students practice their skills in a production-like environment. We assign trainers and quality analysts to oversee the students and mentor/monitor their work. As a result, we recommend a standard training process that occurs over two weeks, i.e., 80 hours; this includes external review of the transactions that student-trainees process in the non-production environment. We prefer to keep class size at 15 students to enable closer interaction with the instructor.

DHS may change policies and procedures periodically. When this occurs, we will work with DHS to ensure our understanding of the changes and the impact on workflow. We will develop appropriate refresher materials and/or presentations to the team; execute them; monitor attendance; and, if relevant, execute tests.

DHS may also make changes to ARIES or other systems as part of Change Management. In this scenario, we will collaborate with DHS and its technology vendor(s) to ensure our understanding of newly implemented software; leverage or create training materials specific to the initiative; create a project-specific training plan; and execute it timed to coincide with rollout of the new software.

In terms of training new workers, our preference is to hire/train individuals in cohorts. Over a period of time, we may hire several individuals, all targeted to start on a specific date. We enroll the entire group of individuals in the training program designated to start on that date. In addition, we mentor/monitor newly trained staff more intensively during their initial weeks on the job. As an example, we randomly review 10% of tasks for all staff; for newly trained individuals, this might be 25% or higher during their first 4-5 weeks after completing training.

As required by the RFP, we will configure QC review in ARIES for heightened review of newly hired eligibility specialists for their first 30 days after completing their training.

F. Provide a quality improvement plan that describes the Prospective Contractor's approach to quality assurance to meet 95% accuracy including quality control processes for monitoring the quality of performance, communicating deficiencies, and obtaining feedback.	5 points
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Note to reviewers: when evaluating this section, please also include the following:

- [REDACTED]

Our quality program focuses on providing QC monitoring processes for all individuals, providing feedback to the individual eligibility specialist, identifying recurring trends individually and team-wide, and implementing improved processes where relevant.

LOGISTICS

We will configure ARIES for QC reviews so that 10% of each eligibility specialist's tasks are randomly reviewed per month. As noted above, for new hires, we expect to do QC review of 25% of their tasks in their first 30 days after training. When reviewers identify errors, they will return them to the eligibility specialist for correction. For each eligibility specialist, we will monitor (1) percentage of tasks returned for correction and (2) count/percent of

case clean-up tasks; these are separate KPIs in RFP Attachment C.

We will use ARIES itself for routing corrections and other clean-up tasks. We assume capabilities to return work items to the individual specialist who processed the transition. For corrected work items, we will ask the original reviewer to review the correction before finalizing the transaction itself. In some cases, the reviewer will arrange a video call to mentor the eligibility specialist and walk them through specifics of an erroneous transaction. We will also generate weekly QC reports for each eligibility specialist. For individuals who fail to meet quality KPIs in any given week, we will arrange additional training and mentoring as needed. In some cases, we may choose to release the individual from their assignment.

We value feedback from across the team. As part of weekly team meetings, discussed below, we review quality metrics for the team, discuss recurring issues, and elicit feedback from the team. This is a recurring agenda item, designed to serve as a pipeline for suggestions on process improvement.

On a monthly basis, our management, trainers, and other support specialists meet to review performance metrics and develop ideas for process improvement. When implementing workflow changes, we will confer with DHS on all suggestions prior to implementing them.

QC REVIEW

We will configure the QC review based on the screens/workflow embedded within ARIES and develop detailed checklists for the QC reviewer. We anticipate these will align on business/logical characteristics. Examples include information related to:

- Case household (address, contact, language preference, etc.)
- Individual demographics (Social Security numbers (SSNs), citizenship, ABD status, etc.)
- Tax dependents (qualifying children, relatives)
- Earned income (verified income, paystubs, loss of employment, etc.)
- Unearned income (verified, self-attested, etc.)

The QC reviewer will evaluate the transaction to identify anomalies or items potentially overlooked by the eligibility specialist. In cases where there are errors, we will route the transaction back to the eligibility specialist, described above.

Finally, we will evaluate transactions for trends in quality/errors. In addition to randomized reviews, we may then selectively review certain types of transactions across all teams. For example, eligibility specialists may be repeatedly stumbling on a specific evaluation criterion. In this scenario, we may develop supplemental guidelines or post bulletins across the team highlighting the issue at hand, the associated business rule(s), and recommended workflow improvement. This is a form of continuous improvement. After introducing the guideline or bulletin, we will monitor for occurrences of this specific error and track subsequently reduced error counts.



E.2 Background, Experience and Qualifications	
A. Complete Attachment Client History Form (Question #1)	5 points

Note to reviewers: when evaluating this section, please also include the following:

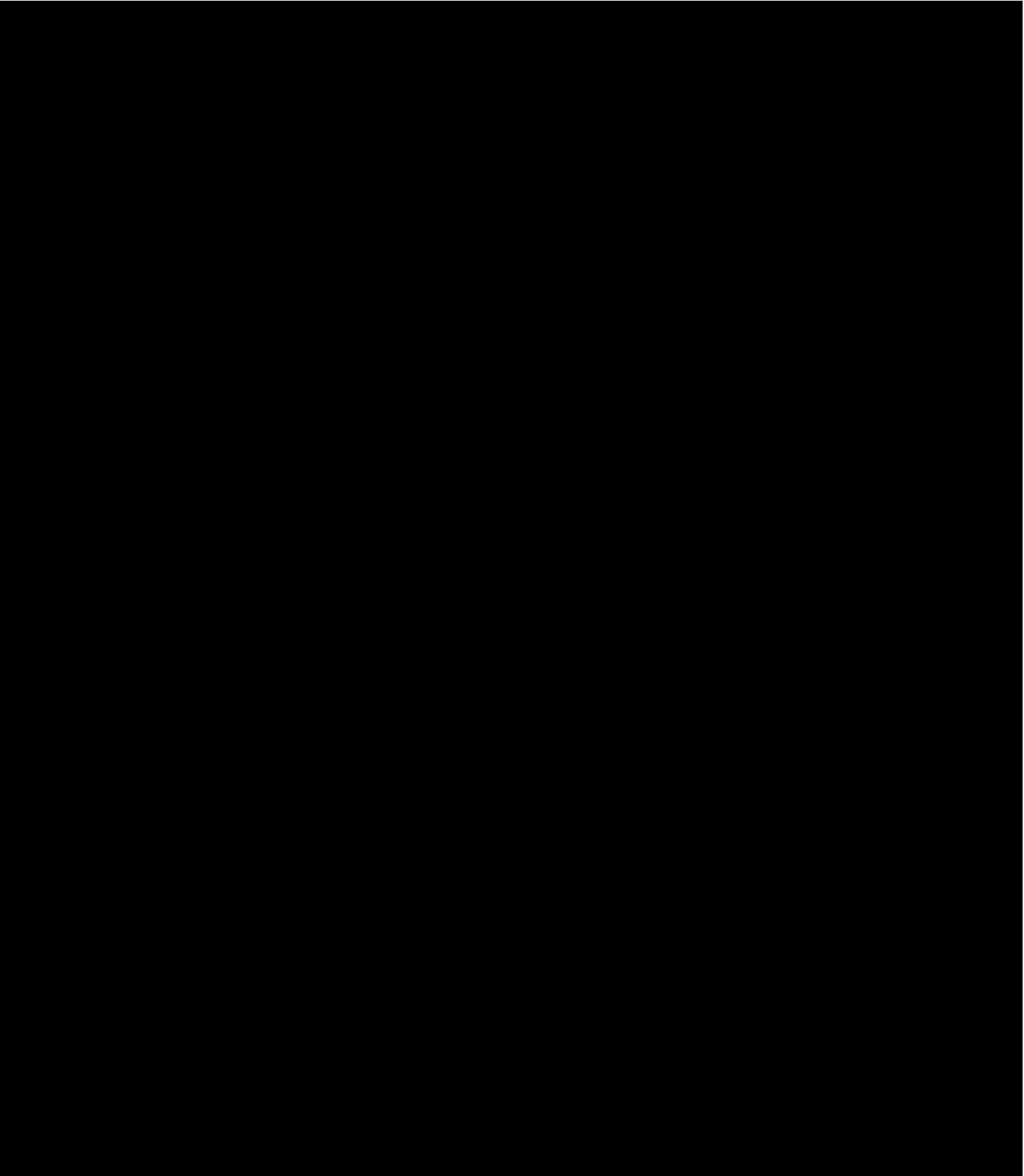
- RFP Attachment I: Client History Form, Question #1, separately attached

