

SOFTHEON

TECHNICAL PROPOSAL

Invitation to Bid #710-23-0052

Asset Verification Services

Bid Deadline: July 26, 2023 at 1 p.m. CT

Bid Opening Date & Time: July 26, 2023 at 2 p.m. CT

Submitted to:

Arkansas Department of Human Services
Attn: Office of Procurement
David King, OP Buyer
700 Main Street, Slot W345
Little Rock, AR 72201
(501) 683-6456
DHS.OP.Solicitations@dhs.arkansas.gov

Submitted by:

Softheon Inc.
Rob Miller
General Manager & SVP, Govt. Solutions
1500 Stony Brook Road
Stony Brook, NY 11794
(631) 885-3939
rmiller@softheon.com

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I. Bid Response Packet

Please see the following pages for Softheon Inc.'s completed Bid Response Packet. Note that Softheon has strictly adhered to all Invitation to Bid (ITB) requirements set forth in the procurement, including not providing any supplemental information. However, we would be happy to provide additional information as needed specific to how we can fully support the Scope of Work, leveraging our experience as a national leader in performing the same type of Asset Verification Services (AVS) as set forth in the Invitation to Bid (ITB) since 2014 – *exceeding the minimum 5 years of experience required*.

As the Prime Contractor, we have been awarded nine state contracts alongside our work for the Centers for Medicare & Medicaid Services (CMS), with seven of those contracts centered on performing the same type of verifications as set forth in the ITB. Please see our references provided in this section for details on three of our state contracts held.

BID RESPONSE PACKET
710-23-0052

BID SIGNATURE PAGE

Type or Print the following information.

| PROSPECTIVE CONTRACTOR'S INFORMATION | | | | |
|--|--|--------|----|-----------------|
| Company: | Softheon Inc. | | | |
| Address: | 1500 Stony Brook Road | | | |
| City: | Stony Brook | State: | NY | Zip Code: 11794 |
| 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 #: <u>N/A</u> * See <i>Minority and Women-Owned Business Policy</i> | | | | |

| PROSPECTIVE CONTRACTOR CONTACT INFORMATION | | | |
|---|----------------------|------------------|--------------------------------|
| <i>Provide contact information to be used for bid solicitation related matters.</i> | | | |
| Contact Person: | Rob Miller | Title: | GM & SVP, Government Solutions |
| Phone: | 631-885-3939 | Alternate Phone: | N/A |
| Email: | rmiller@softheon.com | | |


| 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 Bid Solicitation for additional information.</i> |

| ILLEGAL IMMIGRANT CONFIRMATION |
|--|
| By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract. |

| ISRAEL BOYCOTT RESTRICTION CONFIRMATION |
|---|
| By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract. |
| <input checked="" type="checkbox"/> Prospective Contractor does not and will not boycott Israel. |

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

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's bid to be disqualified:

Authorized Signature:  Title: GM & SVP, Government Solutions
 Printed/Typed Name: Rob Miller Date: July 24, 2023

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.

Softheon: Request for the Minor Addition of 1 Word to Ensure Clarity

File/Location: Attachment F, BAA, Section II. Responsibilities of Business Associate, Item #I

"Business Associate shall require each Subcontractor to agree, in writing, to materially the same restrictions and conditions that apply to Business Associate."

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

| | | | |
|----------------------|---|---------------|---------------------------|
| Vendor Name: | Softheon Inc. | Date: | July 24, 2023 |
| Signature: |  | Title: | GM & SVP, Govt. Solutions |
| Printed Name: | Rob Miller | | |

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 |
|------------------------------|----------------|------------------|
| N/A | | |
| | | |
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☒ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

DOCUMENTATION CHECKLIST

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

- Certificate of Good Standing, Certificate of Authority, other required Arkansas Secretary of State documentation

Softheon's Response:

Confirmed. Please see *Attachment A. Softheon's State of Arkansas Certificate of Good Standing* for evidence of our good standing in the State, licensed with the Arkansas Secretary of State. Softheon has been a registered business in the State of Arkansas since August 2018.

- Listing of financial institutions and description of methodology for securing additional financial institutions

Softheon's Response:

[REDACTED]

- Three (3) references as outlined in 2.2.D.

[REDACTED]

[REDACTED]

[REDACTED]

DOCUMENTATION CHECKLIST

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

- Letter of Bondability

Softheon's Response:

Please see *Attachment D. Softheon's Letter of Bondability_Bid 710-23-0052* included with our bid as required.

- Official Bid Price Sheet

Softheon's Response:

Please see *Pricing_Softheon's Official Bid Price Sheet_Bid 710-23-0052* included as a completed, separate from to ensure the separation of all cost information from our technical proposal, as required.

- All documents provided in the bid response packet

Softheon's Response:

Confirmed. Softheon has included all attachments as part of our bid submission.

- Copy of Vendor's Equal Opportunity Policy

Softheon's Response:

Please see *Attachment E. Softheon's Employee Handbook with EEO Policy Information* for a copy of our employee handbook which includes our specific Equal Employment Opportunity (EEO) provisions applicable to all employees.

- Signed Addenda, if applicable

Softheon's Response:

Please see *Attachment F. Softheon's Signed Addendum 1_Bid 710-23-0052* and *Attachment G. Softheon's Signed Addendum 2_Bid 710-23-0052* included with our bid as acknowledgments of both addendums released. Softheon also hereby acknowledges receipt of the Q&A released as well to provide further clarification to bidders.

- EO 98-04 Disclosure Form (Attachment A)

Softheon's Response:

Please see *Attachment H. Softheon's Completed Disclosure Form_Bid 710-23-0052* for our completed EO 98-04 Disclosure Form as required.

Attachment A. Certificate of Good Standing

Please see *Attachment A. Softheon's State of Arkansas Certificate of Good Standing* as provided on the following page.



**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

SOFTHEON INC.

formed under the laws of the state of Delaware, 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 August 24, 2018.

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 13th day of July 2023.


John Thurston

Secretary of State

Online Certificate Authorization Code: dfcdc3bad2d3a8a

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

Attachment B. AR Regional FI Network

Please see *Attachment B. Softheon's AR Regional-specific Financial Institution Network* as provided on the following pages. Note that this information is proprietary and confidential to Softheon and should not be disclosed. This information has been redacted in our separate redacted version of our response, submitted to facilitate any public information requests received.

Arkansas-specific Regional Area – Financial Institution Network

[illegible]

[illegible]

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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
|------------|------------|------------|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

Attachment C. Nationwide FI Network

Please see *Attachment C. Softheon's Nationwide Financial Institution Network* as provided on the following pages. Note that this information is proprietary and confidential to Softheon and should not be disclosed. This information has been redacted in our separate redacted version of our response, submitted to facilitate any public information requests received.

Nationwide Financial Institution Network

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| France | 67 | 67 | 67 |
| Germany | 83 | 83 | 83 |
| UK | 67 | 67 | 67 |
| Canada | 38 | 38 | 38 |
| Japan | 127 | 127 | 127 |
| South Korea | 51 | 51 | 51 |
| Australia | 23 | 23 | 23 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Sweden | 10 | 10 | 10 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.6 | 5.6 | 5.6 |
| Finland | 5.5 | 5.5 | 5.5 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Greece | 11.5 | 11.5 | 11.5 |
| Portugal | 10.6 | 10.6 | 10.6 |
| Ireland | 4.5 | 4.5 | 4.5 |
| Netherlands | 16.7 | 16.7 | 16.7 |
| Belgium | 11.3 | 11.3 | 11.3 |
| Switzerland | 8.5 | 8.5 | 8.5 |
| Austria | 9.0 | 9.0 | 9.0 |
| Luxembourg | 0.6 | 0.6 | 0.6 |
| Belarus | 9.5 | 9.5 | 9.5 |
| Ukraine | 45.7 | 45.7 | 45.7 |
| Poland | 38.1 | 38.1 | 38.1 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Greece | 11.5 | 11.5 | 11.5 |
| Portugal | 10.6 | 10.6 | 10.6 |
| Ireland | 4.5 | 4.5 | 4.5 |
| Netherlands | 16.7 | 16.7 | 16.7 |
| Belgium | 11.3 | 11.3 | 11.3 |
| Switzerland | 8.5 | 8.5 | 8.5 |
| Austria | 9.0 | 9.0 | 9.0 |
| Luxembourg | 0.6 | 0.6 | 0.6 |
| Belarus | 9.5 | 9.5 | 9.5 |
| Ukraine | 45.7 | 45.7 | 45.7 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
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| France | 67 | 67 | 67 |
| Germany | 83 | 83 | 83 |
| United Kingdom | 67 | 67 | 67 |
| Canada | 38 | 38 | 38 |
| Japan | 127 | 127 | 127 |
| South Korea | 51 | 51 | 51 |
| Australia | 25 | 25 | 25 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Sweden | 10 | 10 | 10 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.6 | 5.6 | 5.6 |
| Finland | 5.5 | 5.5 | 5.5 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.7 | 10.7 | 10.7 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Slovenia | 2.1 | 2.1 | 2.1 |
| Croatia | 4.3 | 4.3 | 4.3 |
| Serbia | 7.1 | 7.1 | 7.1 |
| Bulgaria | 7.5 | 7.5 | 7.5 |
| Romania | 21.7 | 21.7 | 21.7 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74.7 | 74.7 | 74.7 |
| Iran | 78.8 | 78.8 | 78.8 |
| Nigeria | 206 | 206 | 206 |
| Egypt | 95.3 | 95.3 | 95.3 |
| South Africa | 59.2 | 59.2 | 59.2 |
| Kenya | 54.1 | 54.1 | 54.1 |
| Uganda | 34.5 | 34.5 | 34.5 |
| Rwanda | 12.9 | 12.9 | 12.9 |
| Burundi | 11.9 | 11.9 | 11.9 |
| DRC | 85.4 | 85.4 | 85.4 |
| Congo | 47.4 | 47.4 | 47.4 |
| Angola | 30.9 | 30.9 | 30.9 |
| Mozambique | 30.1 | 30.1 | 30.1 |
| Malawi | 20.3 | 20.3 | 20.3 |
| Zambia | 15.7 | 15.7 | 15.7 |
| Botswana | 2.3 | 2.3 | 2.3 |
| Swaziland | 1.2 | 1.2 | 1.2 |
| Lesotho | 2.3 | 2.3 | 2.3 |
| Namibia | 2.5 | 2.5 | 2.5 |
| South Sudan | 11.5 | 11.5 | 11.5 |
| Ethiopia | 110.5 | 110.5 | 110.5 |
| Sudan | 44.9 | 44.9 | 44.9 |
| Chad | 16.3 | 16.3 | 16.3 |
| Niger | 24.7 | 24.7 | 24.7 |
| Mali | 20.1 | 20.1 | 20.1 |
| Senegal | 16.7 | 16.7 | 16.7 |
| Gambia | 2.4 | 2.4 | 2.4 |
| Sierra Leone | 6.0 | 6.0 | 6.0 |
| Liberia | 4.6 | 4.6 | 4.6 |
| Ivory Coast | 22.3 | 22.3 | 22.3 |
| Ghana | 27.9 | 27.9 | 27.9 |
| Benin | 21.2 | 21.2 | 21.2 |
| Togo | 8.0 | 8.0 | 8.0 |
| Upper Volta | 16.0 | 16.0 | 16.0 |
| Cameroon | 20.0 | 20.0 | 20.0 |
| Nigeria | 127.0 | 127.0 | 127.0 |
| Kenya | 27.0 | 27.0 | 27.0 |
| Uganda | 25.0 | 25.0 | 25.0 |
| Rwanda | 11.0 | 11.0 | 11.0 |
| Burundi | 8.0 | 8.0 | 8.0 |
| DRC | 57.0 | 57.0 | 57.0 |
| Congo | 29.0 | 29.0 | 29.0 |
| Angola | 19.0 | 19.0 | 19.0 |
| Mozambique | 19.0 | 19.0 | 19.0 |
| Malawi | 12.0 | 12.0 | 12.0 |
| Zambia | 9.0 | 9.0 | 9.0 |
| Botswana | 2.0 | 2.0 | 2.0 |
| Swaziland | 1.0 | 1.0 | 1.0 |
| Lesotho | 2.0 | 2.0 | 2.0 |
| Namibia | 2.0 | 2.0 | 2.0 |
| South Sudan | 11.0 | 11.0 | 11.0 |
| Ethiopia | 110.0 | 110.0 | 110.0 |
| Sudan | 45.0 | 45.0 | 45.0 |
| Chad | 16.0 | 16.0 | 16.0 |
| Niger | 25.0 | 25.0 | 25.0 |
| Mali | 20.0 | 20.0 | 20.0 |
| Senegal | 17.0 | 17.0 | 17.0 |
| Gambia | 2.0 | 2.0 | 2.0 |
| Sierra Leone | 6.0 | 6.0 | 6.0 |
| Liberia | 4.0 | 4.0 | 4.0 |
| Ivory Coast | 22.0 | 22.0 | 22.0 |
| Ghana | 28.0 | 28.0 | 28.0 |
| Benin | 21.0 | 21.0 | 21.0 |
| Togo | 8.0 | 8.0 | 8.0 |
| Upper Volta | 16.0 | 16.0 | 16.0 |
| Cameroon | 20.0 | 20.0 | 20.0 |

| Country | Population (millions) | Population (millions) | Population (millions) |
|------------------------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| Japan | 127 | 127 | 127 |
| Germany | 83 | 83 | 83 |
| France | 67 | 67 | 67 |
| UK | 63 | 63 | 63 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Canada | 38 | 38 | 38 |
| Brazil | 215 | 215 | 215 |
| Mexico | 128 | 128 | 128 |
| Argentina | 45 | 45 | 45 |
| Colombia | 48 | 48 | 48 |
| Venezuela | 28 | 28 | 28 |
| Peru | 32 | 32 | 32 |
| Chile | 19 | 19 | 19 |
| Ecuador | 17 | 17 | 17 |
| Bolivia | 11 | 11 | 11 |
| Paraguay | 7 | 7 | 7 |
| Uruguay | 3.5 | 3.5 | 3.5 |
| Costa Rica | 5 | 5 | 5 |
| Panama | 3.8 | 3.8 | 3.8 |
| Nicaragua | 6 | 6 | 6 |
| Honduras | 7.5 | 7.5 | 7.5 |
| Guatemala | 16 | 16 | 16 |
| El Salvador | 6 | 6 | 6 |
| Belize | 0.4 | 0.4 | 0.4 |
| Jamaica | 2.8 | 2.8 | 2.8 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Grenada | 0.1 | 0.1 | 0.1 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.2 | 0.2 | 0.2 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Pedro y San Pablo | 0.05 | 0.05 | 0.05 |
| San Vicente y las Grenadinas | 0.1 | 0.1 | 0.1 |
| Barbados | 0.2 | 0.2 | 0.2 |
| Antigua y Barbuda | 0.07 | 0.07 | 0.07 |
| San Kitts y Nevis | 0.05 | 0.05 | 0.05 |
| San Juan y Nevis | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Martín | 0.05 | 0.05 | 0.05 |
| San Pedro | 0.05 | 0.05 | 0.05 |
| San Vicente | 0.05 | 0.05 | 0.05 |
| San Juan | 0.05 | 0.05 | 0.05 |
| San Eustaquio | 0.05 | 0.05 | 0.05 |
| San Bartolomé | 0.05 | 0.05 | 0.05</ |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|---|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| France | 67 | 67 | 67 |
| Germany | 83 | 83 | 83 |
| UK | 67 | 67 | 67 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Japan | 127 | 127 | 127 |
| South Korea | 51 | 51 | 51 |
| China (excl. HK & Macao) | 1,270 | 1,270 | 1,270 |
| India (excl. Jammu & Kashmir) | 1,350 | 1,350 | 1,350 |
| USA (excl. Alaska & Hawaii) | 325 | 325 | 325 |
| Russia (excl. Crimea) | 144 | 144 | 144 |
| France (excl. overseas territories) | 66 | 66 | 66 |
| Germany (excl. Berlin) | 82 | 82 | 82 |
| UK (excl. Gibraltar) | 66 | 66 | 66 |
| Italy (excl. San Marino) | 59 | 59 | 59 |
| Spain (excl. Gibraltar) | 45 | 45 | 45 |
| Japan (excl. Ryukyu Islands) | 126 | 126 | 126 |
| South Korea (excl. Jeju Island) | 50 | 50 | 50 |
| China (excl. HK & Macao, excl. Tibet) | 1,220 | 1,220 | 1,220 |
| India (excl. Jammu & Kashmir, excl. Ladakh) | 1,300 | 1,300 | 1,300 |
| USA (excl. Alaska & Hawaii, excl. Guam) | 324 | 324 | 324 |
| Russia (excl. Crimea, excl. Kaliningrad) | 143 | 143 | 143 |
| France (excl. overseas territories, excl. French Polynesia) | 65 | 65 | 65 |
| Germany (excl. Berlin, excl. Hamburg) | 81 | 81 | 81 |
| UK (excl. Gibraltar, excl. Jersey) | 65 | 65 | 65 |
| Italy (excl. San Marino, excl. Vatican City) | 58 | 58 | 58 |
| Spain (excl. Gibraltar, excl. Ceuta & Melilla) | 44 | 44 | 44 |
| Japan (excl. Ryukyu Islands, excl. Okinawa) | 125 | 125 | 125 |
| South Korea (excl. Jeju Island, excl. Gyeongju) | 49 | 49 | 49 |
| China (excl. HK & Macao, excl. Tibet, excl. Xinjiang) | 1,170 | 1,170 | 1,170 |
| India (excl. Jammu & Kashmir, excl. Ladakh, excl. Sikkim) | 1,250 | 1,250 | 1,250 |
| USA (excl. Alaska & Hawaii, excl. Guam, excl. Puerto Rico) | 323 | 323 | 323 |
| Russia (excl. Crimea, excl. Kaliningrad, excl. Chechnya) | 142 | 142 | 142 |
| France (excl. overseas territories, excl. French Polynesia, excl. New Caledonia) | 64 | 64 | 64 |
| Germany (excl. Berlin, excl. Hamburg, excl. Frankfurt) | 80 | 80 | 80 |
| UK (excl. Gibraltar, excl. Jersey, excl. Guernsey) | 64 | 64 | 64 |
| Italy (excl. San Marino, excl. Vatican City, excl. Sicily) | 57 | 57 | 57 |
| Spain (excl. Gibraltar, excl. Ceuta & Melilla, excl. Canary Islands) | 43 | 43 | 43 |
| Japan (excl. Ryukyu Islands, excl. Okinawa, excl. Hokkaido) | 124 | 124 | 124 |
| South Korea (excl. Jeju Island, excl. Gyeongju, excl. Busan) | 48 | 48 | 48 |
| China (excl. HK & Macao, excl. Tibet, excl. Xinjiang, excl. Inner Mongolia) | 1,120 | 1,120 | 1,120 |
| India (excl. Jammu & Kashmir, excl. Ladakh, excl. Sikkim, excl. Arunachal Pradesh) | 1,200 | 1,200 | 1,200 |
| USA (excl. Alaska & Hawaii, excl. Guam, excl. Puerto Rico, excl. Alaska) | 322 | 322 | 322 |
| Russia (excl. Crimea, excl. Kaliningrad, excl. Chechnya, excl. Dagestan) | 141 | 141 | 141 |
| France (excl. overseas territories, excl. French Polynesia, excl. New Caledonia, excl. French Guiana) | 63 | 63 | 63 |
| Germany (excl. Berlin, excl. Hamburg, excl. Frankfurt, excl. Cologne) | 79 | 79 | 79 |
| UK (excl. Gibraltar, excl. Jersey, excl. Guernsey, excl. Isle of Man) | 63 | 63 | 63 |
| Italy (excl. San Marino, excl. Vatican City, excl. Sicily, excl. Sardinia) | 56 | 56 | 56 |
| Spain (excl. Gibraltar, excl. Ceuta & Melilla, excl. Canary Islands, excl. Balearic Islands) | 42 | 42 | 42 |
| Japan (excl. Ryukyu Islands, excl. Okinawa, excl. Hokkaido, excl. Honshu) | 123 | 123 | 123 |
| South Korea (excl. Jeju Island, excl. Gyeongju, excl. Busan, excl. Seoul) | 47 | 47 | 47 |
| China (excl. HK & Macao, excl. Tibet, excl. Xinjiang, excl. Inner Mongolia, excl. Tibet) | 1,070 | 1,070 | 1,070 |
| India (excl. Jammu & Kashmir, excl. Ladakh, excl. Sikkim, excl. Arunachal Pradesh, excl. Assam) | 1,150 | 1,150 | 1,150 |
| USA (excl. Alaska & Hawaii, excl. Guam, excl. Puerto Rico, excl. Alaska, excl. Hawaii) | 321 | 321 | 321 |
| Russia (excl. Crimea, excl. Kaliningrad, excl. Chechnya, excl. Dagestan, excl. Ingushetia) | 140 | 140 | 140 |
| France (excl. overseas territories, excl. French Polynesia, excl. New Caledonia, excl. French Guiana, excl. Martinique) | 62 | 62 | 62 |
| Germany (excl. Berlin, excl. Hamburg, excl. Frankfurt, excl. Cologne, excl. Munich) | 78 | 78 | 78 |
| UK (excl. Gibraltar, excl. Jersey, excl. Guernsey, excl. Isle of Man, excl. Channel Islands) | 62 | 62 | 62 |
| Italy (excl. San Marino, excl. Vatican City, excl. Sicily, excl. Sardinia, excl. Lombardy) | 55 | 55 | 55 |
| Spain (excl. Gibraltar, excl. Ceuta & Melilla, excl. Canary Islands, excl. Balearic Islands, excl. Madrid) | 41 | 41 | 41 |
| Japan (excl. Ryukyu Islands, excl. Okinawa, excl. Hokkaido, excl. Honshu, excl. Shikoku) | 122 | 122 | 122 |
| South Korea (excl. Jeju Island, excl. Gyeongju, excl. Busan, excl. Seoul, excl. Daegu) | 46 | 46 | 46 |
| China (excl. HK & Macao, excl. Tibet, excl. Xinjiang, excl. Inner Mongolia, excl. Tibet, excl. Sichuan) | 1,020 | 1,020 | 1,020 |
| India (excl. Jammu & Kashmir, excl. Ladakh, excl. Sikkim, excl. Arunachal Pradesh, excl. Assam, excl. West Bengal) | 1,100 | 1,100 | 1,100 |
| USA (excl. Alaska & Hawaii, excl. Guam, excl. Puerto Rico, excl. Alaska, excl. Hawaii, excl. Nevada) | 320 | 320 | 320 |
| Russia (excl. Crimea, excl. Kaliningrad, excl. Chechnya, excl. Dagestan, excl. Ingushetia, excl. Kabardino-Balkaria) | 139 | 139 | 139 |
| France (excl. overseas territories, excl. French Polynesia, excl. New Caledonia, excl. French Guiana, excl. Martinique, excl. Guadeloupe) | 61 | 61 | 61 |
| Germany (excl. Berlin, excl. Hamburg, excl. Frankfurt, excl. Cologne, excl. Munich, excl. Düsseldorf) | 77 | 77 | 77 |
| UK (excl. Gibraltar, excl. Jersey, excl. Guernsey, excl. Isle of Man, excl. Channel Islands, excl. Jersey) | 61 | 61 | 61 |
| Italy (excl. San Marino, excl. Vatican City, excl. Sicily, excl. Sardinia, excl. Lombardy, excl. Veneto) | 54 | 54 | 54 |
| Spain (excl. Gibraltar, excl. Ceuta & Melilla, excl. Canary Islands, excl. Balearic Islands, excl. Madrid, excl. Valencia) | 40 | 40 | 40 |
| Japan (excl. Ryukyu Islands, excl. Okinawa, excl. Hokkaido, excl. Honshu, excl. Shikoku, excl. Kyushu) | 121 | 121 | 121 |
| South Korea (excl. Jeju Island, excl. Gyeongju, excl. Busan, excl. Seoul, excl. Daegu, excl. Incheon) | 45 | 45 | 45 |
| China (excl. HK & Macao, excl. Tibet, | | | |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|---------------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| France | 67 | 67 | 67 |
| Germany | 83 | 83 | 83 |
| UK | 67 | 67 | 67 |
| Japan | 127 | 127 | 127 |
| South Korea | 51 | 51 | 51 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Canada | 38 | 38 | 38 |
| Brazil | 215 | 215 | 215 |
| Mexico | 128 | 128 | 128 |
| Argentina | 45 | 45 | 45 |
| Colombia | 50 | 50 | 50 |
| Venezuela | 28 | 28 | 28 |
| Peru | 33 | 33 | 33 |
| Chile | 19 | 19 | 19 |
| Ecuador | 17 | 17 | 17 |
| Bolivia | 11 | 11 | 11 |
| Paraguay | 7 | 7 | 7 |
| Uruguay | 3.5 | 3.5 | 3.5 |
| Costa Rica | 5 | 5 | 5 |
| Panama | 4 | 4 | 4 |
| Dominican Republic | 10.5 | 10.5 | 10.5 |
| Honduras | 8.5 | 8.5 | 8.5 |
| Nicaragua | 6 | 6 | 6 |
| Guatemala | 16 | 16 | 16 |
| El Salvador | 6 | 6 | 6 |
| Haiti | 11 | 11 | 11 |
| Dominican Republic | 10.5 | 10.5 | 10.5 |
| Cuba | 11.5 | 11.5 | 11.5 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.3 | 0.3 | 0.3 |
| Aruba | 0.1 | 0.1 | 0.1 |
| Curaçao | 0.1 | 0.1 | 0.1 |
| San Martín | 0.1 | 0.1 | 0.1 |
| Sint Eustaquio | 0.1 | 0.1 | 0.1 |
| Sint Maarten | 0.1 | 0.1 | 0.1 |
| Anguilla | 0.1 | 0.1 | 0.1 |
| Barbados | 0.3 | 0.3 | 0.3 |
| Jamaica | 1.2 | 1.2 | 1.2 |
| Trinidad and Tobago | 1.3 | 1.3 | 1.3 |
| Suriname | 0.5 | | |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|-------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| Japan | 127 | 127 | 127 |
| Germany | 83 | 83 | 83 |
| France | 67 | 67 | 67 |
| UK | 63 | 63 | 63 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Canada | 38 | 38 | 38 |
| Brazil | 215 | 215 | 215 |
| Mexico | 128 | 128 | 128 |
| Argentina | 45 | 45 | 45 |
| Colombia | 50 | 50 | 50 |
| Venezuela | 28 | 28 | 28 |
| Peru | 32 | 32 | 32 |
| Chile | 19 | 19 | 19 |
| Ecuador | 17 | 17 | 17 |
| Bolivia | 11 | 11 | 11 |
| Paraguay | 7 | 7 | 7 |
| Uruguay | 3.5 | 3.5 | 3.5 |
| Costa Rica | 5 | 5 | 5 |
| Panama | 4 | 4 | 4 |
| Nicaragua | 6 | 6 | 6 |
| Honduras | 7 | 7 | 7 |
| Guatemala | 16 | 16 | 16 |
| El Salvador | 6 | 6 | 6 |
| Belize | 0.4 | 0.4 | 0.4 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|--------------------|-----------------------|-----------------------|-----------------------|
| China | 1,412 | 1,412 | 1,412 |
| India | 1,380 | 1,380 | 1,380 |
| USA | 331 | 331 | 331 |
| Russia | 146 | 146 | 146 |
| Japan | 127 | 127 | 127 |
| Germany | 83 | 83 | 83 |
| France | 67 | 67 | 67 |
| UK | 63 | 63 | 63 |
| Italy | 60 | 60 | 60 |
| Spain | 46 | 46 | 46 |
| Canada | 38 | 38 | 38 |
| Brazil | 215 | 215 | 215 |
| Mexico | 128 | 128 | 128 |
| Argentina | 45 | 45 | 45 |
| Colombia | 48 | 48 | 48 |
| Venezuela | 28 | 28 | 28 |
| Peru | 32 | 32 | 32 |
| Ecuador | 17 | 17 | 17 |
| Bolivia | 11 | 11 | 11 |
| Paraguay | 7 | 7 | 7 |
| Uruguay | 3.5 | 3.5 | 3.5 |
| Chile | 18 | 18 | 18 |
| Costa Rica | 5 | 5 | 5 |
| Panama | 3.8 | 3.8 | 3.8 |
| Dominican Republic | 7.1 | 7.1 | 7.1 |
| Honduras | 7.6 | 7.6 | 7.6 |
| Nicaragua | 6 | 6 | 6 |
| Guatemala | 16 | 16 | 16 |
| El Salvador | 6 | 6 | 6 |
| Belize | 0.4 | 0.4 | 0.4 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.2 | 0.2 | 0.2 |
| Paraguay | 7 | 7 | 7 |
| Uruguay | 3.5 | 3.5 | 3.5 |
| Chile | 18 | 18 | 18 |
| Costa Rica | 5 | 5 | 5 |
| Panama | 3.8 | 3.8 | 3.8 |
| Dominican Republic | 7.1 | 7.1 | 7.1 |
| Honduras | 7.6 | 7.6 | 7.6 |
| Nicaragua | 6 | 6 | 6 |
| Guatemala | 16 | 16 | 16 |
| El Salvador | 6 | 6 | 6 |
| Belize | 0.4 | 0.4 | 0.4 |
| Suriname | 0.5 | 0.5 | 0.5 |
| Guayana Francesa | 0.2 | 0.2 | 0.2 |