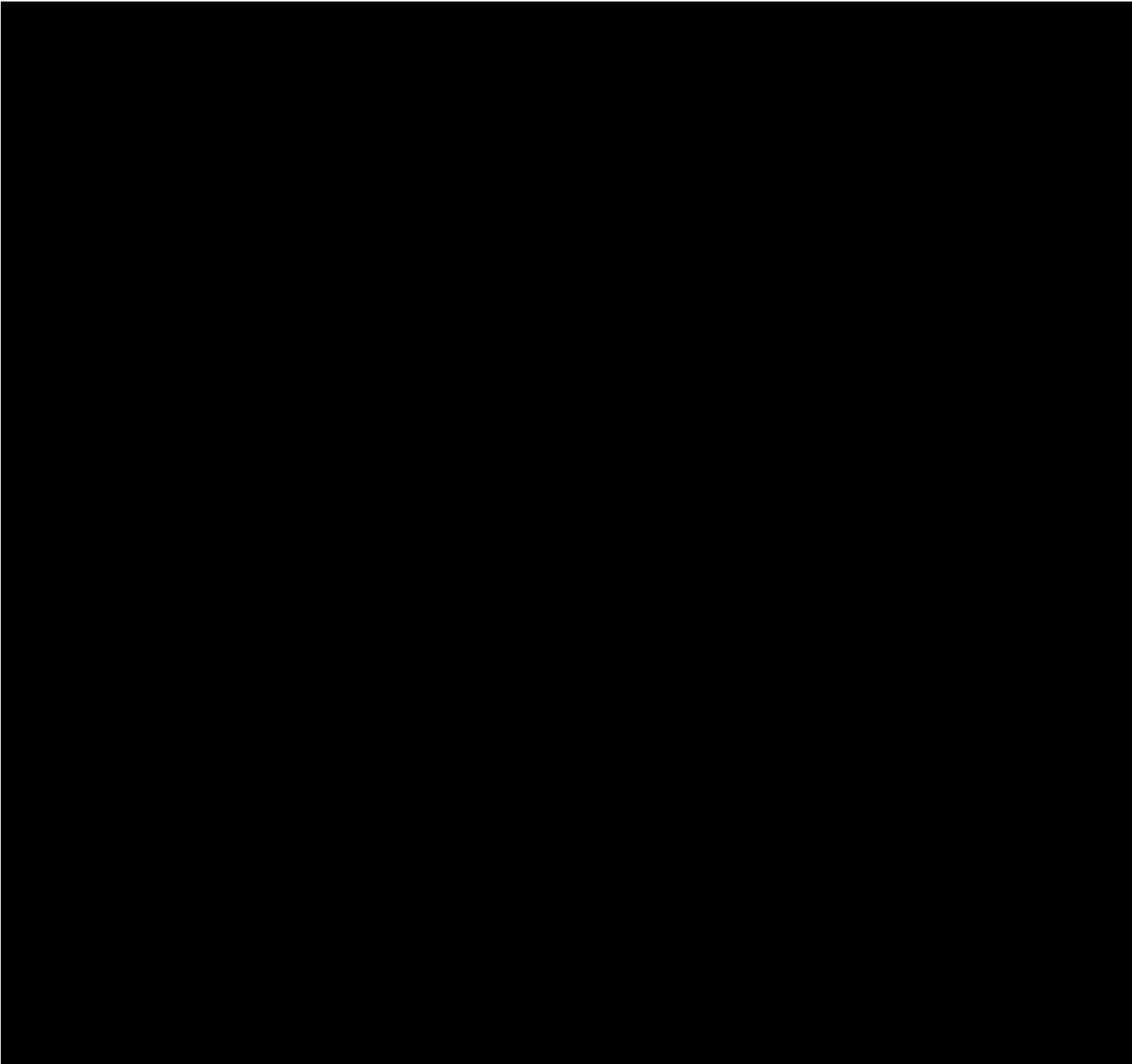


<p>B. Provide resumes for all proposed key personnel which shall include relevant projects (past and current) that each individual has supported for state human service programs such as Medicaid, CHIP, SNAP, and TANF. Resumes shall not exceed four (4) pages and must demonstrate past eligibility support services work on at least one (1) eligibility system that supported multiple benefit programs. Resumes shall include the following information:</p> <ol style="list-style-type: none"> 1. Client organization names. 2. Time periods worked. 3. Role of the proposed individual within each project. 4. Brief summary of the project scope. 5. Names, positions, and current telephone numbers of persons who can provide information on the proposed individuals' performance on at least two (2) projects. 6. Years of experience working with eligibility systems for state human services programs. 7. Formal education including degrees completed (Note: Formal education will not be substituted for experience). 8. Any technical certifications relevant to this project. 	5 points
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Note to reviewers: The narrative below summarizes the credentials of our key personnel. When evaluating this section, please also include the following:

- CAI Exhibit 3: Key Personnel Resumes





C. Complete Attachment I Client History Form (Question #2)	5 points
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RFP Attachment I: Client History Form is separately attached.



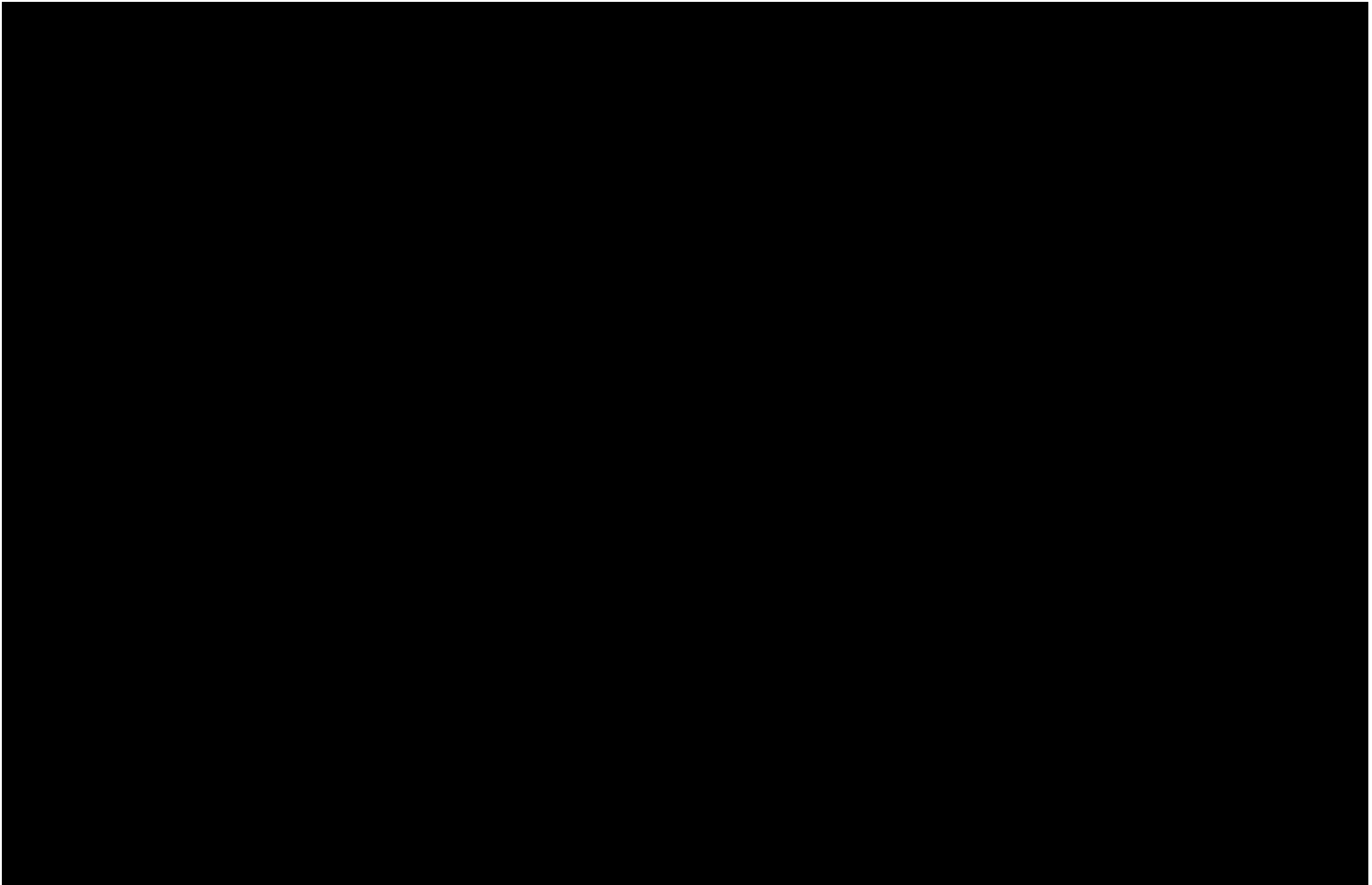
Please note: At CAI, we take immense pride in the work we do and the successful outcomes we deliver for our clients. To this end, if awarded a contract, we request DHS's agreement to allow us to feature this project as a potential reference. This will help us demonstrate our capabilities and expertise, while also showcasing the trust and satisfaction our clients have in our services. References will be handled with utmost discretion and respect for DHS.

E.3 Project Management, Organization and Staffing

A. Provide an organizational chart that displays the overall business structure including proposed personnel job titles and lines of supervision	5 points
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Note to reviewer: when evaluating the organization chart below, please also include the following:

- Related narrative at E.3 B.1 on the team organization and how we will manage the team
- Related narrative at E.3 C.1 on project staffing
- Related narrative at E.3 C.2 on staff retention
- Related narrative at E.3 D on our staffing continuity plan



B. Describe the approach to project management and project control methods including the following:	
1. How the contract will be managed	5 points

Note to reviewers: When evaluating this section, please also include the following:

- Related narrative at E.3 B.2 on management controls



TEAM ORGANIZATION

Eligibility Teams

We will organize the eligibility specialists in teams of approximately 10 FTEs, with job responsibilities as defined in RFP Attachment K. We will confirm workflow, ARIES queues, and job responsibilities during Transition. We anticipate clustering the bilingual Spanish specialists into a single team. This will enable synergy across this team and enable the staff to support each other on Spanish-related issues occurring within the workflow.

We will review ARIES configuration and work queues in finalizing the English-only teams. All eligibility specialists will be trained for the full spectrum of MAGI and ABD transactions. Nonetheless, we may create teams specialized in specific functions, such as Intake & Authorization, Renewals, Verifications, etc. In our experience, having specialized teams of this nature can lead to enhanced productivity. Also note: when setting up specialized teams, we also rotate team members across teams as a means of cross-training; this enhances the skills and productivity of eligibility specialists in general.

Team Supervisors

Each team has a supervisor responsible for workflow management and personnel and human relations (HR) issues, such as coordinating vacation schedules. Supervisors are also responsible for conducting some of the QC reviews on their team. In our experience, having supervisors involved in QC review generates multiple benefits. They gain immediate insight into the work of the specific members of their team and the work of the team as a whole; they can address quality issues almost immediately; and they can leverage their insights as talking points for advising their staff in weekly team meetings.

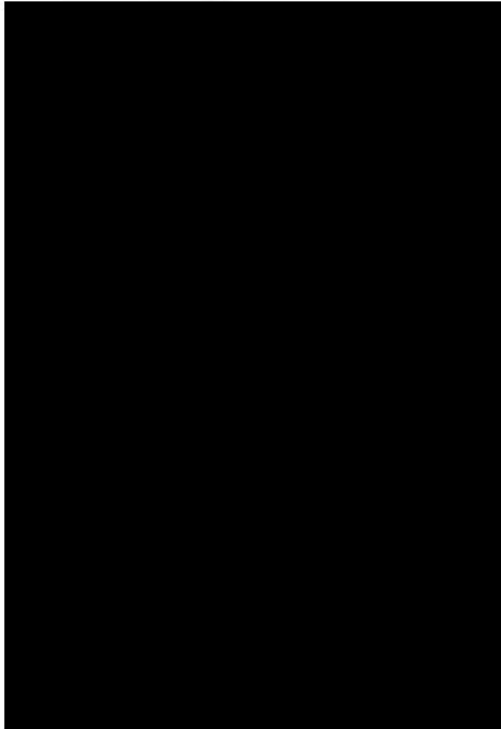
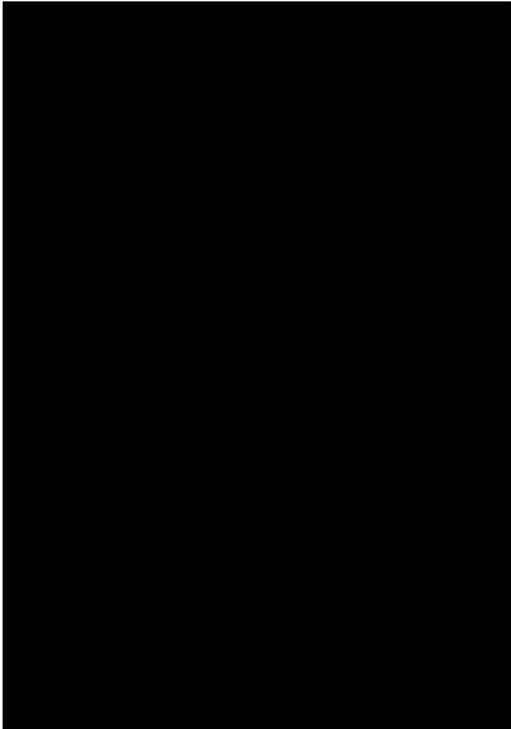
Operations Managers

We will assign an operations manager for groups of 50, i.e., five teams. They will coordinate issues across teams, including any escalated issues related to eligibility decisions or personnel issues, including directly overseeing the supervisors. They will perform occasional QC reviews and coordinate with the Support Team for enhanced quality controls.