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| Category | Sub-category | Value | Unit |
|----------|--------------|-------|------|
| A | A1 | 10 | 100 |
| | A2 | 20 | 100 |
| B | B1 | 30 | 100 |
| | B2 | 40 | 100 |
| C | C1 | 50 | 100 |
| | C2 | 60 | 100 |
| D | D1 | 70 | 100 |
| | D2 | 80 | 100 |
| E | E1 | 90 | 100 |
| | E2 | 100 | 100 |
| F | F1 | 110 | 100 |
| | F2 | 120 | 100 |
| G | G1 | 130 | 100 |
| | G2 | 140 | 100 |
| H | H1 | 150 | 100 |
| | H2 | 160 | 100 |
| I | I1 | 170 | 100 |
| | I2 | 180 | 100 |
| J | J1 | 190 | 100 |
| | J2 | 200 | 100 |
| K | K1 | 210 | 100 |
| | K2 | 220 | 100 |
| L | L1 | 230 | 100 |
| | L2 | 240 | 100 |
| M | M1 | 250 | 100 |
| | M2 | 260 | 100 |
| N | N1 | 270 | 100 |
| | N2 | 280 | 100 |
| O | O1 | 290 | 100 |
| | O2 | 300 | 100 |
| P | P1 | 310 | 100 |
| | P2 | 320 | 100 |
| Q | Q1 | 330 | 100 |
| | Q2 | 340 | 100 |
| R | R1 | 350 | 100 |
| | R2 | 360 | 100 |
| S | S1 | 370 | 100 |
| | S2 | 380 | 100 |
| T | T1 | 390 | 100 |
| | T2 | 400 | 100 |
| U | U1 | 410 | 100 |
| | U2 | 420 | 100 |
| V | V1 | 430 | 100 |
| | V2 | 440 | 100 |
| W | W1 | 450 | 100 |
| | W2 | 460 | 100 |
| X | X1 | 470 | 100 |
| | X2 | 480 | 100 |
| Y | Y1 | 490 | 100 |
| | Y2 | 500 | 100 |
| Z | Z1 | 510 | 100 |
| | Z2 | 520 | 100 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Slovenia | 2.1 | 2.1 | 2.1 |
| Croatia | 4.2 | 4.2 | 4.2 |
| Serbia | 7.1 | 7.1 | 7.1 |
| Bulgaria | 7.5 | 7.5 | 7.5 |
| Romania | 21.5 | 21.5 | 21.5 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| South Africa | 55 | 55 | 55 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Slovenia | 2.1 | 2.1 | 2.1 |
| Croatia | 4.2 | 4.2 | 4.2 |
| Serbia | 7.1 | 7.1 | 7.1 |
| Bulgaria | 7.5 | 7.5 | 7.5 |
| Romania | 21.5 | 21.5 | 21.5 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| South Africa | 55 | 55 | 55 |

| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5 | 5 | 5 |
| Finland | 5 | 5 | 5 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10 | 10 | 10 |
| Slovakia | 5 | 5 | 5 |
| Hungary | 10 | 10 | 10 |
| Greece | 11 | 11 | 11 |
| Turkey | 75 | 75 | 75 |
| Iran | 75 | 75 | 75 |
| South Africa | 55 | 55 | 55 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5 | 5 | 5 |
| Finland | 5 | 5 | 5 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10 | 10 | 10 |
| Slovakia | 5 | 5 | 5 |
| Hungary | 10 | 10 | 10 |
| Greece | 11 | 11 | 11 |
| Turkey | 75 | 75 | 75 |
| Iran | 75 | 75 | 75 |
| South Africa | 55 | 55 | 55 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
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| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Austria | 8.5 | 8.5 | 8.5 |
| Switzerland | 7.5 | 7.5 | 7.5 |
| Netherlands | 16.5 | 16.5 | 16.5 |
| Belgium | 10.5 | 10.5 | 10.5 |
| Luxembourg | 0.5 | 0.5 | 0.5 |
| Portugal | 10.6 | 10.6 | 10.6 |
| Greece | 11.1 | 11.1 | 11.1 |
| Turkey | 70 | 70 | 70 |
| Iran | 75 | 75 | 75 |
| South Africa | 50 | 50 | 50 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
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| Switzerland | 7.5 | 7.5 | 7.5 |
| Netherlands | 16.5 | 16.5 | 16.5 |
| Belgium | 10.5 | 10.5 | 10.5 |
| Luxembourg | 0.5 | 0.5 | 0.5 |
| Portugal | 10.6 | 10.6 | 10.6 |
| Greece | 11.1 | 11.1 | 11.1 |
| Turkey | 70 | 70 | 70 |
| Iran | 75 | 75 | 75 |
| South Africa | 50 | 50 | 50 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
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| Luxembourg | 0.5 | 0.5 | 0.5 |
| Portugal | 10.6 | 10.6 | 10.6 |
| Greece | 11.1 | 11.1 | 11.1 |
| Turkey | 70 | 70 | 70 |
| Iran | 75 | 75 | 75 |
| South Africa | 50 | 50 | 50 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
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| Czech Republic | 10.5 | 10.5 | 10.5 |
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| Hungary | 10.1 | 10.1 | 10.1 |
| Austria | 8.5 | 8.5 | 8.5 |
| Switzerland | 7.5 | 7.5 | 7.5 |
| Netherlands | 16.5 | 16.5 | 16.5 |
| Belgium | 10.5 | 10.5 | 10.5 |
| Luxembourg | 0.5 | 0.5 | 0.5 |
| Portugal | 10.6 | | |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Brazil | 210 | 210 | 210 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Australia | 22 | 22 | 22 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5 | 5 | 5 |
| Finland | 5 | 5 | 5 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10 | 10 | 10 |
| Slovakia | 5 | 5 | 5 |
| Hungary | 10 | 10 | 10 |
| Slovenia | 2 | 2 | 2 |
| Croatia | 4 | 4 | 4 |
| Serbia | 7 | 7 | 7 |
| Bulgaria | 7 | 7 | 7 |
| Romania | 21 | 21 | 21 |
| Greece | 11 | 11 | 11 |
| Turkey | 75 | 75 | 75 |
| Iran | 75 | 75 | 75 |
| Nigeria | 190 | 190 | 190 |
| Egypt | 90 | 90 | 90 |
| South Africa | 55 | 55 | 55 |
| Kenya | 40 | 40 | 40 |
| Uganda | 35 | 35 | 35 |
| Rwanda | 12 | 12 | 12 |
| Burundi | 10 | 10 | 10 |
| DRC | 100 | 100 | 100 |
| Congo | 45 | 45 | 45 |
| Angola | 25 | 25 | 25 |
| Mozambique | 25 | 25 | 25 |
| Malawi | 19 | 19 | 19 |
| Zambia | 12 | 12 | 12 |
| Botswana | 2 | 2 | 2 |
| Namibia | 2 | 2 | 2 |
| Swaziland | 1 | 1 | 1 |
| Lesotho | 1 | 1 | 1 |
| South Sudan | 11 | 11 | 11 |
| Ethiopia | 100 | 100 | 100 |
| Sudan | 45 | 45 | 45 |
| Chad | 15 | 15 | 15 |
| Niger | 20 | 20 | 20 |
| Mali | 18 | 18 | 18 |
| Burkina Faso | 18 | 18 | 18 |
| Ivory Coast | 22 | 22 | 22 |
| Ghana | 24 | 24 | 24 |
| Senegal | 15 | 15 | 15 |
| Gambia | 1 | 1 | 1 |
| Sierra Leone | 5 | 5 | 5 |
| Liberia | 4 | 4 | 4 |
| Ivory Coast | 22 | 22 | 22 |
| Ghana | 24 | 24 | 24 |
| Senegal | 15 | 15 | 15 |
| Gambia | 1 | 1 | 1 |
| Sierra Leone | 5 | 5 | 5 |
| Liberia | 4 | 4 | 4 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Slovenia | 2.1 | 2.1 | 2.1 |
| Croatia | 4.2 | 4.2 | 4.2 |
| Serbia | 7.1 | 7.1 | 7.1 |
| Bulgaria | 7.5 | 7.5 | 7.5 |
| Romania | 21.5 | 21.5 | 21.5 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| Afghanistan | 32 | 32 | 32 |
| Pakistan | 190 | 190 | 190 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Slovenia | 2.1 | 2.1 | 2.1 |
| Croatia | 4.2 | 4.2 | 4.2 |
| Serbia | 7.1 | 7.1 | 7.1 |
| Bulgaria | 7.5 | 7.5 | 7.5 |
| Romania | 21.5 | 21.5 | 21.5 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| Afghanistan | 32 | 32 | 32 |
| Pakistan | 190 | 190 | 190 |

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| Country | Population (millions) | Population (millions) | Population (millions) |
|----------------|-----------------------|-----------------------|-----------------------|
| China | 1,400 | 1,400 | 1,400 |
| India | 1,300 | 1,300 | 1,300 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| South Africa | 55 | 55 | 55 |
| India | 1,300 | 1,300 | 1,300 |
| China | 1,400 | 1,400 | 1,400 |
| USA | 330 | 330 | 330 |
| Russia | 140 | 140 | 140 |
| Germany | 80 | 80 | 80 |
| France | 65 | 65 | 65 |
| UK | 60 | 60 | 60 |
| Canada | 35 | 35 | 35 |
| Japan | 125 | 125 | 125 |
| South Korea | 50 | 50 | 50 |
| Italy | 60 | 60 | 60 |
| Spain | 45 | 45 | 45 |
| Sweden | 9 | 9 | 9 |
| Norway | 5 | 5 | 5 |
| Denmark | 5.5 | 5.5 | 5.5 |
| Finland | 5.3 | 5.3 | 5.3 |
| Poland | 38 | 38 | 38 |
| Czech Republic | 10.5 | 10.5 | 10.5 |
| Slovakia | 5.4 | 5.4 | 5.4 |
| Hungary | 10.1 | 10.1 | 10.1 |
| Greece | 11.5 | 11.5 | 11.5 |
| Turkey | 74 | 74 | 74 |
| Iran | 78 | 78 | 78 |
| South Africa | 55 | 55 | 55 |

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Attachment D. Letter of Bondability

Please see *Attachment D. Softheon's Letter of Bondability_Bid 710-23-0052* as provided on the following pages.



July 17, 2023

State of Arkansas
Department of Human Services
112 West 8th Street, Slot W345
Little Rock, AR 72201

Re: Letter of Bondability – Invitation for Bid (ITB) #710-23-0052 for Asset Verification Services

Attn: Office of Procurement, Mary Kathryn Williams, Chief Procurement Officer, and David King,
Buyer

Ms. Williams and Mr. King,

IMA, Inc. manages the surety bond program for Softheon Inc. Surety bonds for Softheon are underwritten by United States Fire Insurance Company, which is rated “A, XIV” by A.M. Best Company, is on the current U.S. Department of Treasury’s List of Certified Companies, and an admitted insurer in all 50 states. The IMA team has worked with the principals of Softheon for many years and we are proud to provide a surety reference for them.

While no single or aggregate bond limit has been established for Softheon, United States Fire Insurance Company is prepared to support Softheon’s proposal to the State of Arkansas Department of Human Services (DHS) ITB #710-23-0052 for Asset Verification Services, Softheon Inc. We understand Softheon’s proposal is for an amount at or around \$1,000,000 per year. Upon award, United States Fire Insurance Company is prepared to issue, on Softheon behalf, a performance bond in 100% of the annual contract price to guarantee Softheon’s performance in all respects of the terms and conditions as set forth in the ITB and the resultant contract. Further, Softheon shall be required to provide DHS with a Performance Bond, as described in the ITB, upon the start of the contract. Softheon is a bondable entity suitable for award.

Sincerely,

Jennifer L. Clampert
Attorney-in-Fact

**POWER OF ATTORNEY
UNITED STATES FIRE INSURANCE COMPANY
PRINCIPAL OFFICE - MORRISTOWN, NEW JERSEY**

KNOW ALL MEN BY THESE PRESENTS: That United States Fire Insurance Company, a corporation duly organized and existing under the laws of the state of Delaware, has made, constituted and appointed, and does hereby make, constitute and appoint:

**Amy Coonts; Sarah Finn; Nicole L. McCollam; Michael Lischer, Jr.; Brandi J. Tetley; Jennifer L. Clampert; Danielle Waring; David Dondlinger;
Lindsey Minutillo; Ashlea McCaughey**

each, its true and lawful Attorney(s)-In-Fact, with full power and authority hereby conferred in its name, place and stead, to execute, acknowledge and deliver: Any and all bonds and undertakings of surety and other documents that the ordinary course of surety business may require, and to bind United States Fire Insurance Company thereby as fully and to the same extent as if such bonds or undertakings had been duly executed and acknowledged by the regularly elected officers of United States Fire Insurance Company at its principal office, in amounts or penalties: **One Hundred Twenty Five Million Eight Hundred Thousand Dollars (\$125,800,000)**

This Power of Attorney limits the act of those named therein to the bonds and undertakings specifically named therein, and they have no authority to bind United States Fire Insurance Company except in the manner and to the extent therein stated.

This Power of Attorney revokes all previous Powers of Attorney issued on behalf of the Attorneys-In-Fact named above.

This Power of Attorney is granted pursuant to Article IV of the By-Laws of United States Fire Insurance Company as now in full force and effect, and consistent with Article III thereof, which Articles provide, in pertinent part:

Article IV, Execution of Instruments - Except as the Board of Directors may authorize by resolution, the Chairman of the Board, President, any Vice-President, any Assistant Vice President, the Secretary, or any Assistant Secretary shall have power on behalf of the Corporation:

- (a) to execute, affix the corporate seal manually or by facsimile to, acknowledge, verify and deliver any contracts, obligations, instruments and documents whatsoever in connection with its business including, without limiting the foregoing, any bonds, guarantees, undertakings, recognizances, powers of attorney or revocations of any powers of attorney, stipulations, policies of insurance, deeds, leases, mortgages, releases, satisfactions and agency agreements;
- (b) to appoint, in writing, one or more persons for any or all of the purposes mentioned in the preceding paragraph (a), including affixing the seal of the Corporation.

Article III, Officers, Section 3.11, Facsimile Signatures. The signature of any officer authorized by the Corporation to sign any bonds, guarantees, undertakings, recognizances, stipulations, powers of attorney or revocations of any powers of attorney and policies of insurance issued by the Corporation may be printed, facsimile, lithographed or otherwise produced. In addition, if and as authorized by the Board of Directors, dividend warrants or checks, or other numerous instruments similar to one another in form, may be signed by the facsimile signature or signatures, lithographed or otherwise produced, of such officer or officers of the Corporation as from time to time may be authorized to sign such instruments on behalf of the Corporation. The Corporation may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Corporation, notwithstanding the fact that he may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, United States Fire Insurance Company has caused these presents to be signed and attested by its appropriate officer and its corporate seal hereunto affixed this 28th day of September, 2021.

UNITED STATES FIRE INSURANCE COMPANY



Matthew E. Lubin, President

State of New Jersey }
County of Morris }

On this 28th day of September, 2021, before me, a Notary public of the State of New Jersey, came the above named officer of United States Fire Insurance Company, to me personally known to be the individual and officer described herein, and acknowledged that he executed the foregoing instrument and affixed the seal of United States Fire Insurance Company thereto by the authority of his office.



Melissa H. D'Alessio (Notary Public)

I, the undersigned officer of United States Fire Insurance Company, a Delaware corporation, do hereby certify that the original Power of Attorney of which the foregoing is a full, true and correct copy is still in force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of United States Fire Insurance Company on the ^{17th} day of July 2023

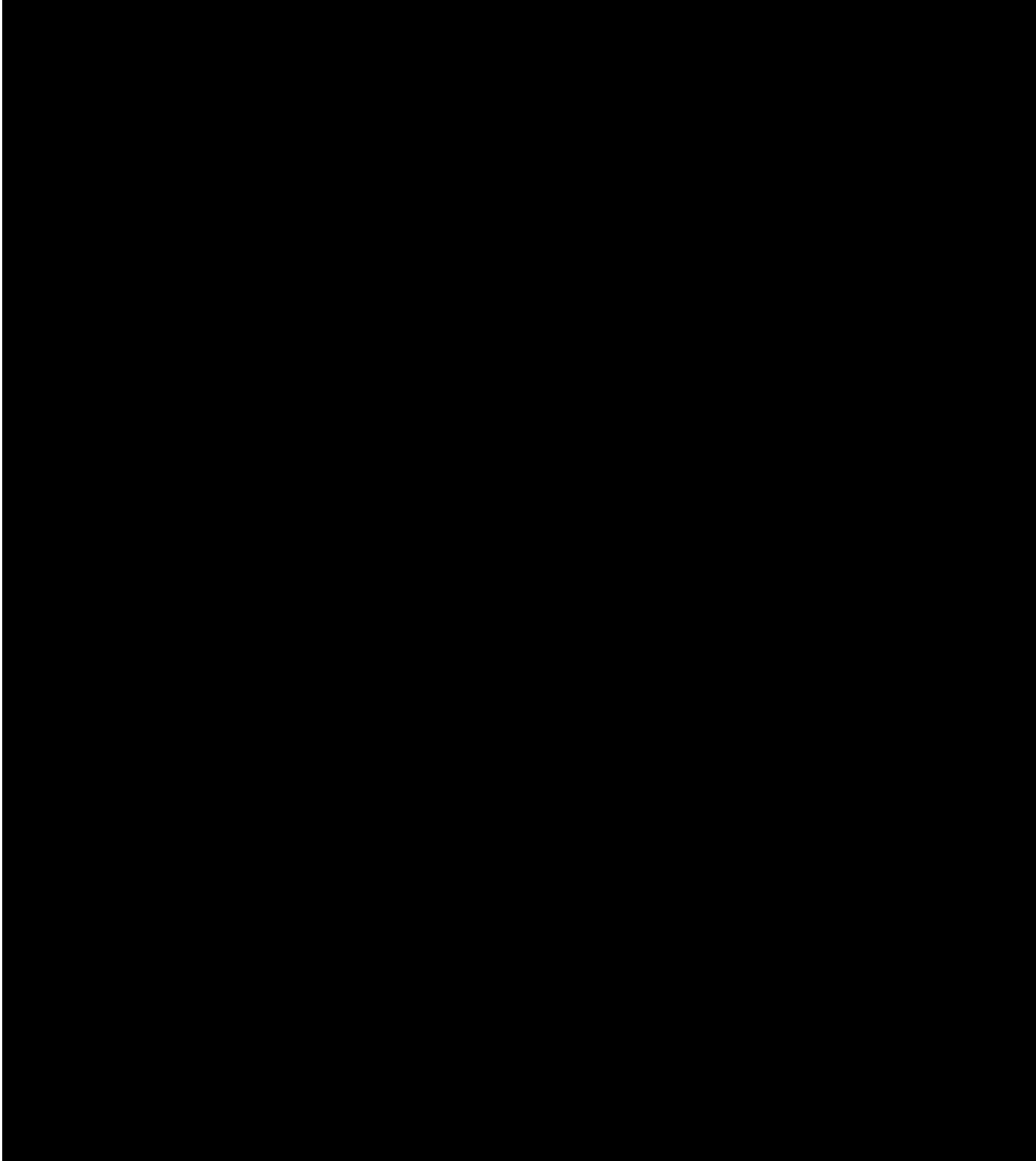
UNITED STATES FIRE INSURANCE COMPANY

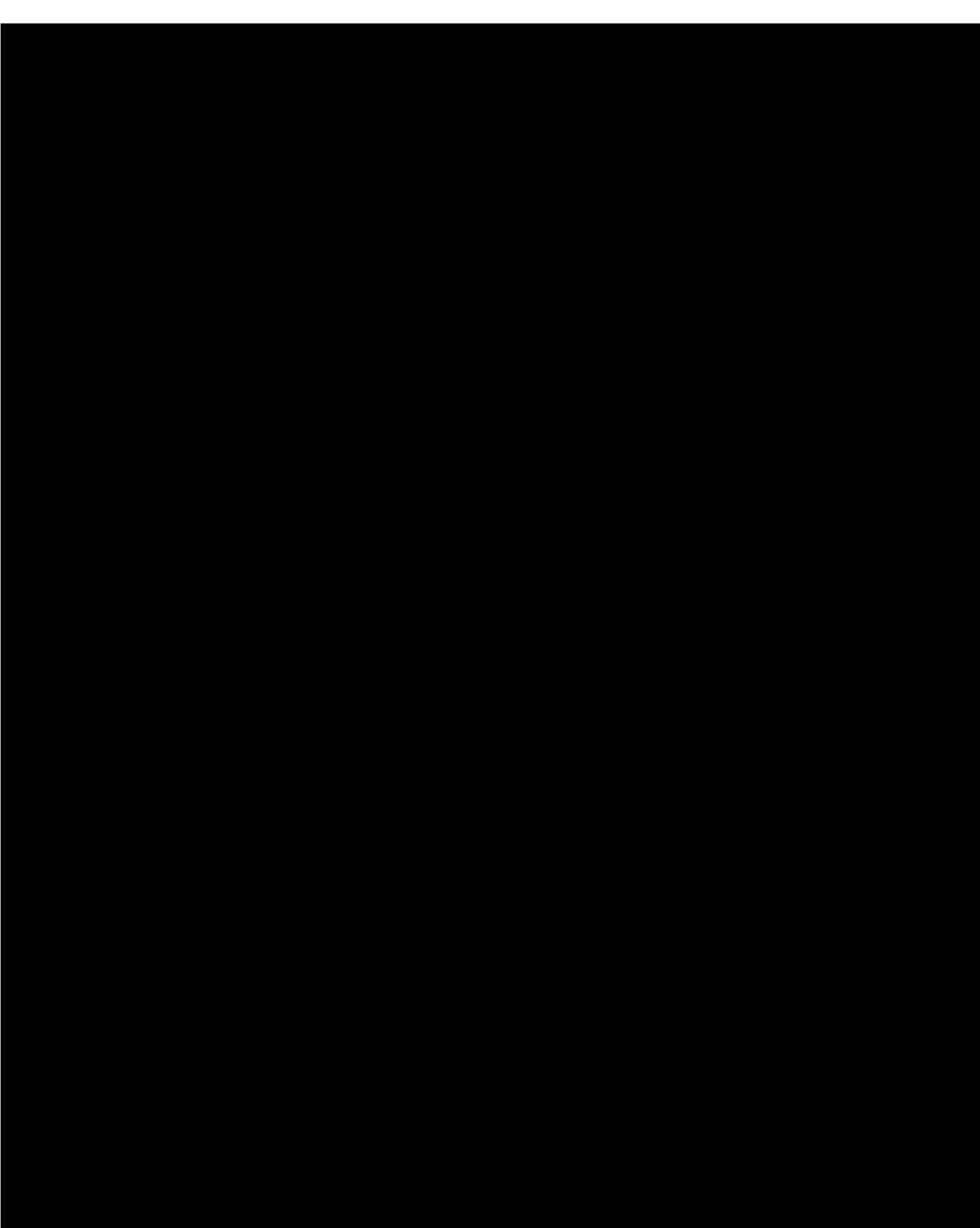


Michael C. Fay, Senior Vice President

Attachment E. Softheon's EEO Policy Information

Please see *Attachment E. Softheon's Employee Handbook with EEO Policy Information* as provided on the following pages. Note that this information is proprietary and confidential to Softheon and should not be disclosed. This information has been redacted in our separate redacted version of our response, submitted to facilitate any public information requests received.