They are specifically responsible for (1) monitoring quality and task-level contract performance across the teams in their domain, (2) serving as backup for each other, and (3) ensuring that all staff receive required training. They will also be directly involved in any CAP initiatives within their domain.

Senior Operations Managers

We will assign two Senior Operations Managers to oversee the Eligibility Teams and the Support Teams. Working with the other operations managers, the Senior Operations Managers will focus on ensuring compliance with contract KPIs and fostering continuous improvement across the team. They will work together to evaluate performance metrics and other forms of BI and use it to proactively enhance team performance. They will also serve as backups to the Project Director.



Support Team

This team includes specialists who support all business functions across the account. The team exists to support training, QC initiatives, process improvement, and other functions to help the team be more effective. Roles include QC Specialist, Specialist Supervisors, BI/Reporting Analysts, and Training Managers. We will finalize discrete positions during Transition.

Project Director

The Project Director reports directly to DHS and is responsible for successful execution of the contract. She will work with the Operations Managers and the Support Team to identify performance trends and proactively implement improvement across the team. She will represent CAI at all status meetings with DHS and collaborate with DHS in identifying and implementing ways to enhance throughput and reduce costs.

Other Resources

Our team has access to the extended resources of CAI to accomplish contract objectives. These include:

- **Our Vice President for HHS** serves as a point of escalation. He will review monthly metrics with the Project Director, attend monthly status meetings, and provide industry expertise for the team. He will also coordinate additional resources as needed to support successful execution of the contract.

Our management style is characterized by all of the following:

- **Servant Leadership:** Our management team focuses on supporting the team members in their roles, providing them with resources and guidance they need to succeed, and removing obstacles that impede their work.

- **Quality Focus:** We are hyper-focused on quality and accuracy. This includes recurring QC described above, along with a feedback loop for continuous improvement.
- **Performance Metrics and Accountability:** We involve the entire team in understanding process metrics and using them to accomplish task objectives.
- **Continuous Improvement:** We use the QC processes and team metrics to focus on ways to improve workflow, focused first and foremost on accuracy and transparency.
- **Collaboration:** We encourage collaboration within and across teams, with focus on knowledge-sharing. This includes regular meetings to discuss challenges, share best practices, and coordinate on complex cases.
- **Professional Development:** We encourage team members to develop their skills and knowledge. This could include training on the latest regulations and policies, as well as professional growth opportunities in areas like communication, leadership, and technical skills.
- **Communication:** We maintain clear and open lines of communication within the team. This includes transparency on CAI objectives; it also includes focus on Medicaid business rules, ARIES workflow, and other factors that enable the team to be more productive.
- **Recognition and Rewards:** We recognize and reward high performance and quality work. This can motivate team members and reinforce the importance of their contributions to the organization.

Please see the related discussion on staff retention at E.3.C.3 below.

Note to reviewers: When evaluating this section, please also include the following:

- Related narrative at E.3 B.1 on contract management

■ [REDACTED]

We are heavily focused on performance metrics and continuous improvement. We are also focused on creating a work environment that fosters professional growth and job satisfaction for our team.

WORKFLOW

We will use the operational reports cited at E.1 C for managing workflow. During Transition, we will align our teams with the ARIES queue configuration. Where appropriate, we may suggest modifications to the queues to enhance throughput.

Eligibility Specialist

This narrative describes contract activities and controls from the perspective of the eligibility specialist.

Eligibility specialists know they are measured based on multiple dimensions cited at E.1 C. They also know multiple individuals (supervisors, QC specialists, operations manager) are reviewing at least 10% of their work. This results in a continuous review cycle, focused on helping the individuals to improve.

We have weekly team meetings. This is an opportunity for team supervisors to cite work issues (positive and negative) that they have observed and to elicit comments and feedback from the eligibility specialists. This in turn is a continuous cycle, focused on knowledge-sharing and quality improvement.

As individual specialists become more proficient, we will identify high performers: individuals who consistently meet accuracy and speed in doing their work. We may assign some of them a mentoring role for other team members and an occasional QC. This represents a form of career advancement; helps the individuals know we recognize their abilities; and serves as an informal form of recognition within the team.

We anticipate most suggestions for workflow improvement will arise (1) from our supervisors' active involvement in their team's activities, (2) QC reviews of the team's work, and (3) suggestions from the eligibility specialists themselves.

Please note: we may also move eligibility specialists from one team to another as a means of distributing talent and general knowledge-sharing. This sort of redeployment also helps foster a sense of community across the various teams.

Team-based Controls

This narrative describes contract activities and controls focused on team-level metrics. Given the number of FTEs (ranging up to 350), we will also aggregate metrics based on Operations Manager(s), but the concept is the same: using aggregated metrics to monitor and control work units.

Performance metrics at the team level serve a different purpose. Ideally, all teams operate at similar levels of efficiency and accuracy. We will use team-level controls to understand the strengths and weaknesses of each team. We may potentially realign some teams into specialized work units, discussed above; we may also reassign staff from one team to another.

We also schedule weekly meetings at the supervisor level. This enables our first line management to identify performance and quality issues at a more global level. It also enables them to share knowledge/practices for managing their staff, improving quality, and resolving HR issues. These meetings also serve as a means for senior management to articulate contract-level concerns and coach/mentor supervisors on ways for them to help their teams improve.

Contract-Level Controls

We will use performance metrics cited in RFP *Attachment C* and the various reports cited at E.1 C as a formal means of controlling/monitoring team activities. This includes both the operational reports and the KPIs for SLA reporting.

Please note that our management style is collaborative, i.e., both “top down” and “bottom up.” At all levels of the organization, we continuously involve the team in evaluating performance and identifying ways to improve performance. It is also collaborative in working with DHS to incorporate State feedback into our workflow and help us better serve the public clients impacted by our work.

OTHER ASPECTS OF CONTRACT CONTROLS

Controlling team activities to ensure productivity while also focusing on retention requires a balanced management approach that supports employees' professional growth and personal well-being. The narrative below describes aspects of our management that impact how we “control” team activities. Evaluating our team in terms of these criteria also represent a form of control.

- **Set expectations and monitor outcomes:** We have clearly defined roles and workflow. We will use multiple KPIs to monitor results, with regular checkpoints (QC reviews, status meetings, etc.).
- **Foster a supportive environment:** This includes providing the team with (1) appropriate tools to do their job; (2) knowledge base in how to do it; and (3) iterative discussion to elicit feedback for continuous improvement.
- **Recognize and reward contributions:** In our experience, public kudos for quality help build morale across the team. Friendly competition can also foster camaraderie as well as improve quality. We also compensate staff for outstanding performance, where appropriate.
- **Prioritize quality:** We seek to imbue the environment with quality measures. This includes knowledge-sharing across the team. It also includes specific involvement from our Support Team to identify trends and collaboratively introduce process changes to enhancement performance.

C. Describe the approach to project staffing:	
1. The screening and selection process for meeting staffing requirements	5 points

With 8,500 associates, CAI has a robust process for recruiting, screening, and hiring candidates for virtually any technical or business support position. The narrative below describes the processes we will apply in screening and selecting staff for the Eligibility Support Services defined in the RFP.

GENERAL REQUIREMENTS

Recruiting

We maintain a staff of dedicated recruiters, responsible for filling positions across the company. They utilize cloud-based Phenom to manage the full life cycle of recruiting. Phenom utilizes AI and machine learning to provide a more personalized and efficient experience for both candidates and hiring teams. We will utilize this team for setting up requisitions and controlling the process itself. This includes baseline requirements for the candidates (bachelor’s degree, continental U.S. location, HHS experience, etc.). As required by the RFP, we will make every attempt to hire Arkansas residents for these positions.

Testing

We require candidates to take multiple online tests. For example, we use Criteria Corp as a means of evaluating candidates’ general business abilities, i.e., their aptitude and personality. Candidates for CAI employment must take the Criteria Cognitive Aptitude Test (CCAT) and Employment Personality Profile (EPP). The CCAT measures the ability to solve problems, digest and apply information, learn new skills, and think critically; the EPP is a general personality inventory that measures 12 personality traits that provide valuable insights into a person’s work styles and how they are likely to interact with co-workers, management, and customers.

We also execute the McQuaig Psychometric System test. This is a suite of personality and behavioral assessments used to (1) identify the candidate’s behavioral traits and personality vis-à-vis a specific role and (2) understand the candidate’s strengths and development areas.

Background Checks

We will coordinate with DHS to align our background check with RFP section 2.7 *Criminal Background Checks*. Our standard process includes all of the following:

- **E-Verify** uses a U.S. Department of Homeland Security interface to confirm the candidate’s eligibility to work in the U.S.
- **Social Security Number Trace** identifies names and addresses associated with a particular SSN.
- **National Criminal Records Search** searches records across 50 states and multiple jurisdictions. It contains criminal records as well as information from the Department of Corrections, the FBI, U.S. Marshal, U.S. Customs, the Secret Service, the U.S. Department of Justice, and many others.
- **National Sex Offender Registry Search** searches the National Sex Offender Registry which includes data from state, territory, and tribal sex offender registries.
- **County Criminal Search** utilizes county-specific criminal screening, based on the SSN Trace.
- **Urinalysis Drug Screening** tests for a series of illegal substances in a urine sample. Cutoff levels follow those laid out in the U.S. HHS’s *Mandatory Guidelines for Federal Workplace Drug Testing Programs*.

RFP REQUIREMENTS

We will follow RFP requirements for all positions. These include the following qualifications cited in RFP *Attachment K*. Please note that candidates self-attest to the veracity of information they provide CAI, and lying on their resume is considered potential grounds for termination.

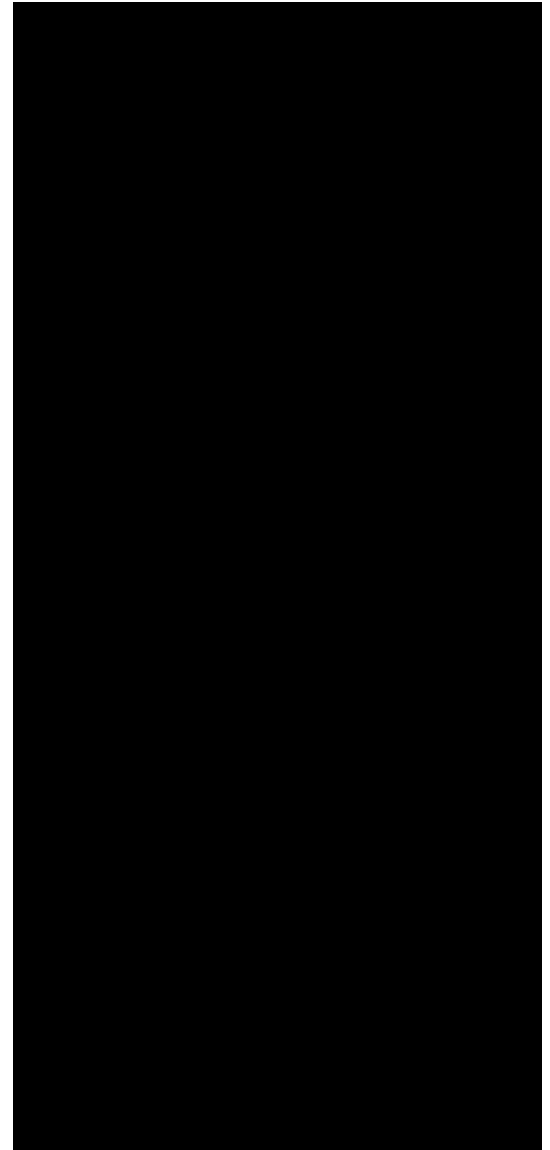
- **Knowledge of Federal and state laws...governing client eligibility:** We will seek individuals with experience in similar HHS positions. We will also provide DHS-approved instruction in the specifics of business rules for MAGI and ABD eligibility in Arkansas.
- **Ability to interpret and apply policies...and guidelines in determining eligibility:** We will evaluate this using the CCAT and our verbal interaction in interviewing the candidate.
- **Ability to use computer software to produce reports and written communications:** We will evaluate this based on the candidate’s background experience.