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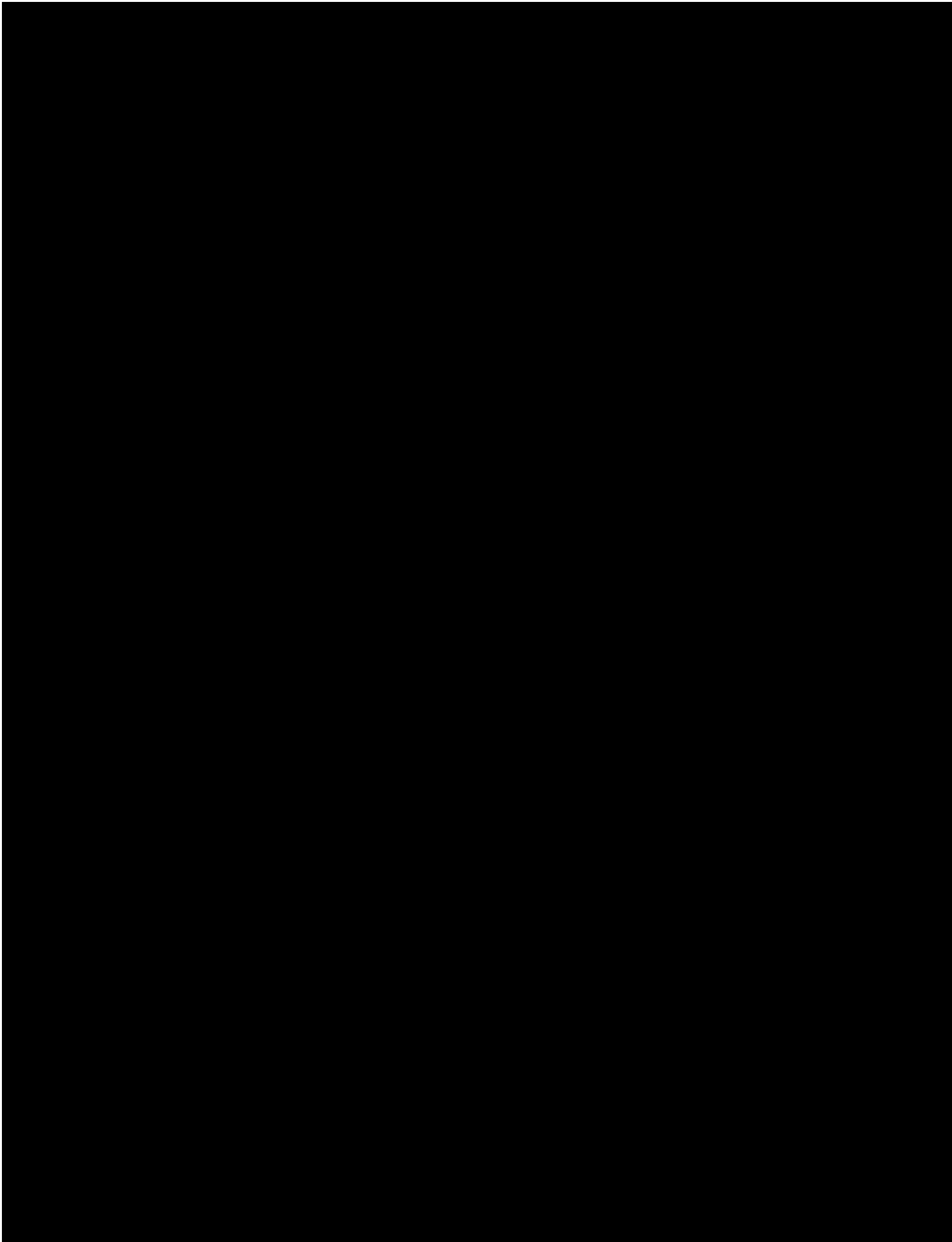
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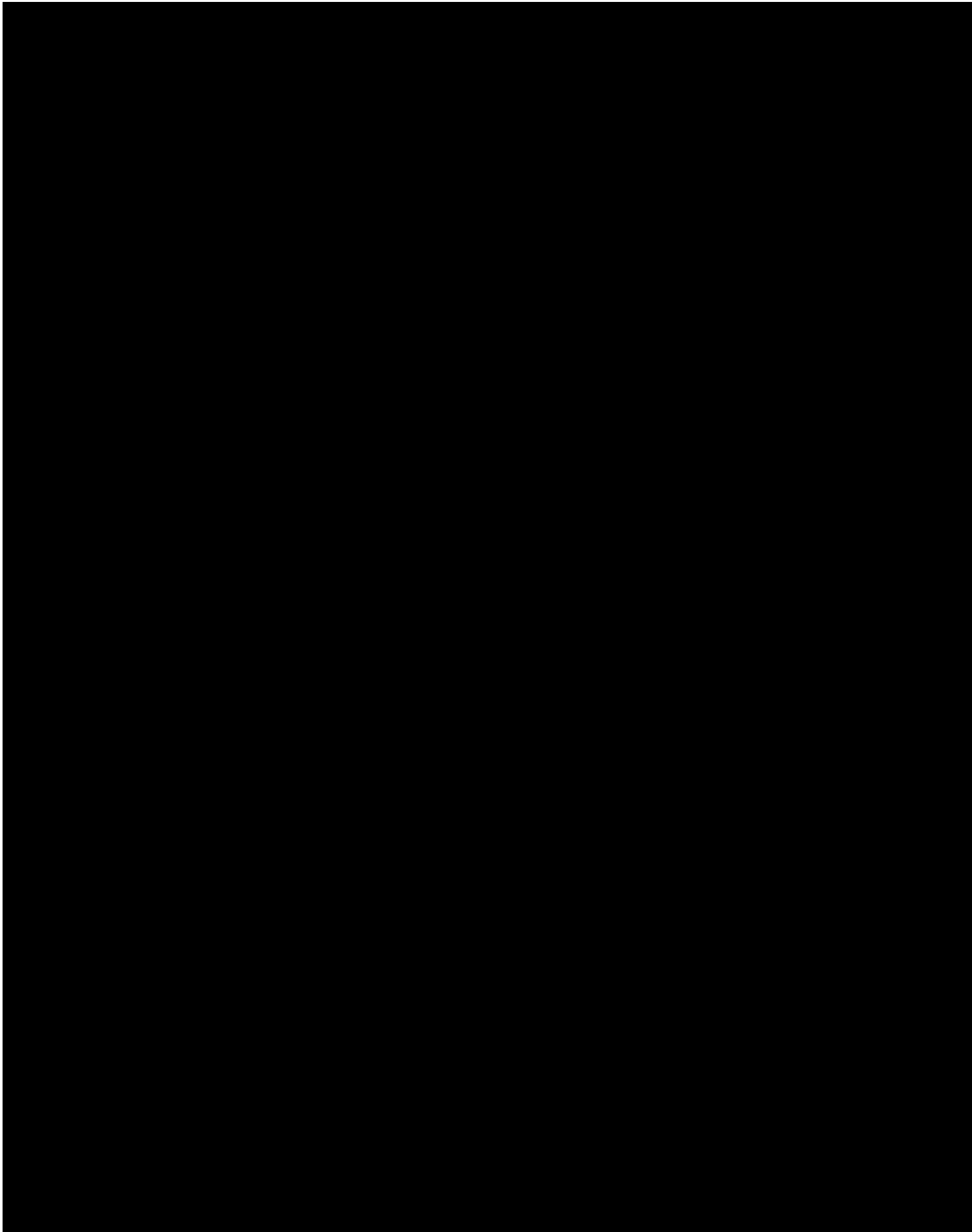
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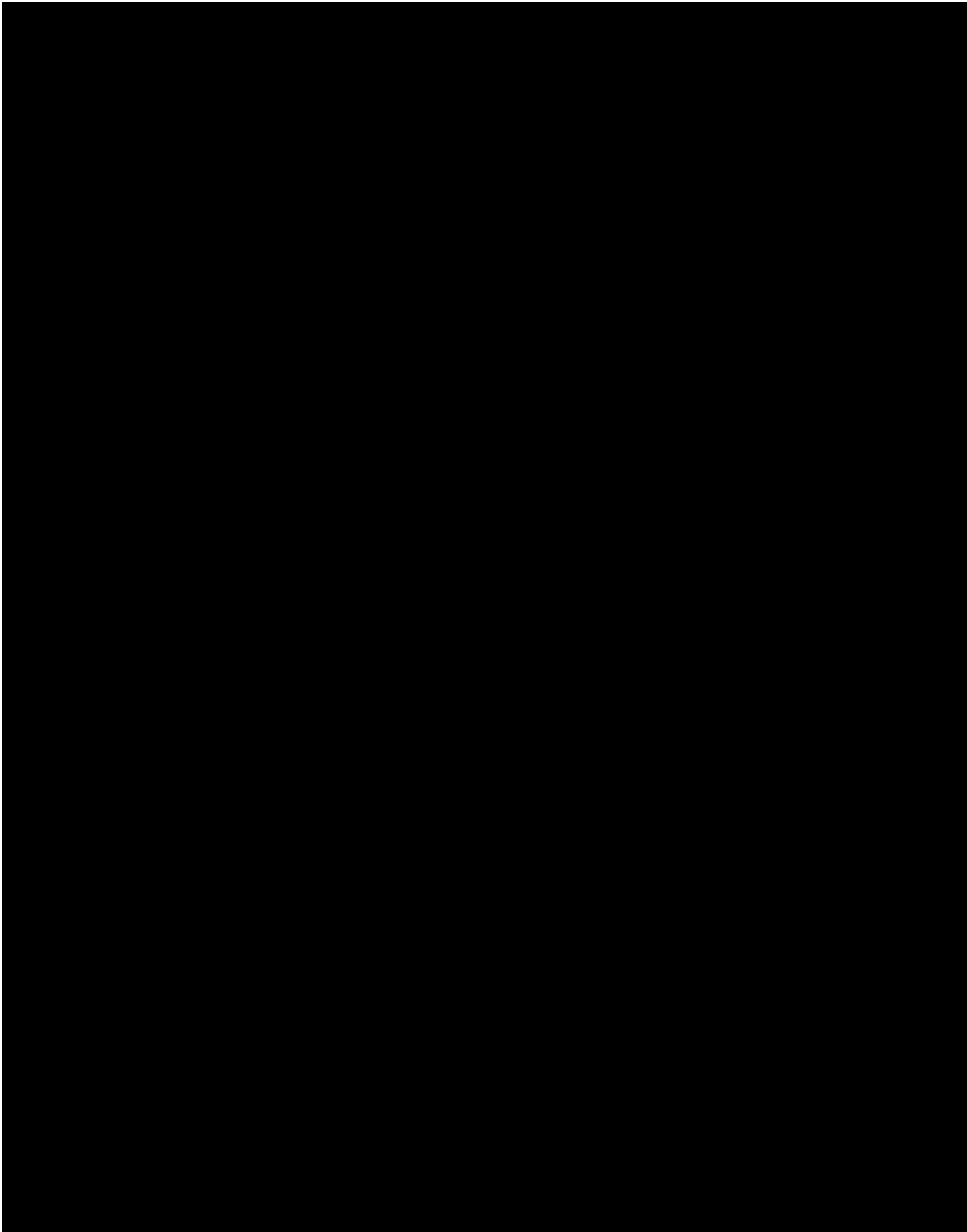
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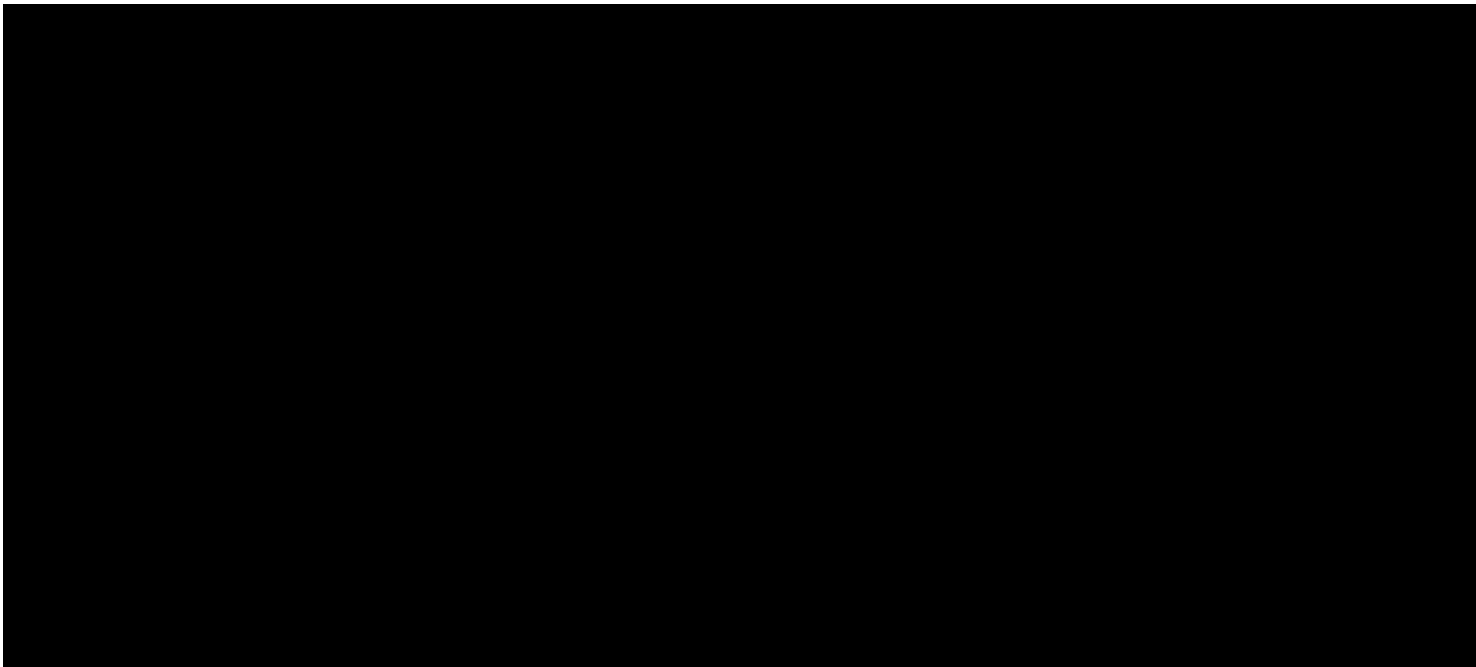
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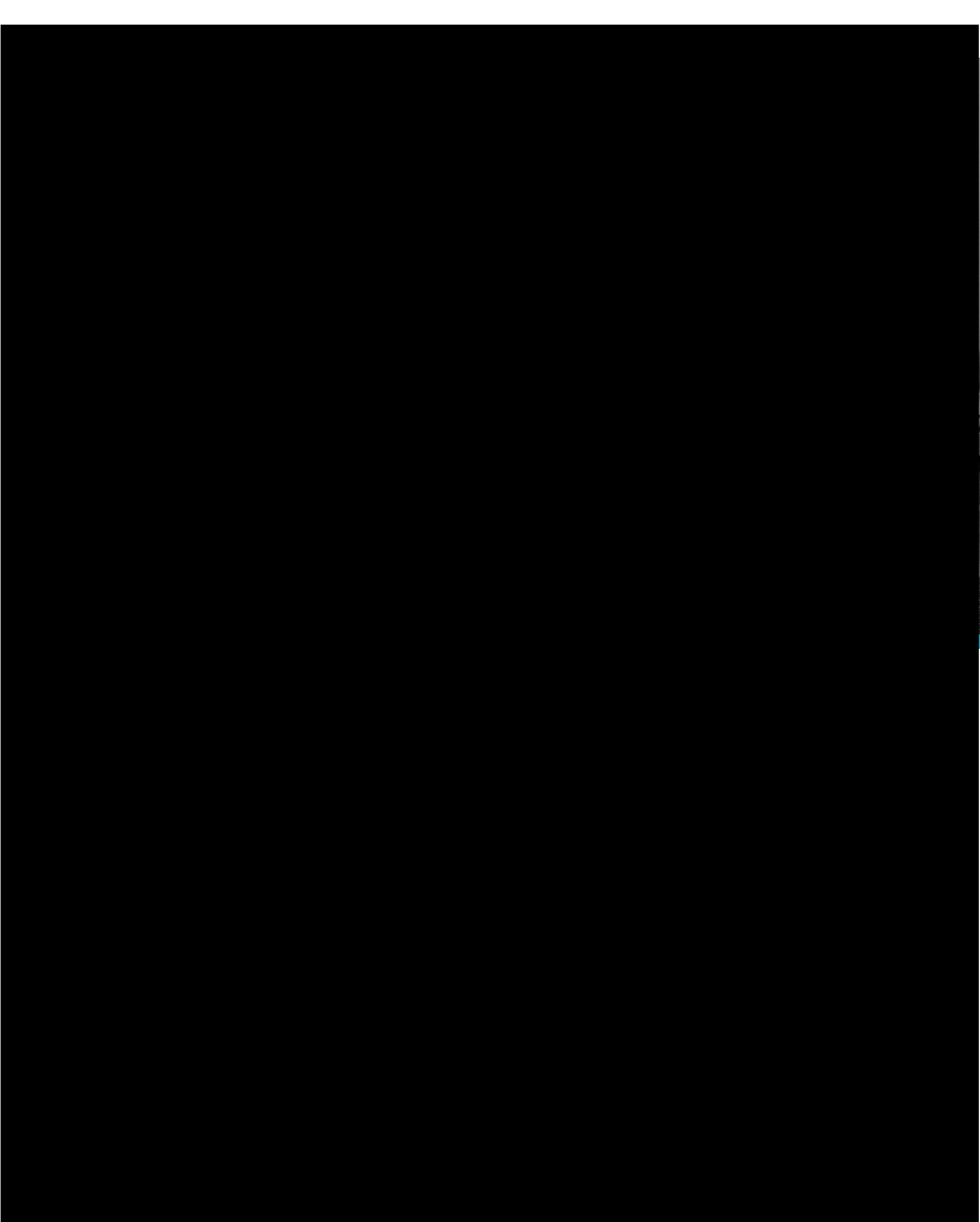




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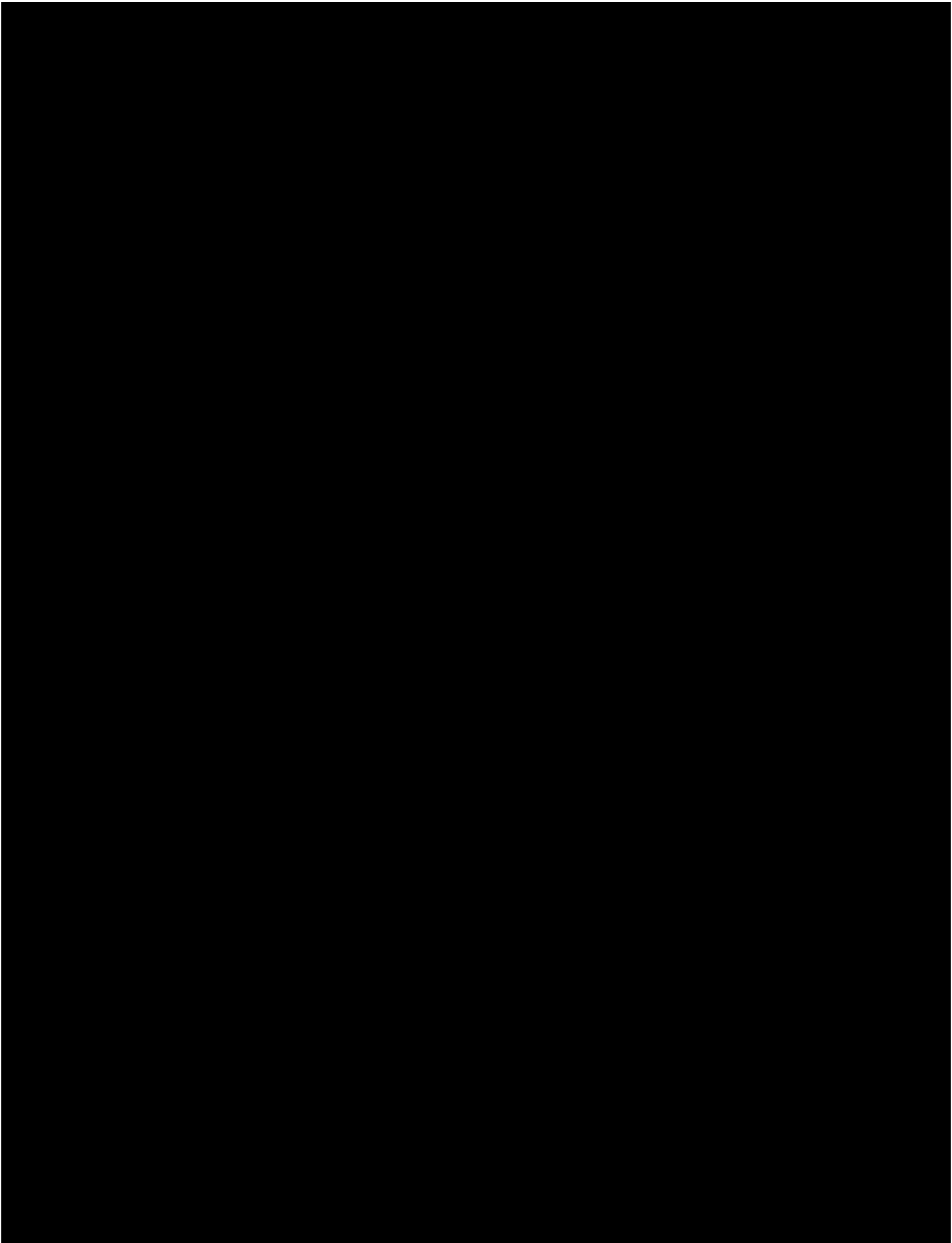
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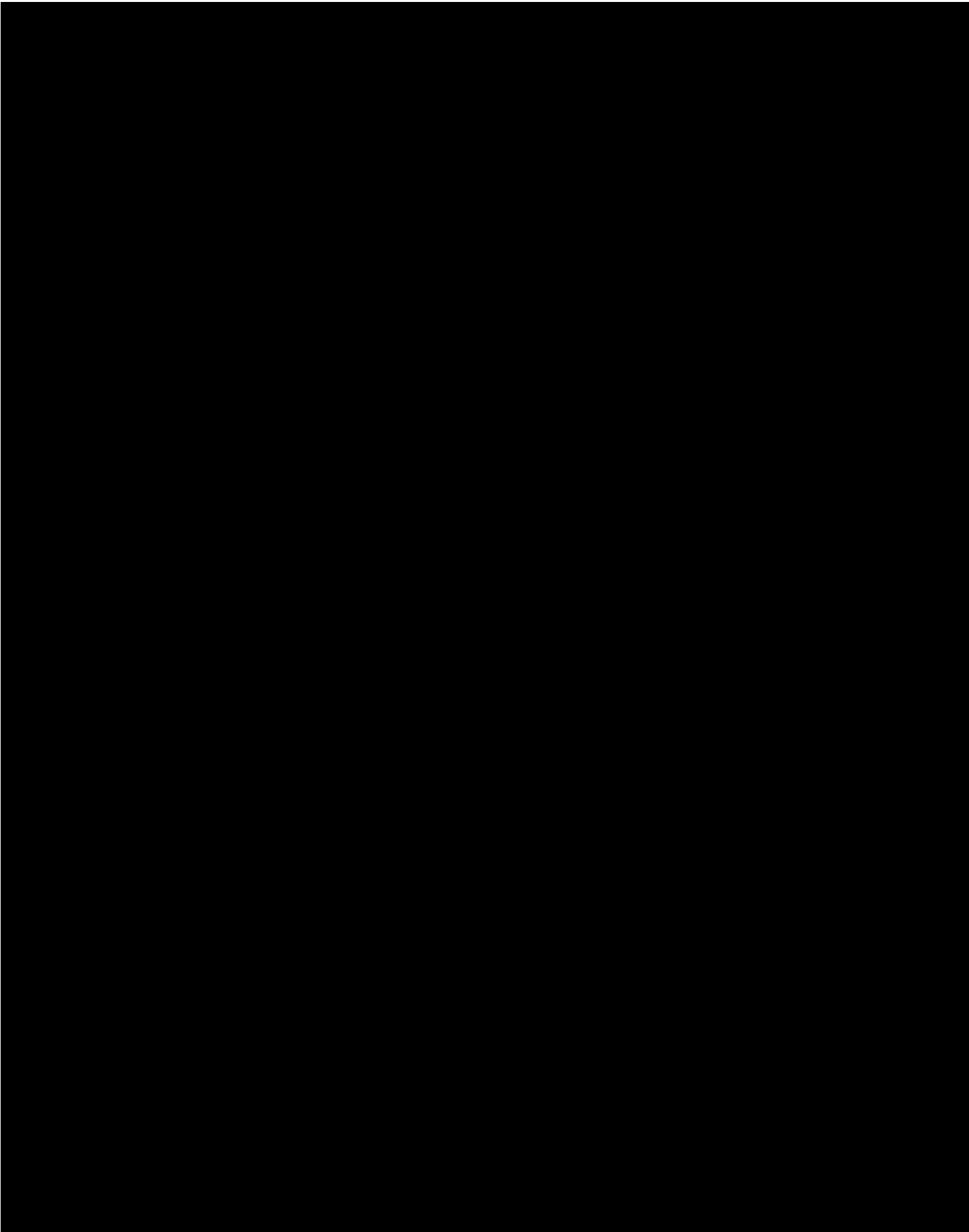
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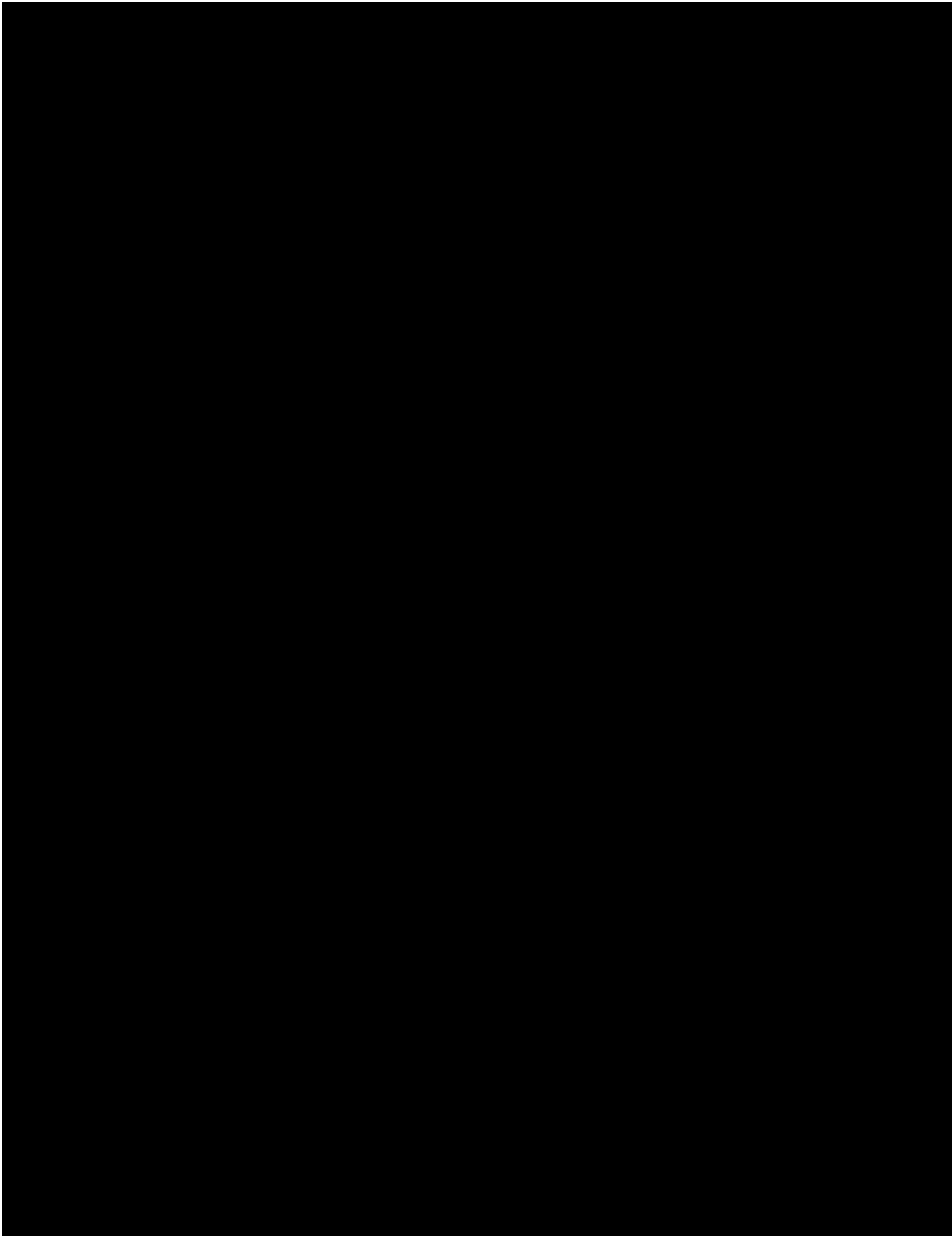
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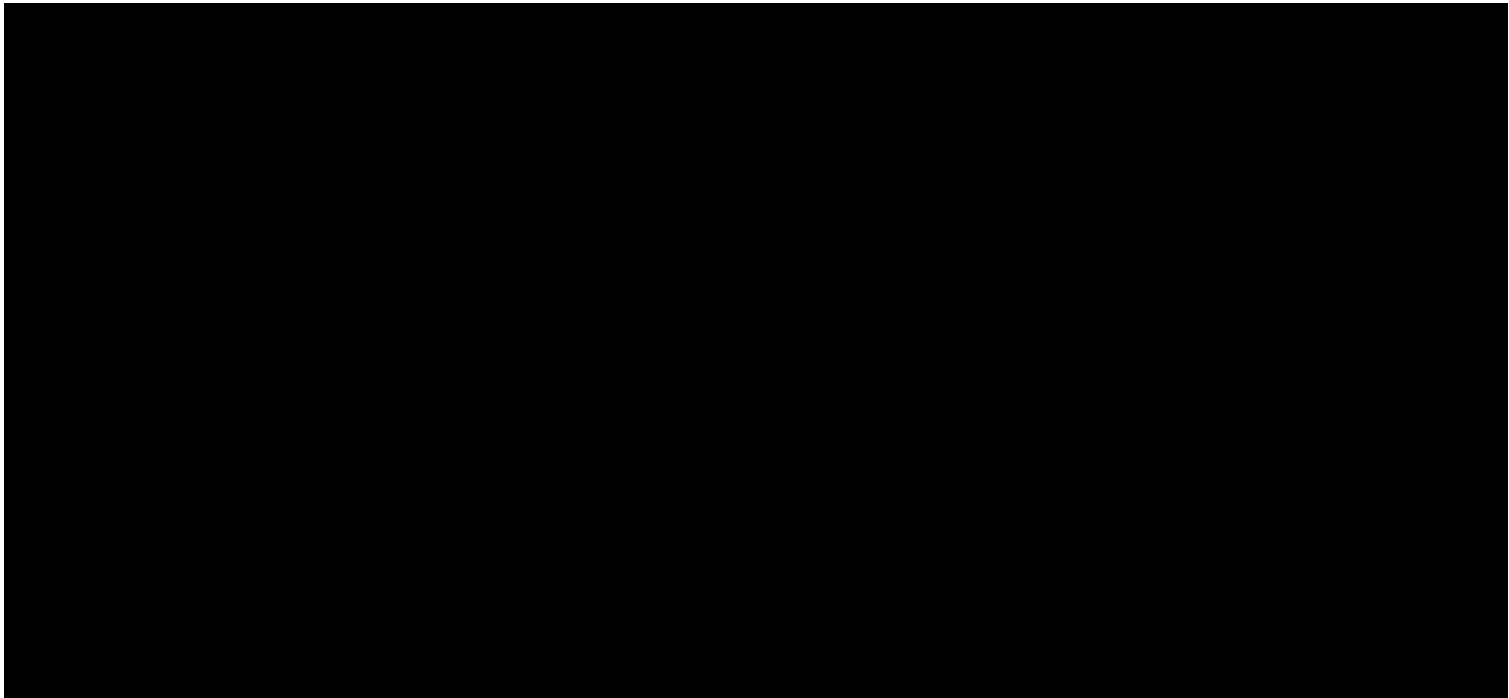
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Attachment F. Signed Addendum 1

Please see *Attachment F. Softheon's Signed Addendum 1_Bid 710-23-0052* as provided on the following page.