- **A bachelor's degree in psychology, sociology, or a related field, or equivalent work experience:** We will evaluate this based on the candidate's resume.
- **Spanish-language skills:** For Spanish speakers, we will evaluate their fluency via the interview, both orally and writing, and we will evaluate this based on the candidate's resume.

OTHER HHS-RELATED REQUIREMENTS

Working in a social services environment requires a special objective skillset, especially when making eligibility determination for life-critical services. In addition, working remotely requires special skills for time-management and interpersonal communications. We will seek candidates with the following skillsets.

- **Analytical and detail-oriented:** The ability to pay close attention to the details is crucial, as eligibility determination involves reviewing complex documentation and regulations. Eligibility specialists must be able to analyze and interpret data, policies, and procedures to make accurate eligibility decisions.
- **Communication skills:** Good verbal and written communication skills are necessary for explaining eligibility criteria, policies, and decisions to applicants; eliciting information from them; and documenting case information.
- **Customer service mindset:** A focus on providing high-quality service to clients, with patience and a positive demeanor, even in challenging situations. The position also requires discretion and compassion: our staff will be working with confidential personal information that directly impacts the client's eligibility for services.
- **Cultural competence:** The ability to interact effectively with people of different cultures, backgrounds, and experiences.
- **Adaptability:** Regulations and policies can change. Eligibility specialists need to be able to adapt to new information and changing processes. They must also be resilient in dealing with the upset of frustrated clients.
- **Team player:** Although the team is working remotely, it is important to collaborate in knowledge-sharing and mentoring. We want our staff to embrace their roles within their own team and the common goals across all teams.
- **Technological proficiency:** Comfort with computers is important, i.e., general technical skills. We will provide specific training related to ARIES, the KMS, and other systems, but we expect the individuals to have basic proficiency with using laptops.
- **Time management:** The capability to manage workloads efficiently and meet transaction quotas is important in maintaining the flow of the eligibility determination process.



2. Staff management and support to ensure high retention rates	5 points
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Our entire organization (E.3 B.1) is structured to support the eligibility teams and create a positive, focused working environment. This includes the following strategies.

- **Competitive compensation:** We pay competitive salaries and benefits such as health insurance, paid time off, and 401(k) matching, appropriate for HHS professional individuals.
- **Engagement and culture:** Most of our teams have worked fully remotely since March 2020. We work hard to foster a strong team culture using video calls, knowledge-sharing, and virtual team-building activities. It is important to us that our staff feel part of their team, share skills (and life experiences), and support each other. Having various levels of management directly involved in QC helps foster this sense of “all for one and one for all.”
- **Recognition and rewards:** We use metrics to evaluate virtually all aspects of our team performance. We also use them to recognize outstanding work and to foster friendly competition among the teams. Where appropriate, this can include monetary compensation, gift cards, and other tokens of appreciation. As part of the AR engagement, each team will have a pool of incentives to draw from for performance and retention at specified periodic intervals.
- **Employee input:** We actively solicit input from across the team. This enables us to address workflow or performance issues as well as strategize on and implement continuous improvement. We believe it is important for employees to be heard and for them to feel/know that they are heard.
- **Tools and resources:** We provide our team with state-of-the-art equipment to enable them to work at highest efficiency. Staff have new laptops and double monitors. In our experience, the double monitor allows them to toggle between their direct work (ARIES) and other sources of systems, such as the KMS, the Federal Data Hub, repositories of policy information, etc.
- **Opportunity for advancement:** In our experience, eligibility specialists can excel at (and receive job satisfaction from) their immediate work applying business policy to determine eligibility. They can also advance within their own teams as trusted mentors and senior specialists within their teams. We also have advancement paths to leadership, i.e., supervisory roles, as well as specialists focused on training and QC.

Our objective is to provide a team atmosphere that embraces staff on their individual merits, provides them with the training and technical infrastructure to be productive, and provides sufficient guidance and mentoring to enable them to succeed.

D. Provide a staffing continuity plan that allows for staffing need changes throughout the contract, including the ability to scale up or down quickly	5 points
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Note to reviewers: When evaluating this section, please also include the following:

- [REDACTED]

DHS requirements will fluctuate over the life of the contract. The RFP articulates requirement for (1) a baseline 100 FTE Medicaid eligibility specialists and (2) up to 250 additional FTE specialists available as “Allocation Fund” resources, as needed. DHS will determine required staffing levels as part of annual amendment and contract renewal. If required, DHS may also request headcount changes at monthly status meetings and negotiate new staffing levels, with approval by DCO. [REDACTED]

BASELINE

The RFP requires a baseline of 100 FTEs. We intend to overstaff by approximately 10% to obtain coverage for vacations, holidays, and turnover. For example, the baseline 100 FTEs are required to accomplish 180 transactions per month. For 2025, this correlates to 8.6 transactions per day on average. Nonetheless, February and November have only 19 and 18 workdays, respectively, highlighted in the accompanying chart. In those two months specifically, we will want to ensure we have additional resources available to meet our SLA.

Workdays and Transaction Counts (2025)

Month	Number of Days/Month					Transactions/FTE		FTE Minutes	
	Days	Sat/Sun	Weekdays	Holidays	Workdays	per Month	Per Day	Per Day	Per Txn
January	31	8	23	2	21	180	8.6	480	56.0
February	28	8	20	1	19	180	9.5	480	50.7
March	31	10	21		21	180	8.6	480	56.0
April	30	8	22		22	180	8.2	480	58.7
May	31	9	22	1	21	180	8.6	480	56.0
June	30	9	21		21	180	8.6	480	56.0
July	31	8	23	1	22	180	8.2	480	58.7
August	31	10	21		21	180	8.6	480	56.0
September	30	8	22	1	21	180	8.6	480	56.0
October	31	8	23		23	180	7.8	480	61.3
November	30	10	20	2	18	180	10.0	480	48.0
December	31	8	23	2	21	180	8.6	480	56.0
Totals	365	104	261	10	251	180			
				Average:	20.9	Average:	8.6	Average	55.8
								Maximum	61.3
								Minimum	48.0

In addition, we will want coverage for team members who take personal time off, i.e., vacations. CAI is responsible for balancing the workload and approved vacation days to enable the team to meet required throughput.

Finally, we may occasionally ask team members to work overtime, at our expense, to meet minimum SLA throughput. In this scenario, we may request a waiver to allow staff to work outside the required business hours of 8:00 a.m. to 5:00 p.m. Central time.

RAMP UP

For additional resources, we will normally request 30 days' notice. This in turn allows us two weeks to identify, screen, and hire resources and another two weeks to complete their basic training.

For more rapid deployment, we can utilize some of our overstaffed baseline and move them to Allocation Fund positions, as needed.

RAMP DOWN

For de-staffing resources, we will request 30 days' notice.

Client History Form

Instructions: This form is intended to help the State gain a full understanding of each Respondent's background and experience in eligibility determinations for Medicaid. This form **must** be accurately completed and signed by the same signatory who signed the Proposal Signature Page (please see final page below).

The State reserves the right to verify the accuracy of responses by contacting any of the listed clients; therefore, all applicable clients **must** be listed. 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 RFP, Arkansas's DHS will be the client. For each listed client, Respondents **must** include the client entity's name, address, and phone number. Additionally, Respondents are encouraged to provide an individual's contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts the clients listed, the State reserves the right to either contact the listed individual and/or another person at the client entity. Omission of a relevant client will constitute a failure of form completion.

The boxes below each prompt will expand if necessary. If there are no contracts which meet the definition, Respondent **must** state "none."

Question 1 (below) corresponds to RFP question E.2 A.

1. Provide a company background summary including the date established, location, type of ownership, and the total number of employees that provide eligibility support services.

CAI is a \$1.3 billion privately held Type S firm, incorporated in 1981 in Pennsylvania. We have 8,500 associates providing information technology (IT) and business support to more than 500 clients, including 48 health and human services (HHS) agencies in 15 states. More than 89% of our business is with public-sector clients. At proposal submission, we have 184 resources providing eligibility-related support.

CAI provides wide-ranging services in multiple domains, all relevant to DHS.

Health and human services: We specialize in business and IT support for HHS agencies. At proposal submission, our staff supporting HHS clients comprises 2,501 resources; our largest contingent is 555 IT resources supporting [REDACTED]'s [REDACTED]. We have done strategic consulting for Medicaid Management Information System (MMIS) transformation projects in three states; we are actively providing eligibility verification services for [REDACTED], discussed below.

Enterprise staffing: Since 2004, we have managed enterprise IT and business services staffing contracts for multiple states. [REDACTED]

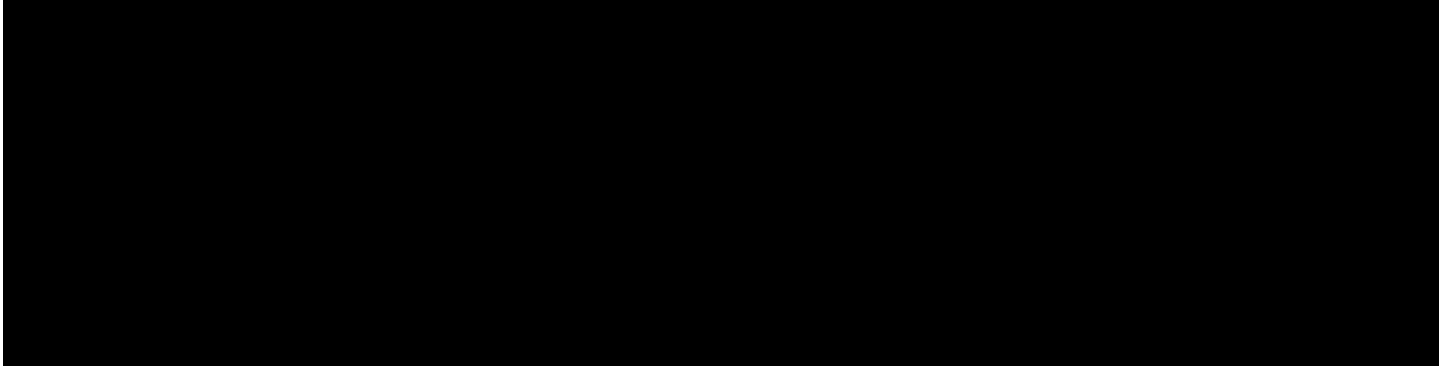
Foreign-language support. We also provide multi-lingual support as a part of enterprise IT Service Management (ITSM). We have more than 200 service desk agents providing ITSM help desk support to users across the world, speaking English and nine other languages, including Spanish. For additional language support, we utilize real-time, on-demand support from a subcontractor who provides translation services in more than 230 languages, including Marshallese.

Artificial intelligence. Finally, we have a business unit focused on artificial intelligence (AI) and robotic process automation (RPA), established in 2015. This makes us an industry veteran for intelligent automation, by many standards. Related discussion appears in *Exhibit 2*.

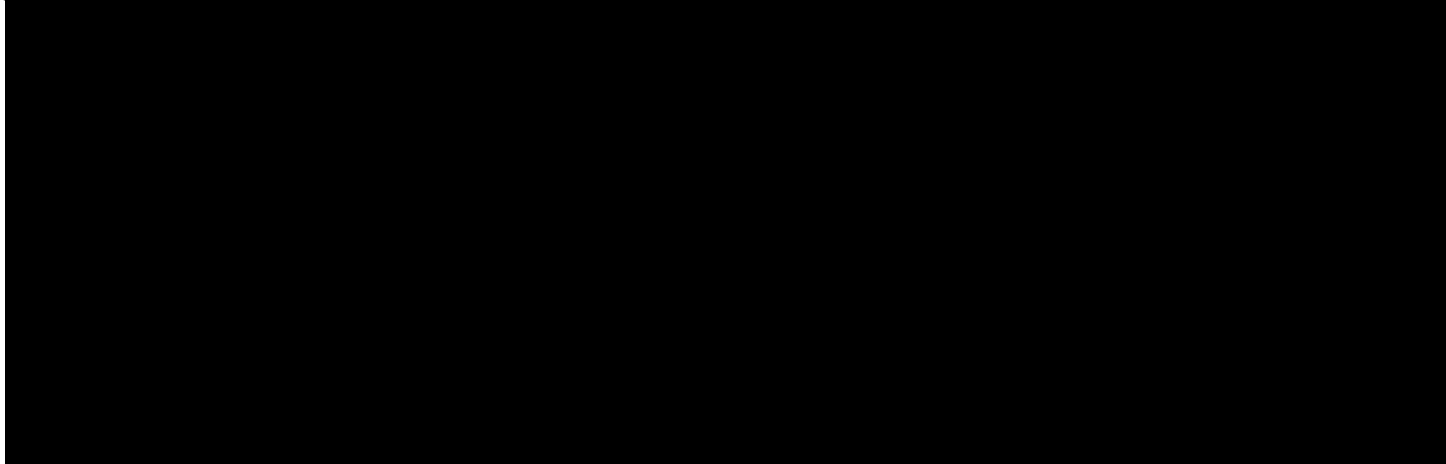
Question 2 (below) corresponds to RFP question E.2 C.

- 2. Please list three (3) examples where you served as the **prime contractor** for a project similar in size, complexity, and scope in the past five (5) years for a state government entity. Provide the following for each example: A description of work performed including experience with eligibility determinations for Medicaid applications, renewals, and changes of circumstance, the contract period, contract amount, staff FTE count, names, positions, and client contact information.

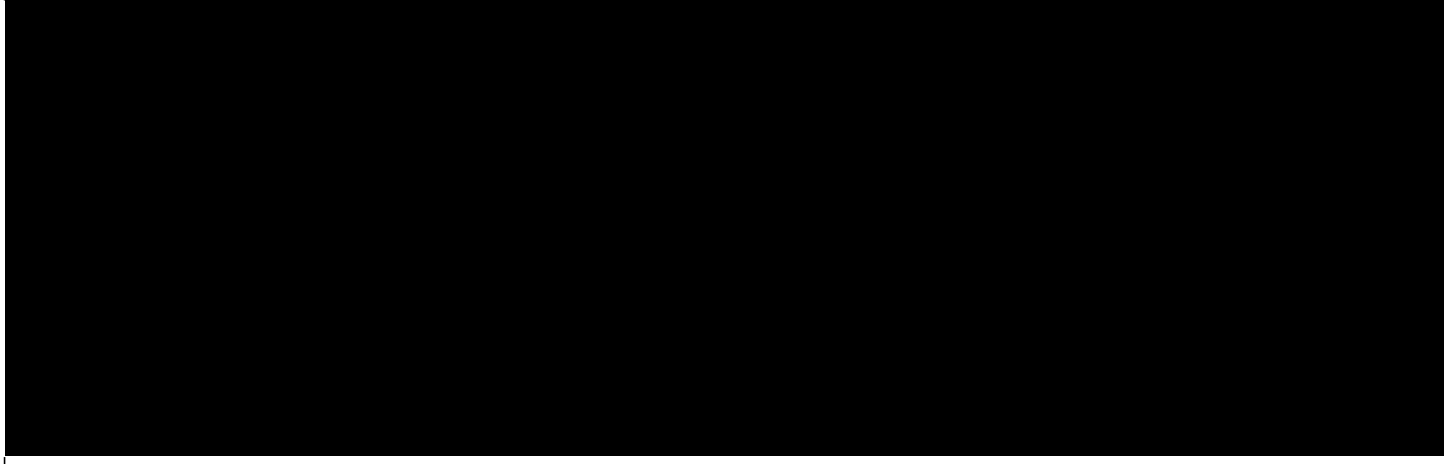
CAI has direct experience supporting Medicaid eligibility.

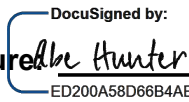


CAI has experience transitioning hundreds of staff for contract transitions.



CAI has experience with extremely large business support contracts.



Authorized Signature  Title: **Executive Vice President**
DocuSigned by: ED200A58D66B4AE...

Printed/Typed Name: **D. Abraham Hunter** Date: **5/8/2024**

Exhibit 1: Transition Plan

This document is an expanded discussion in response to:

- E.1A Provide a timeline and milestones for meeting requirements outlined in the solicitation and
- E1.B Provide a detailed description of how the Prospective Contractor will implement services when the contract is signed.

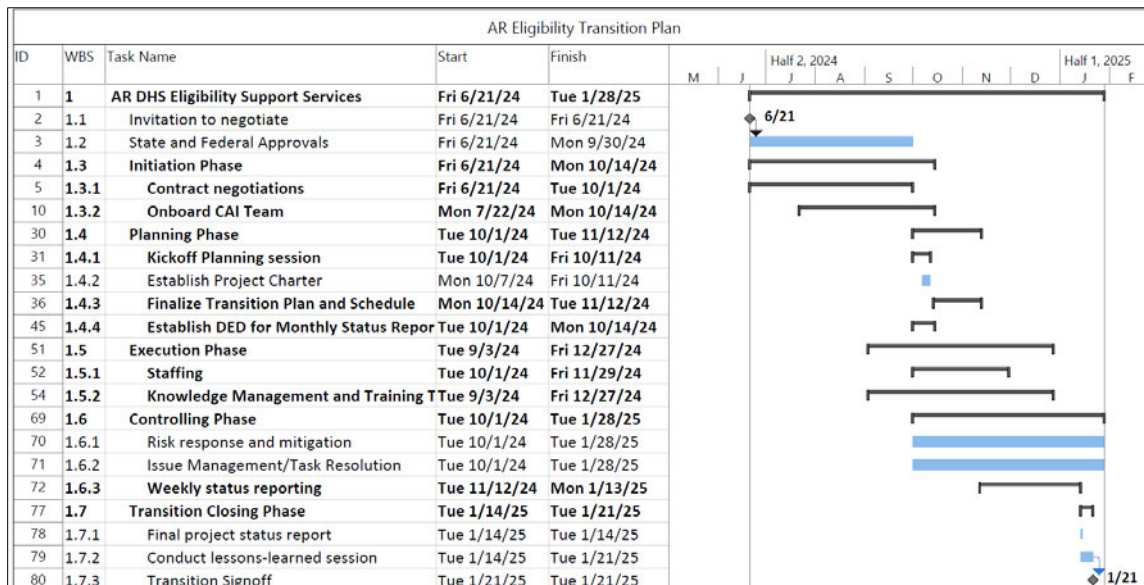
Introduction

CAI looks forward to working with DHS to improve MAGI and ABD eligibility determination processing. Our transition time for staffing the initial resources is explained within this exhibit.

As part of our transition plan, we seek to accomplish several objectives:

- In advance of project start, identify asset configuration to ensure all staff are provided equipment that meet DHS standards prior to contract start date
- Begin all required Train-the-Trainer education on contract start date of October 1, 2024
- Provide a Deliverable Expectation Document of the Monthly Status Report within one week of project start
- Provide our Transition Plan, which includes a Business Staffing Continuity Plan within 30 days of project start
- Fully staff all specialists by December 1, 2024
- Complete training for all staff and provide 100% productivity by January 1, 2025

The following Gantt chart provides our high-level work plan of activities from the award notification through staff onboarding, education, and completion of transition with a lessons learned session for the final report. We have organized our transition plan in the project life cycle viewpoint following the standard Project Management Institute (PMI) model.



Task Narrative

We have used the work breakdown structure (WBS) from the Gantt to reference specific tasks throughout the implementation time period. Please note two tasks occur at the discretion of DHS: initial task

- **1.1 Invitation to negotiate**, anticipated June 21, 2024
- **1.2 State and Federal Approvals**, includes contract approval by all parties

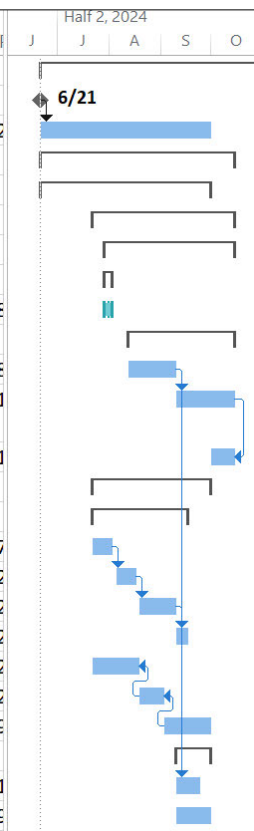
Please note, this Transition Plan is a living document, subject to discussion with and approval by DHS. The WBS is a structure for tracking tasks, and we fully expect to modify it as we complete contract negotiations, create details subplans, and begin to execute the Transition.

1.3 Initiation (starting June 21)

The Initiation Phase marks commencement of the Eligibility Support Services project. During this period, foundational activities such as invitation to negotiate, state and Federal approvals, and contract negotiations take place. Establishing clear requirements from the onset is crucial, as it sets the expectations and deliverables for the entire project. Confirming requirements ensures that both parties understand the scope and objectives of the services engagement, minimizing the risk of miscommunication and scope creep.