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

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: June 29, 2023
SUBJECT: 710-23-0052 Asset Verification Services

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

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

OTHER

- Change Buyer's direct phone number to the following: Buyer's Direct Phone Number: **501-683-6456**

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

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.



Vendor Signature

7-24-23

Date

Softheon Inc.
Company

Attachment G. Signed Addendum 2

Please see *Attachment G. Softheon's Signed Addendum 2_Bid 710-23-0052* as provided on the following page.

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

ADDENDUM 2

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: July 12, 2023
SUBJECT: 710-23-0052 Asset Verification Services

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

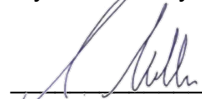
☒ Change of specification(s)
☐ Additional specification(s)
☐ Change of bid opening date and time
☐ Cancellation of bid
☐ Other

CHANGE OF SPECIFICATIONS

- **Section 2.18 of the solicitation – remove and replace with the following:**
The Contractor shall provide technical support to DHS and FI staff. The Contractor must provide support and shall be available during DHS normal business hours Monday through Friday, except State holidays (8:00 am – 4:30 pm central time). Calls received after normal business hours must have the option to leave a voice message. Voice messages must be returned the next business day.

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

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.



Vendor Signature

7-24-23

Date

Softheon Inc.

Company

Attachment H. Completed Disclosure Form

Please see *Attachment H. Softheon's Completed Disclosure Form_Bid 710-23-0052* as provided on the following pages.

Contract Number Bid No.710-23-0052Attachment Number 1Action Number N/A**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 N/A

IS THIS FOR:

TAXPAYER ID NAME: Softheon Inc.

Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Miller

FIRST NAME Rob

M.I.:

ADDRESS: 1500 Stony Brook Road

CITY: Stony Brook

STATE: NY

ZIP CODE: 11794

COUNTRY: U.S.

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 Bid No.710-23-0052

Attachment Number 1

Action Number N/A

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 Rob Miller Digitally signed by Rob Miller
Date: 2023.07.24 16:20:34 -04'00' Title General Manager & SVP, Govt. Solutions Date 7-24-23

Vendor Contact Person Rob Miller Title General Manager & SVP, Govt. Solutions Phone No. (631) 885-3939

Agency use only

Agency Number 0710 Agency Name Department of Human Services Agency Contact Person David King Contact Phone No. (501) 683-6456 Contract or Grant No. Bid No.710-23-0052

Attachment I. Completed IT Requirements

Please see *Attachment I. Softheon's Completed ARDHS OIT Standard IT Requirements* as provided on the following pages.

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

Document Version 1.3

Change History

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

| Requirement Number | Requirement Group | Requirement Subgroup | Requirement | Softheon's Comments | Meets Requirements | Describe How Requirements Met |
|--------------------|---------------------|--|--|--|--------------------|---|
| 1 | Application Hosting | Batch – Job Control and Scheduling | Any technology vendor, application or solution shall develop, document and manage the processes and procedures for Interfaces and Batch Operations Architecture. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has established processes and procedures for the development, testing, and implementation of interfaces, including via real-time, near real-time, and batch processes. Specific architectural diagrams can be provided as needed, upon request. |
| 2 | Application Hosting | Batch – Job Control and Scheduling | Any technology vendor, application or solution shall define job scheduling requirements, application software interdependencies, and rerun requirements for all production jobs | Confirmed. Softheon confirms we can meet this set requirement. | Yes | This requirement is a standard in each of Softheon's implementations wherein all requirements are defined, discussed, and agreed upon within a Requirements Traceability Matrix (RTM) or other approved document. This document will include specific job scheduling requirements, including for specific transaction runs, the generation of reports, and more. All interdependencies and other associated information, including for production jobs, are defined within our technical documentation. |
| 3 | Application Hosting | Batch – Job Control and Scheduling | Any technology vendor, application or solution shall utilize and manage scheduling tools for automating job execution (e.g., job workflow processes interdependencies, rerun requirements, file exchange functions, and print management) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution has built-in automation processes in place which leverage algorithms and established business rules, as well as Machine Learning and Artificial Intelligence (ML/AI), to execute various jobs throughout the solution. |
| 4 | Application Hosting | Batch – Job Control and Scheduling | Any technology vendor, application or solution shall maintain a master job schedule and execute all batch jobs for the DHS Enterprise Program (e.g. any jobs provided by any vendor working on/with the DHS Enterprise Platform) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon Verify can support both scheduled batch jobs, run at the pre-defined schedule in place, as well as execute on-demand requests in real-time or near real-time, depending on the type of job. |
| 5 | Application Hosting | Batch – Job Control and Scheduling | Any technology vendor, application or solution shall perform job monitoring and manage resolution of any failed jobs. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon performs monitoring 24/7 across our solution, including specific job monitoring. Jobs which failed are sent into a queue for further triage, processing, and re-execution. |
| 6 | Application Hosting | Change/Release Management | Any technology vendor, application or solution shall adhere to the Information Technology Infrastructure Library (ITIL) V3.0 Change and Release Management processes. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon supports this requirement alongside all other federal and state-specific requirements applicable to our industry, including HIPAA, HITECH, NIST, and others. |
| 7 | Application Hosting | Change/Release Management | Any technology vendor, application or solution shall identify and submit any changes in compliance with the DHS Enterprise Program Change/Release Management process. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon is well adept at aligning our procedures to state-specific requirements in place and will ensure the same in our work for DHS. |
| 8 | Application Hosting | Disaster Recovery | Any technology vendor, application or solution shall maintain a detailed Disaster Recovery plan to meet Disaster Recovery requirements. Plan shall include plans for data, back-ups, storage management, and contingency operations that provides for recovering the DHS Enterprise Platform within established recovery requirement timeframes after a disaster that has affected the users of the DHS Enterprise Platform. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's current policies in place include Disaster Recovery and Business Continuity (DR/BCP) standards to ensure the continual uptime of our solution, including in the event of a disaster. We will review our current technical documentation on our DR/BCP policies and procedures in place with the State to ensure alignment for this particular project and contract. |
| 9 | Application Hosting | Disaster Recovery | Any technology vendor, application or solution shall provide support to the DHS support teams with implementing, configuring and testing disaster recovery. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Our implementation costs include all necessary expenses in implementing, configuring, and testing our end-to-end solution, including for DR/BCP. This includes providing support where needed to DHS throughout this process. |
| 10 | Application Hosting | Disaster Recovery | Any technology vendor, application or solution shall develop action plans to address any issues arising from Disaster Recovery testing. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | In conducting DR/BCP testing, any issues that arise will be documented followed by a remediation plan in place (as appropriate) to ensure any issues or risks identified are mitigated before the launch of our solution. |
| 11 | Application Hosting | Infrastructure Security | Any technology vendor, application or solution using cloud technology shall be located within the continental US. All servers and data will be located in US Soil. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | As a company, Softheon provides 100% U.S.-based support only. This includes all technology and services - from our hosted technology and infrastructure to Help Desk support. |
| 12 | Application Hosting | Infrastructure Security | Any technology vendor, application or solution shall proactively monitor all infrastructure including but not limited to network, storage, virtual environments, servers, databases, firewalls, etc. following industry best practices. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon monitors all aspects of our hosted infrastructure 24/7, promptly addressing and responding to any issues encountered. All issues are logged and fully tracked through resolution. |
| 13 | Application Hosting | Infrastructure Security | Any technology vendor, application or solution shall implement physical and logical security within new functionality defined in the security plan consistent with DHS' security policies and industry standards. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has established security policies and procedures in alignment with our industry which will be reviewed during our implementation to ensure alignment as well as adherence to any DHS-specific policies in place. |
| 14 | Application Hosting | Infrastructure Security | Any technology vendor, application or solution shall review all available infrastructure security patches relevant to the environment and classify the need and speed in which the security patches should be installed as defined by DHS security policies. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's patch procedures will be reviewed with DHS to ensure alignment. For any bug fixes, patches, or other updates released, we will ensure open communication and transparency with DHS, proactively notifying DHS as subsequent releases are scheduled and rolled out to production. |
| 15 | Application Hosting | Network, Hosting and Data Center Services | Any technology vendor, application or solution shall provision new environments and capacity as required to ensure performance requirements are met as volume increases and additional functionality is implemented. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has automated load balancing in place to safeguard the continual operation of our solution. New environments will be provisioned as needed to meet all Service Level Agreements (SLAs) under contract. |
| 16 | Application Hosting | Operating System, Application and Database Backup and Recovery | Any technology vendor, application or solution shall encrypt all data at rest including backups using DHS and regulatory bodies (CMS, FNS, etc.) standards regardless of storage media. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | All data is encrypted in transit and at rest using AES 256. This includes the full encryption of all backups and media as well. |
| 17 | Application Hosting | Storage Management Services | Any technology vendor, application or solution will provide data backup and restoration services in accordance with industry best practices. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon ensures the ongoing 24/7 availability of our cloud-hosted solution with DR/BCP procedures in place to restore services in the event of a disaster. |
| 18 | Application Hosting | Storage Management Services | Any technology vendor, application or solution will recommend techniques and procedures to ensure disk storage resources are utilized in an efficient and cost-effective manner. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | All storage is maintained in alignment with NIST standards as well as specific federal and state regulations, as applicable for our industry. |
| 19 | Application Hosting | Storage Management Services | Any technology vendor, application or solution shall regularly test recovery procedures and practices to demonstrate recoverability and verify that actual practices are in concert with procedures and report results, as well as meet business requirements | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon performs extensive testing throughout the implementation process to confirm and reaffirm the working operation of our end-to-end solution. We would be happy to share specific test results as well during the implementation, as desired by DHS. |
| 20 | Application Hosting | Storage Management Services | Any technology vendor, application or solution shall monitor and demonstrate compliance with Arkansas Records Retention Schedule. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon will align to Arkansas' specific Records Retention Schedule, maintaining all records for a minimum of 5 years or longer, depending on the data type, per the schedule in place and in alignment with HIPAA-specific requirements. |

| | | | | | | |
|----|--------------------------|-----------------------------|---|--|-----|---|
| 21 | Application Hosting | System Monitoring | Any technology vendor, application or solution shall manage and maintain monitoring procedures and standards for system/solution/infrastructure including, but not limited to: a. Monitoring of buffers, database buffers, table space fragmentation, database space, for unusual growth and propose a solution in case of alert b. Monitoring of system logs, update error, database corruption, jobs execution failures etc. and propose solution in case of an alert c. Monitoring of alert notification interface (e.g., Simple Mail Transfer Protocol (SMTP), sendmail), and propose a solution in case of an alert d. Monitoring of transaction and trace logs, network event logs and traces, garbage collector, memory and CPU utilization, indexes, etc., and propose a solution in case of an alert e. Monitoring of middleware (e.g., workflows, in- and out-bound queues) and report to DHS according to agreed procedure f. Monitoring and reporting of end-to-end transaction response time to allow measurements against SLAs g. Monitoring of interfaces | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon supports these requirements and can demonstrate compliance throughout the contract through our robust reporting against SLAs in place. Our solution and hosted infrastructure are monitored 24/7 and any anomalies are documented and tracked through resolution. We will review our specific procedures and protocols for each monitoring requirement specified during the implementation to ensure alignment with DHS on our approach. |
| 22 | Application Hosting | System Monitoring | Any technology vendor, application or solution shall monitor infrastructure for availability as well as transaction and response time performance. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Our hosted infrastructure as well as all transactions sent/received and the associated response time are all monitored and supported as part of our <u>overall solution today</u> . |
| 23 | Application Hosting | System Monitoring | Any technology vendor, application or solution shall provide regular monitoring reports of infrastructure performance, utilization and efficiency (e.g., proactive system monitoring) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Standard monthly and/or quarterly reports will be delivered to demonstrate our adherence to all SLAs under contract. |
| 24 | Application M&O Services | Disaster Recovery | Any technology vendor, application or solution shall identify and make available appropriate resources to support DHS' disaster recovery planning, testing and execution. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon will provide sufficient staff resources throughout the implementation and the term of the contract to meet DHS' needs. |
| 25 | Application M&O Services | Security Administration | Any technology vendor, application or solution shall provide documented procedures for security monitoring and log management functions, and use write-once technology or other secure approaches for storing audit trails and security logs. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has established security and privacy policies in place, which include specific monitoring and logging protocols. All information and associated user-specific activities across the solution are fully logged and tracked, and can be <u>reported upon as needed</u> . |
| 26 | Data Governance | Master Data Management | Any technology vendor, application or solution shall provide data dictionary, data models, data flow models, process models and other related planning and design documents to DHS. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon will provide associated technical documentation, including required artifacts, diagrams, and specific plan deliverables to DHS as set forth under contract. |
| 27 | General System Behavior | Audit_&_Compliance | Any technology vendor, application or solution shall maintain a record (e.g. audit trail) of all additions, changes and deletions made to data in the applicable system or solution. In addition, a log of query or view access to certain type of records and/or screens will be maintained for investigative purposes. This should be readily searchable by user ID or client ID. This must include, but is not limited to: a. The user ID of the person who made the change b. The date and time of the change c. The physical, software/hardware and network location (IP address) of the person while making the change d. The information that was changed e. The outcome of the event f. The data before and after it was changed, and which screens were accessed and used | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's logging and auditing capabilities support the capture of these data elements, which can be pulled for further review as needed. We are well adept at maintaining records and complete audit trails across all activity in our Verify solution in alignment with CMS, HIPAA, HITECH, and other federal, state, and industry-specific regulatory requirements. |
| 28 | General System Behavior | Audit_&_Compliance | Any technology vendor, application or solution shall prevent modifications to the audit records. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Audit records are protected and provided in a view-only capacity. |
| 29 | General System Behavior | Audit_&_Compliance | Any technology vendor, application or solution must have the ability to capture electronic signatures on all documents, forms, letters, and correspondences. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Electronic signatures can be supported in our solution with an on-screen attestation captured in alignment with DHS' requirements. |
| 30 | General System Behavior | Audit_&_Compliance | Any technology vendor, application or solution shall be able to detect security-relevant events (as defined in NIST 800-53 moderate baseline, rev 4) that it mediates and generate audit records for them. At a minimum the events will include, but not be limited to: a. Start/stop b. User login/logout c. Session timeout d. Account lockout e. Client record created/viewed/updated/deleted f. Scheduling g. Query h. Order i. Node-authentication failure j. Signature created/validated k. Personally Identifiable Information (PII) export l. PII import m. Security administration events n. Backup and restore | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon aligns with NIST protocols, including NIST 800-53, to fully log, track, and report upon specific activities as they occur throughout the system. |
| 31 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution interfaces will secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity and availability perspective. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Data confidentiality, integrity, and ongoing availability are protected and secured throughout our solution in alignment with NIST and other regulations applicable to our industry. |