The accompanying Gantt shows activities for this phase; task narrative follows.

WBS	Task Name	Start	Finish	
1	AR DHS Eligibility Support Services	Fri 6/21/24	Tue 1/28/25	
1.1	Invitation to negotiate	Fri 6/21/24	Fri 6/21/24	
1.2	State and Federal Approvals	Fri 6/21/24	Mon 9/30/24	2
1.3	Initiation Phase	Fri 6/21/24	Mon 10/14/24	
1.3.1	Contract negotiations	Fri 6/21/24	Tue 10/1/24	
1.3.2	Onboard CAI Team	Mon 7/22/24	Mon 10/14/24	
1.3.2.1	HR Planning	Mon 7/29/24	Mon 10/14/24	
1.3.2.1	Finalize Staffing plan	Mon 7/29/24	Fri 8/2/24	
1.3.2.1	Finalize Rebadging Staff plan	Mon 7/29/24	Fri 8/2/24	8
1.3.2.1	Staff Hiring	Mon 8/12/24	Mon 10/14/24	
1.3.2.1	Management Team	Mon 8/12/24	Mon 9/9/24	8
1.3.2.1	Conduct Interviews and Extend Offer Letters for Trainers	Tue 9/10/24	Mon 10/14/24	1
1.3.2.1	Onboard Trainers and Complete Drug T	Tue 10/1/24	Mon 10/14/24	1
1.3.2.2	Physical Infrastructure Track	Mon 7/22/24	Tue 10/1/24	
1.3.2.2	Establish Security Plan	Mon 7/22/24	Mon 9/16/24	
1.3.2.2	Review Laptop/Device access needs	Mon 7/22/24	Fri 8/2/24	7
1.3.2.2	Identify system access configuration	Mon 8/5/24	Fri 8/16/24	2
1.3.2.2	Create draft plan and Review with AR D	Mon 8/19/24	Mon 9/9/24	2
1.3.2.2	Finalize Security Plan	Tue 9/10/24	Mon 9/16/24	2
1.3.2.2	Procure Cell/Laptops	Mon 7/22/24	Mon 8/19/24	2
1.3.2.2	Asset Configuration	Mon 8/19/24	Tue 9/3/24	2
1.3.2.2	Asset Management - Distribution	Tue 9/3/24	Tue 10/1/24	9
1.3.2.3	Establish Staff Support Structures	Tue 9/10/24	Tue 10/1/24	
1.3.2.3	Finalize New Orientation plan	Tue 9/10/24	Mon 9/23/24	1
1.3.2.3	Finalize Training plan	Tue 9/10/24	Tue 10/1/24	9



1.3.1 Contract negotiations

The task exists as a placeholder, covering all activities related to contract negotiations, confirming requirements, and obtaining Centers for Medicare & Medicaid Services (CMS) approval. We will discuss and confirm expectations on multiple topics, including:

- **Current and projected staffing**

The baseline contract is for 100 FTE eligibility specialists, primarily focused on MAGI and ABD eligibility. This may also include resources for Tax Equity and Fiscal Responsibility Act (TEFRA) and Long-Term Services And Supports (LTSS). DHS may also require Allocation Fund resources at any point.

We will also discuss quality issues, if any, with the incumbent staff. Our intention is to offer employment to qualified, trained resources wherever possible.

- **Discuss connectivity logistics**

We have a separate subtask for physical infrastructure (below). We want to confirm DHS assumptions related to cybersecurity and telecommunications for our team.

- **Confirm hiring logistics**

For a contract this size, we recommend hiring/training resources in waves. For example, a cohort of 20 resources may begin training on a certain Monday, and another cohort might start a week later. We also assume incumbent resources are already certified in DHS workflow.

- **Transition invoice mechanics**

During the transition period, different numbers of eligibility specialists will be deployed on our contract versus the incumbent's contract. We will confirm mechanics for invoicing transition resources.

- **Train-the-Trainer**

DHS requires eight weeks to execute train-the-trainer classes for our team. If allowed, we propose to start these ahead of contract start date. This in turn will facilitate the final transition.

1.3.2 Onboard CAI Team

We will begin onboarding our team in late July. The task continues through October, based on the final staffing plan. Major tasks/issues include all of the following.

- **Management team**

We will establish the baseline management team in the August timeframe. Actual headcount will depend on the total number of Baseline + Allocation resources required. In addition, we will expedite hiring of training/QC staff for early participation in train-the-trainer sessions, if allowed.

- **Incumbent resources**

Conceivably, we may coordinate with incumbent staff during this time frame, for discussion purposes. We understand these are key resources to DHS, and we will minimize any disruption that might occur if/when they change employers.

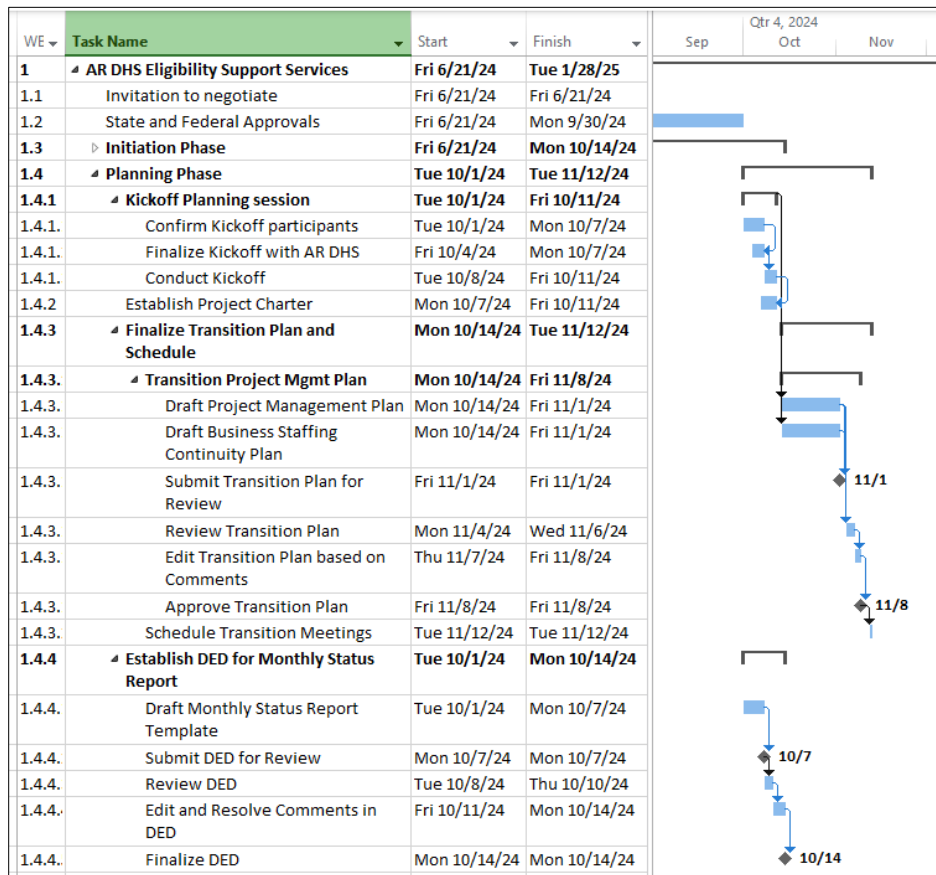
- **Security Plan**

This proposal contains our original draft of the Security Plan, with assumptions on how our devices will connect to DHS. We will finalize this in preparation for obtaining laptops, cellphones, and other devices for the team.

- **Asset Management**
 In tandem with finalizing the Security Plan, we will develop the asset management plan for obtaining/configuring devices for the team and distributing them to resources across the U.S.
- **Onboarding Structures**
 We will finalize human resource (HR) logistics, including background screenings aligned with RFP §2.7 *Criminal Background Checks*.
- **Training Plan**
 In collaboration with DHS, we will finalize logistics for training eligibility specialists both during transition and for the life of the contract.

1.4 Planning (starting Oct. 1)

The RFP envisions contract start on Oct. 1. We have used this date for scheduling all subsequent activities. The accompanying Gantt shows activities for this phase; task narrative follows.



1.4.1 Kickoff planning session

We will meet in Little Rock with DHS stakeholders. Our schedule includes up to four days of detailed planning. We understand DHS has ongoing responsibilities, i.e., responsibilities beyond the contract transition. We envision these planning sessions occurring in a series of meetings over multiple days, with each meeting lasting no more than 2 hours. We will finalize the structure and agendas of these

meetings in collaboration with DHS. We will take minutes and record action items for these meetings and for all other meetings that occur during the Transition.

The narrative below is a proposed agenda for the kick-off.

- Introductions
 - Welcome and introductions
 - Objectives of the kickoff meeting
- Project overview
 - Explanation of the Eligibility Support Services initiative, as we understand it
 - Proposed project charter
- Transition timeline
 - Presentation of project plan, with any updates from contract negotiations
 - Discussion of key milestones
- [REDACTED]
- Roles and responsibilities
 - Introduction of the project team, stakeholders, and their roles
 - Clarification of general roles and responsibilities
 - Review RACI and modify as needed
 - Review acceptance criteria
 - Affirmations/Signatures needed for access to DHS systems
- Communications plan
 - Explanation of how communications will be handled throughout the project
 - Use of Microsoft Teams, Microsoft Project, and project management repository
 - Standard agendas and minutes
- Organizational change management (OCM) discussion
 - Interactive discussion of impact on DHS, incumbent staff, and Medicaid clients

1.4.2 Establish Project Charter

We will complete the project charter for the transition. Technically, the signed contract empowers all parties to proceed. In actuality, we will create a formal charter for the Transition, addressing all of the following:

- Project purpose and objectives
- High-level scope definition
- Key deliverables
- Project sponsor and key stakeholders
- Project manager's responsibilities and authority levels
- High-level requirements and constraints

1.4.3 Finalize Transition Plan and Schedule

We will create a Project Management Plan for the Transition. It will include multiple components and subplans, including:

- Master schedule for the Transition
- Communications Plan
- Risk Management Plan
- Business Staffing Continuity Plan

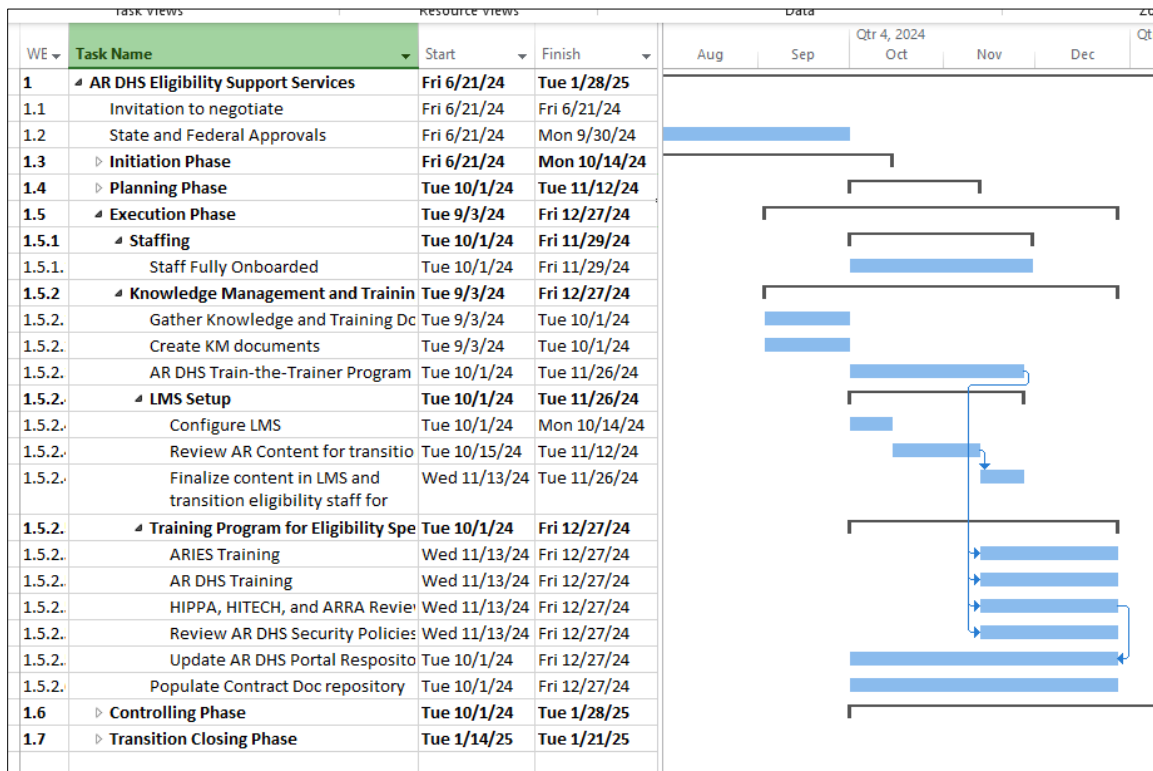
We will schedule recurring meetings, such as weekly status meeting, and other task-specific meetings based on decisions made during the Planning phase.

1.4.4 Establish DED for Monthly Status Report

In collaboration with DHS, we will complete the Deliverables Expectation Document (DED) aligned with the RFP, including detailed requirements of RFP Attachment C: Performance-Based Contracting. This task also represents our first monthly status report, i.e., a contract deliverable.

1.5 Execution (starting Sept. 3)

The Execution Phase is the heart of the Transition, as we hire/train teams to support DHS. Please note we have included some tasks prior to Contract Start in order to expedite the Transition itself. The accompanying Gantt shows activities for this phase; task narrative follows.



1.5.1 Staffing (Oct. 1 – Nov. 29)

We acknowledge requirements to be fully staffed within 60 days of Contract Start, i.e., by Nov. 29. In terms of deployment, we anticipate:

- Hiring incumbent resources, by mutual agreement. We assume these FTEs are already trained and able to be fully functional.
- Hiring additional resources, making every attempt to hire Arkansas residents. These individuals will require training and QC oversight.

All resources must pass CAI's pre-employment screening. As discussed above, our intention is to hire/transition teams of resources with staggered start dates, based on the final staffing plan.

1.5.2 Knowledge Management and Training Track (Sept. 3 – Dec. 27)

We will leverage all existing knowledge and knowledge infrastructure for the duration of the contract. This includes DHS' knowledge management system (KMS); existing documentation on ARIES, the Medicaid program, and business rules; and the regulatory text itself, i.e., Arkansas' enabling legislation. Much of this becomes input to the AI process described in Exhibit 2; we will also leverage it for institutional knowledge for the team and completing training.

In addition to gathering the knowledge itself, major activities include:

- **DHS train-the-trainer**
Our schedule includes the 8 weeks DHS requires to execute train-the-trainer sessions to our team. As discussed, we are willing to schedule this ahead of Contract Start Date, if allow.
- **Learning Management System (LMS) setup**
We understand DHS has CBT courses and other forms of training, which we will leverage. We also intend to use Adobe Learning LMS to create course material, including video recordings of knowledge needed by eligibility specialists. We will also use the LMS to track each student's progress in completing their training.

We will define the detailed components of the LMS based on the final Training Plan. At a minimum, we anticipate modules on the following topics.

- ARIES Training (multiple submodules)
- Other workflow-specific training
- HIPPA, HITECH, and ARRA
- Security and confidentiality of data

Parallel Efforts

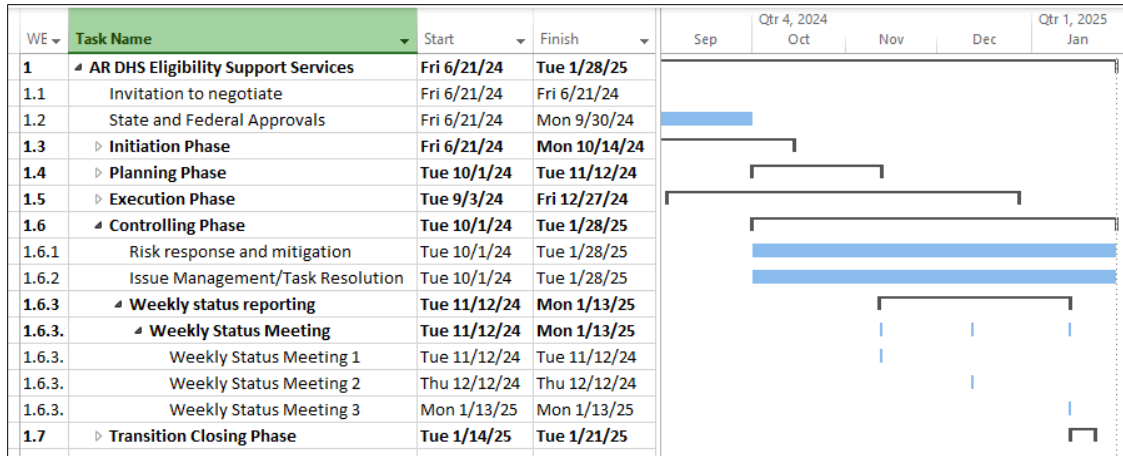
The Transition Plan focuses on efforts to effectuate the transition itself. During this timeframe, the following activities are also occurring. They do not appear in the Gantt chart for this Exhibit.

- **Production eligibility support**
In this timeframe, some individuals may begin performing actual tasks based on their start date and their pre-existing experience. For example, we anticipate most incumbent resources will be immediately productive without additional training. Newly hired resources become effective (with QC oversight) as soon as they have completed all training modules.

1.6 Controlling

The Controlling Phase focuses on monitoring project execution and ensuring that the project remains aligned with its objectives. It involves risk response and mitigation to identify potential issues early and implement strategies to address them, thus preventing project derailment. Issue management and task resolution are ongoing activities that ensure any concerns are addressed promptly to maintain project momentum.

The accompanying Gantt shows activities for this phase; task narrative follows.



1.6.1 Risk response and mitigation

We will include risk management as a standing task throughout the Transition and a standing topic for weekly status reports (below).

1.6.2 Issue Management/Task Resolution

We will track issues and action items throughout the Transition and summarize them with our weekly status report.

1.6.3 Weekly status reporting

We will create a weekly status report. We anticipate a recurring weekly status meeting throughout the Transition.

1.7 Closing

The Closing Phase marks the culmination of the Transition, where final lessons learned are reviewed, and the transition is formally closed. The accompanying Gantt shows activities for this phase; task narrative follows.

	WE ▾	Task Name ▾	Start ▾	Finish ▾	Qtr 1, 2025	
					Jan	Feb
1	1	▾ AR DHS Eligibility Support Services	Fri 6/21/24	Tue 1/28/25		
2	1.1	Invitation to negotiate	Fri 6/21/24	Fri 6/21/24		
3	1.2	State and Federal Approvals	Fri 6/21/24	Mon 9/30/24		
4	1.3	▸ Initiation Phase	Fri 6/21/24	Mon 10/14/24		
30	1.4	▸ Planning Phase	Tue 10/1/24	Tue 11/12/24		
51	1.5	▸ Execution Phase	Tue 9/3/24	Fri 12/27/24		
69	1.6	▸ Controlling Phase	Tue 10/1/24	Tue 1/28/25		
77	1.7	▾ Transition Closing Phase	Tue 1/14/25	Tue 1/21/25		
78	1.7.1	Final project status report	Tue 1/14/25	Tue 1/14/25		
79	1.7.2	Conduct lessons-learned session	Tue 1/14/25	Tue 1/21/25		
80	1.7.3	Transition Signoff	Tue 1/21/25	Tue 1/21/25		

1.7.1 Final project status report

We will create and distribute a final status report, summarizing any concluding activities.

1.7.2 Conduct lessons-learned session

We will also schedule and conduct a lessons-learned session. We anticipate applying lessons-learned to the ongoing operations of the team.

1.7.3 Transition Signoff

This marks formal completion of the transition, with DHS signoff.

Rainbird Technologies Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Rainbird Studio v4.60

Report Date: 1 May 2023

Product Description: Rainbird Studio is an authoring tool that enables the creation of knowledge graphs that can automate complex human decision-making incorporating data connections and expert knowledge. The result of a Rainbird project is an API to be integrated into other software.

Contact Information: Rainbird Support (accessibility@rainbird.ai)

Notes: Rainbird Studio is an authoring platform that is used to develop APIs and is not an end user application. It is on Rainbird's roadmap to gain 508 compliance but at this stage compliance is low. Partial testing was undertaken with Accessibility Insights v1.1.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (No) Level AA (No) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>2.1.2 No Keyboard Trap (Level A)</p>	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Does not Support	The criteria are not yet met for this product.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	The default human language of each web page can be programmatically determined.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	When any component receives focus, it does not initiate a change of context.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	Labels or instructions are provided when content requires user input for most fields.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Not Applicable	The criterion is not relevant to the product.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Support	All text can be resized using the browser functionality up to 200 percent without loss of content or functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Support	Text is used to convey information rather than images of text except for when a particular presentation of text is essential.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	When the “URL” link is navigated to using a keyboard, no indication of visible focus is provided.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does not Support	The criteria are not yet met for this product.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Support	Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Support	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	The criterion is not relevant to the product.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	The criterion is not relevant to the product.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	The criterion is not relevant to the product.
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	The criterion is not relevant to the product.
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	The criterion is not relevant to the product.
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Support	The criteria are met for this product.
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	The criterion is not relevant to the product.
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Support	The criteria are met for this product.
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Support	The criteria are met for this product.
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Does not Support	The criteria are not yet met for this product.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	
302.2 With Limited Vision	Does not Support	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does not Support	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not Support	

Chapter 4: Hardware

Notes: The product is a web/software application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: Notes: The product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supported	Rainbird can provide electronic versions of all product support documentation. If needed, end-users with diverse abilities can request additional product support documentation by contacting: accessibility@rainbird.ai .
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All necessary documentation for the product is provided electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	End-users with diverse abilities can request additional information by contacting: accessibility@rainbird.ai .
603.3 Accommodation of Communication Needs	Not Evaluated	The flows of opening support tickets by email have not yet been tested against accessibility requirements. Rainbird customers can reach out for assistance with conformance documentation and accessibility support via accessibility@raibird.ai .

Legal Disclaimer (Rainbird Technologies)

These results reflect sample accessibility testing for a set of critical user paths. Not every element was evaluated for accessibility.



UiPath Automation Cloud Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: UiPath Automation Cloud 2023.10.2

Report Date: February 06, 2024

Product Description: UiPath Automation Suite is our on premises Enterprise platform. It allows users to manage all their automation work and resources on a self-hosted UiPath platform.

Contact Information: Contact sales: <https://www.uipath.com/company/contact-us>

Notes: Specific user scenarios were tested to ensure critical user paths were included in the VPAT. All application content was not tested, but rather a crucial sampling of content was used for test cases.

Evaluation Methods Used: New Edition’s Software Test Process for WCAG 2.1 AAA was used (based on Trusted Tester v5, WCAG 2.0 AAA, WCAG 2.1 A-AAA, and Section 508 Software testing). The following testing tools were used on a Windows 10 desktop: Accessibility Insights for Windows v1.1, Color Contrast Analyzer, NVDA v2020.1, and external keyboard.

Testing was performed by certified Trusted Testers (v5) from New Editions Consulting, Inc.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Report	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Notes: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Text alternatives are provided for all non-text content.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> In navigation settings, “Visible in the toolbar” and “Hidden in More options” appears and functions like a section heading but is not marked up as such. In “Access restrictions” tab, the text - “Allowed members (13)” functions like a section heading but is not marked up as such. In navigation settings, the list markup is not accurate for “Visible in the toolbar” and “Hidden in More options”. In “Access restrictions” tab, the group label - “Who can access this organization:” is not associated with its group of radio buttons. The Run history table headers are not programmatically associated with data cells. Several buttons and combo boxes in the Gateway page have incorrect accessible names.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> AT does not recognize the content of the page other than a “Chrome Legacy Window” but cannot go to any of the standalone content.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> • The AI Units and Robot Units graphs are accessible via mouse but not keyboard only. • In the “Access restrictions” tab, it is not possible to resize columns in the grid using only the keyboard (through the resize handle). • Under Payment Method, there is a “X” next to the expires text that spawns a tooltip. The “X” is not keyboard accessible.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • There are no keyboard traps.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p>	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • A user is able to turn off, adjust, or extend the time limit.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • For any moving, blinking or scrolling information, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and for any auto-updating information, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • A mechanism is available to bypass blocks of content that are repeated on multiple web pages.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p>	Web: Partially Supports	<ul style="list-style-type: none"> • In navigation settings, the page title does not accurately describe the page.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> In "Access restrictions" tab, the page title does not accurately describe the page.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Focusable components receive focus in an order that preserves meaning and operability.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)	Web: Supports	<ul style="list-style-type: none"> All functionality that can be operated using a single pointer either has no down event, the ability to abort or undo, up reversal, or is essential.
<u>2.5.3 Label in Name</u> (Level A 2.1 only)	Web: Supports	<ul style="list-style-type: none"> For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only)	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> The default human language of each web page can be programmatically determined.
<u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> When any component receives focus, it does not initiate a change of context.
<u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> When the Organization Name field receives keyboard focus, the dropdown menu unexpectedly opens without a user manually opening it.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> All of the checkboxes within the data table are missing visible labels.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> In the “Add allowed members” dialog, the screen reader is not reading the role of button for the chips in “Add names” field.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	<ul style="list-style-type: none"> Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> Content is lost, clipped, or obscured when the page is zoomed to 200%.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Text is used to convey information rather than images of text except for when a particular presentation of text is essential.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only)	Web: Does Not Support	<ul style="list-style-type: none"> When the screen size is zoomed up to 400%, content does not reflow without loss of functionality or content.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	<ul style="list-style-type: none"> The License Usage for API calls bar graph lacks contrast. The bar uses a light blue (#42A1FF) on a white background (FFFFFF) which has a contrast ratio of 2.7:1. The Cancel button (1.83:1) and the link (2.29:1) that brings you back to Automation Cloud (top left of screen) lack contrast. When interactive elements receive keyboard focus, the light blue highlight (#B7D8EE) against white = 1.49:1, against grey = 1.36:1.
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Partially Supports	<ul style="list-style-type: none"> The application doesn't adjust text spacing when using a text spacing bookmarklet.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Partially Supports	<ul style="list-style-type: none"> In the "Add allowed members" dialog, tooltip that appears on hover or focus on the info icon near the "Add names" field is not persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> More than one way is available to locate a web page within a set of web pages except where the web Page is the result of, or a step in, a process.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> In "Access restrictions" tab, the programmatic label does not convey the purpose of the control for "Select row" checkboxes and "Remove member" buttons. "Edit" and "Delete" buttons present in the Data Grid and the "Expand" buttons present in the storyboard variations of the data grid have the same name but different actions. Checkboxes have the same name but different actions in the Data Grid.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> Globally, the language of parts of a page that differ from main page language do not have lang attributes. Note: There is no technical way to control or determine what values are inputted in the fields by various users, therefore there is no method available to make such language parts programmatically determinable.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Components that have the same functionality within a set of web pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	Web: Partially Supports	<ul style="list-style-type: none"> • In navigation settings, status message relating to position and list label are not automatically announced. • Status message indicating the number of items selected in the grid is not automatically announced by the screen reader.

Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated for WCAG 2.1 Level AAA conformance.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	See WCAG: 1.3.1, 1.3.2, 2.1.1, 2.4.2, 2.4.6, 3.2.2, 4.1.2
302.2 With Limited Vision	Partially Supports	See WCAG: 1.3.1, 1.3.2, 1.4.4, 2.1.1, 2.4.2, 2.4.6, 3.3.2
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	See WCAG: 2.1.1, 2.4.6
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	See WCAG: 1.3.1

Chapter 4: Hardware

Notes: The product is a web/software application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: The product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<u>602 Support Documentation</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
602.2 Accessibility and Compatibility Features	Supports	UiPath provides electronic versions of all product support documentation, offering all users information on how to install and use each product. If needed, end-users with diverse abilities can request additional product support documentation by contacting: accessibility@uipath.com .
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All necessary documentation for the product is provided electronically.

Criteria	Conformance Level	Remarks and Explanations
<u>603 Support Services</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
603.2 Information on Accessibility and Compatibility Features	Supports	End-users with diverse abilities can request additional information about UiPath products by contacting: accessibility@uipath.com .
603.3 Accommodation of Communication Needs	Not Evaluated	The flows of opening support tickets via Customer Portal and via our website have not yet been tested against accessibility requirements. UiPath customers can reach out for assistance with conformance documentation and accessibility support via accessibility@uipath.com .

Legal Disclaimer (Company)

These results reflect sample accessibility testing for a set of critical user paths. Not every element was evaluated for accessibility.



UiPath Task Mining Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: UiPath Task Mining 2023.10.1

Report Date: December 06, 2023

Product Description: UiPath Task Mining enables users to gain a deep understanding of existing processes happening on their team’s desktops, and discover new automation opportunities and process improvement areas.

Contact Information: Contact sales: <https://www.uipath.com/company/contact-us>

Notes: Specific user scenarios were tested to ensure critical user paths were included in the VPAT. All application content was not tested, but rather a crucial sampling of content was used for test cases.

Evaluation Methods Used: New Edition’s Software Test Process for WCAG 2.1 AAA was used (based on Trusted Tester v5, WCAG 2.0 AAA, WCAG 2.1 A-AAA, and Section 508 Software testing). The following testing tools were used on a Windows 10 desktop: Accessibility Insights for Windows v1.1, Color Contrast Analyzer, NVDA v2020.1, and external keyboard.

Testing was performed by certified Trusted Testers (v5) from New Editions Consulting, Inc.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Report	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Notes: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Text alternatives are provided for all non-text content.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> All functionality is available using solely a keyboard.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> There are no keyboard traps.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> A user is able to turn off, adjust, or extend the time limit.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> For any moving, blinking or scrolling information, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and for any auto-updating information, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> A mechanism is available to bypass blocks of content that are repeated on multiple web pages.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Web pages have titles that describe topic or purpose.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Focusable components receive focus in an order that preserves meaning and operability.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p>	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> • All functionality that can be operated using a single pointer either has no down event, the ability to abort or undo, up reversal, or is essential.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> • For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p>	Web: Not Applicable	<ul style="list-style-type: none"> • The criterion is not relevant to the product.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • The default human language of each web page can be programmatically determined.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • When any component receives focus, it does not initiate a change of context.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • Labels or instructions are provided when content requires user input.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> • In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	<ul style="list-style-type: none"> • For all user interface components (including but not limited to form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p><u>1.2.5 Audio Description (Prerecorded)</u>(Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p>	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> All text can be resized using the browser functionality up to 200 percent without loss of content or functionality.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Text is used to convey information rather than images of text except for when a particular presentation of text is essential.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p>	Web: Does Not Support	<ul style="list-style-type: none"> When the screen size is zoomed up to 400%, content does not reflow without loss of functionality or content.
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> The visual presentation of user interface component and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s).
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> Text spacing does not result in loss of content or functionality.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> Where receiving and then removing pointer hover or keyboard focus triggers additional content to become

Criteria	Conformance Level	Remarks and Explanations
		visible and then hidden, the additional content is dismissable, hoverable, and persistent.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> More than one way is available to locate a web page within a set of web pages except where the web Page is the result of, or a step in, a process.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Headings and labels describe topic or purpose.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<ul style="list-style-type: none"> Globally, the language of parts of a page that differ from main page language do not have lang attributes. Note: There is no technical way to control or determine what values are inputted in the fields by various users, therefore there is no method available to make such language parts programmatically determinable.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Navigational mechanisms that are repeated on multiple web pages within a set of web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> Components that have the same functionality within a set of web pages are identified consistently.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<ul style="list-style-type: none"> If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<ul style="list-style-type: none"> The criterion is not relevant to the product.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	Web: Supports	<ul style="list-style-type: none"> In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated for WCAG 2.1 Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: The product is a web/software application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: The product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<u>602 Support Documentation</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
602.2 Accessibility and Compatibility Features	Supports	UiPath provides electronic versions of all product support documentation, offering all users information on how to install and use each product. If needed, end-users with diverse abilities can request additional product support documentation by contacting: accessibility@uipath.com .

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All necessary documentation for the product is provided electronically.
<u>603 Support Services</u>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
603.2 Information on Accessibility and Compatibility Features	Supports	End-users with diverse abilities can request additional information about UiPath products by contacting: accessibility@uipath.com .
603.3 Accommodation of Communication Needs	Not Evaluated	The flows of opening support tickets via Customer Portal and via our website have not yet been tested against accessibility requirements. UiPath customers can reach out for assistance with conformance documentation and accessibility support via accessibility@uipath.com .

Legal Disclaimer (Company)

These results reflect sample accessibility testing for a set of critical user paths. Not every element was evaluated for accessibility.