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|----|-------------------------|-----------------------------|--|--|-----|---|
| 32 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall develop/integrate services using standardized Web Services formats. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon supports data transmission through Web Services, including support for both standard and custom formats. |
| 33 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall provide the ability to publish services and related data to be used by different types and classes of service consumers. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has established technical integration documentation which is delivered and reviewed in every one of our client engagements. Through established interfaces, we are able to support data exchange via custom formats/requirements as discussed and via standard interfaces, including through multiple B2B and B2C HTTPS web portals and APIs over TCP 443, single B2B HTTPS web portal over TCP 3000, and through Softheon's hosted SFTP site for data transmission purposes over TCP 22. |
| 34 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall provide the capabilities for a Real-Time (or near real-time) Integrated Enterprise where common data elements about the customers served (e.g., clients) and services rendered are easily shared across organizational units with appropriate adherence to State and Federal security and privacy restrictions. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution supports responses in real-time, near real-time, and in batch, depending on the request and type of information sought. Throughout the solution, controls are in place to ensure we remain adherent to all federal, state, and industry-specific regulations applicable to our industry and solution proposed. |
| 35 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall have the capability to implement synchronous and asynchronous program-to-program communication, moving messages between service oriented architecture (SOA) service consumer modules and service provider modules at runtime. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution is built on a Service-Oriented Architecture (SOA) using microservices with the ability to communicate synchronously and asynchronously (as applicable) across various programs and systems with which we integrate/interface with. |
| 36 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall have message and data formats that will be based on logical representations of business objects rather than native application data structures. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | This is supported in our Verify solution wherein we support a wide range of custom and standard formats to exchange data and to present information in a logical fashion through our secured Verify Portal. |
| 37 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall avoid point-to-point integrations. Application integration, both internal and external, will go through the DHS Enterprise Service Bus/Data Integration Hub. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | As required and discussed with DHS, Softheon can ensure all integrations/ interfaces with DHS systems route through your standard Enterprise Service Bus (ESB) or other designated transmission platform/hub. |
| 38 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution WSDLs developed for Arkansas will conform to the W3C standards for restful API development. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's technology aligns to the World Wide Web Consortium (W3C) standards. During the implementation, all RESTful APIs to be utilized (as applicable) will be tested against these standards to demonstrate alignment. |
| 39 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution design will allow for the solution to continue to operate despite failure or unavailability of one or more individual technology solution components. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon will hold responsibility throughout the contract for the proper, working operation of our hosted solution, inclusive of all technology components. |
| 40 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall have the ability to use standards-based communication protocols, such as TCP/IP, HTTP, HTTPS and SMTP. Protocol bridging: The ability to convert between the protocol native to the messaging platform and other protocols, such as Remote Method Invocation (RMI), IIOP and .NET remoting. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon can support these protocols and more. As the Prime Contractor, we hold nine state contracts alongside our work for CMS, with seven of those contracts having been centered on performing the same type of verifications as set forth in DHS' Invitation for Bid (ITB), with both standard and custom-based communication protocols. |
| 41 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution will have the capability to work with security policy manager for Web services that allows for centrally defined security policies that govern Web services operations (such as access policy, logging policy, and load balancing). | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Our current Web Services protocols and standards in place will be reviewed with DHS during the implementation to ensure alignment, working with your security staff as needed and establishing written policies specific to this contract and solution delivered, as applicable and desired by DHS. |
| 42 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall have the capability to integrate with Master Data Management (MDM) technology for Enterprise Master Client Index (EMCI) implemented as part of the "State Hub" in a centralized or registry style implementation. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | As applicable to our solution proposed, Softheon can integrate with any specific technology required, including the State's MDM. We look forward to reviewing all integration/interface requirements as part of the implementation process. |
| 43 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution shall be responsive and will automatically be sized for an optimum view to the display dimensions of PC, Tablet or Mobile phone. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution is mobile-friendly, with the user interface (UI) automatically adjusting based on the device being used. |
| 44 | General System Behavior | Interoperability-Interfaces | Any technology vendor, application or solution components will be committed to an advanced approach to interoperability using web services and Service Oriented Architecture (SOA) aligned with DHS Enterprise Architecture Standards and industry standards and vision for interoperability. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon aligns to these standards today, with our Verify solution having been built on a SOA alongside support for Web Services. |
| 45 | General System Behavior | Perf. and Avail. | Any technology vendor, application or solution must be architected to support replication of the virtual machines to a secondary site. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Support for proper DR/BCP protocols is in place, enabling our solution to activate on the secondary hosting site in the event our main site experiences a disaster. |
| 46 | General System Behavior | Perf. and Avail. | Any technology vendor, application or solution must be designed so all releases can be performed between 7pm and 6am except critical releases | Confirmed. Softheon confirms we can meet this set requirement. | Yes | This is a standard for our technology, with updates performed off hours, as discussed and scheduled, to minimize any potential for user disruption. |
| 47 | General System Behavior | Perf. and Avail. | Any technology vendor, application or solution shall leverage virtualization to expedite disaster recovery. Virtualization enables system owners to quickly reconfigure system platforms without having to acquire additional hardware. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | As a SaaS solution hosted within the Softheon Cloud environment, we have virtualization in place alongside the ability to dynamically scale up/down in an automated fashion to ensure the continual availability of our solution. |
| 48 | General System Behavior | Perf. and Avail. | Any technology vendor, application or solution will provide the ability to perform archival/incremental backups and the ability to perform open/closed database backups. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon can support this requirement, with backups continually maintained and accessible in the event of any disaster and to ensure ongoing adherence to SLAs under contract. |
| 49 | General System Behavior | Perf. and Avail. | Any technology vendor, application or solution will provide at least one (1) production and one (1) non-production environment. Highly available solutions that mitigate single points of failure are recommended and encouraged. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's costs cover the implementation of our solution, inclusive of all environments required, with associated testing, training, and rollout performed prior to release to the production environment. Softheon Cloud is a highly secured cloud-based environment with geographically disparate data centers located in New York and Wyoming to facilitate the prompt recovery of data in the event of any disaster. As the prime contractor for our Asset Verification work today, we fully host and manage all Softheon Cloud activity, inclusive of all technology, the Verify Portal, and the overall solution, as well as all access points. Our solution is continually monitored 24/7 to ensure ongoing uptime and availability along with tracking against established SLAs, ensuring proper ongoing maintenance and operations. |

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| 50 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall allow for different roles for Users including Operators, Administrators, Managers etc. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution is a role-based platform with highly configurable roles which determine the information displayed on the screen as well as specific actions users can perform in the system. |
| 51 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall, at a minimum, provide a mechanism to comply with security requirements and safeguard requirements of the following Federal agencies / entities: a. Health & Human Services (HHS) Centers for Medicare & Medicaid Services (CMS) b. Guidance from CMS including MITA Framework 3.0 and Harmonized Security and Privacy Framework c. Administration for Children & Families (ACF) d. Dept. of Agriculture Food and Nutrition Services e. NIST 800-53 r4, MARS-E and DOD 8500.2 f. IRS pub 1075, which points back to NIST 800-53 rev 3 g. Federal Information Security Management Act (FISMA) of 2002 h. Health Insurance Portability and Accountability Act (HIPAA) of 1996 i. Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009 j. Privacy Act of 1974 k. e-Government Act of 2002 l. Patient Protection and Affordable Care Act of 2010, Section 1561 Recommendations m. Section 471(a)(8) of the Social Security Act n. Section 106(b)(2)(B)(viii) of the Child Abuse Prevention and Treatment Act | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution will maintain continual compliance with these specific federal regulations and requirements. Our solution includes full and complete system support with regard to all security and privacy requirements applicable to our industry. This includes systems security and regulatory adherence enabled by strict security controls, programs, and processes, which align with all applicable state and federal laws governing information security, including HIPAA, ACA, MARS-E, HITECH, CMS, NIST, and other federal and state controls guarding the security and protection of PHI/PII data. For example, in alignment with HIPAA, all data is encrypted at rest and while in transit and is further protected with extensive data security and privacy controls. To ensure the ongoing security and availability of the Softheon Cloud host environment, we conduct continual, 24/7 monitoring along with ongoing periodic third-party assessments under various frameworks, including SOC I and II audits. Softheon's Security Development Lifecycle (SDL) further outlines the end-to-end process for ensuring that all of our solutions are built to align with privacy and security best practices that protect critical and sensitive data. |
| 52 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall adhere to the accessibility standard as outlined in the web guidelines and based on the W3C level 2 accessibility guidelines: (http://www.w3.org/TR/WCAG10/full-checklist.html) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon adheres to these accessibility standards and, during the implementation, we will perform specific accessibility testing using automated tools to demonstrate and confirm adherence. |
| 53 | General System Behavior | Regulatory & Usability | Any technology vendor, application or solution shall adhere to the AR State accessibility standards and comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | These specific standards applicable to Arkansas have been reviewed by our Solutions Consultant staff and we can confirm our ability to support these requirements. |
| 54 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution comply with the DHS branding standards as defined by DHS. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify portal is a white-labeled solution which can be branded in alignment with specific DHS requirements. We will review these branding standards and any special requirements as part of our implementation. |
| 55 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall adhere to the principle of "Fail Safe" to ensure that a system in a failed state does not reveal any sensitive information or leave any access controls open for attacks | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution supports this requirement today in alignment with associated federal, state, and industry-specific regulations. |
| 56 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall maintain a level of security that is commensurate with the risk and magnitude of the harm that could result from the loss, misuse, disclosure, or modification of information | Confirmed. Softheon confirms we can meet this set requirement. | Yes | We maintain strict security and privacy standards to safeguard all information, including while in transit and at rest. We will review our protocols during the implementation to confirm alignment to your specific needs to safeguard the protection of all data. |
| 57 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall follow the DHS Enterprise Architecture Standards regarding identity, authorization and access management. The current standards state that applications/solutions will integrate with Microsoft's Active Directory for internal/DHS users and will integrate with the IBM Cloud Identity platform for external users. Modern authentication protocols such as SAML or OIDC should be used and multi-factor authentication will be employed whenever deemed necessary by DHS or applicable regulatory bodies (CMS, FNS, IRS, etc.). | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon has integrated with these systems and many others through our numerous implementations performed to date. As a standard in each of our engagements, we will review all integration, interface, and authentication needs and requirements with DHS to confirm alignment on our approach. Further, as a long-term partner to CMS and to states' alike, we are well adept at adhering to specific regulatory requirements and have a dedicated Policy Analyst Team to remain proactive and compliant as industry regulations and guidance continues to evolve. |
| 58 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall support protection of confidentiality of all Protected Health Information (PHI) and Personally Identifiable Information (PII) delivered over the Internet or other known open networks via supported encryption technologies needed to meet CMS and NIST requirements for encryption of PHI and PII data. Examples include: Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS), Secure Sockets Layer (SSL), Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors. All vendors, applications and solutions will be subject to external audit checks | Confirmed. Softheon confirms we can meet this set requirement. | Yes | All data in transit and at rest is encrypted using 256-bit encryption standards. In addition, passwords, tokens, keys, and all other sensitive data are always encrypted and never appear in clear text. Through our 23-year history serving government clients as well as other healthcare-specific clients, Softheon understands and upholds compliance with CMS, NIST, HIPAA, HITECH, and other applicable regulations for our industry. |
| 59 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall, when storing PHI/PII, support the use of encryption technologies needed to meet CMS and NIST requirements for the encryption of PHI/PII data at rest. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Data is fully encrypted both in transit and at rest in alignment with CMS, NIST, and other regulatory requirements. |
| 60 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution, prior to accessing any PHI, display a State-approved configurable warning or login banner (e.g. "The System should only be accessed by authorized users"). In the event that a application or solution does not support pre-login capabilities, the application or solution will display the banner immediately following authorization. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | All data is protected behind a secured online portal which requires a registered user to authenticate and login to their account in order to view information available in alignment with their assigned role and permission level. Configurable banners, alerts, and messages are supported throughout the portal and will be tested as part of our implementation. |

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| 61 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall not transmit or store any Personal Health Information (PHI) or Personally Identifiable Information (PII) using publicly available storage over the Internet or any wireless communication device, unless: 1) the PHI or PII is “de-identified” in accordance with 45 C.F.R § 164.514(b) (2); or 2) encrypted in accordance with applicable law, including the American Recovery and Reinvestment Act of 2009 and as required by policies, procedures and standards established by DHS. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | This requirement is supported in our solution today, with no PHI/PII information publicly available in any form or capacity. |
| 62 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution will include the same security provisions for the development, System test, Acceptance test and training environment as those used in the production environment except those provisions implemented specifically to protect confidential information (e.g. PHI, PII). | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Our security protocols are in place across all of our hosted environments, including the testing, training and production environments. |
| 63 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution shall be able to associate permissions with a user using one or more of the following access controls: a. Role-Based Access Controls (RBAC; users are grouped by role and access rights assigned to these groups) b. Context-based (role-based with additional access rights assigned or restricted based on the context of the transaction such as time-of-day, workstation-location, emergency mode, etc.) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution is a role-based platform with highly configurable roles which determine the information displayed on the screen as well as specific actions users can perform in the system. Automated timers are also in place to automatically log out users after the set idle time has been exhausted. These protocols as well as other settings, such as password complexity requirements, are configurable in our solution. |
| 64 | General System Behavior | Regulatory_& Security | Any technology vendor, application or solution will comply with accessibility requirements described in 45 CFR 85 and with State of Arkansas accessibility requirements | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon is well adept at adhering to specific accessibility requirements, including as defined by federal and state regulations. We will perform testing during the implementation to demonstrate adherence. |
| 65 | General System Behavior | Solution Administration | Any technology vendor, application or solution will allow System administrators to create and manage user roles. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | DHS can designate one or more 'Super Users' to serve as administrators over the solution. This enables roles and associated permission levels to be configured by authorized users. |
| 66 | General System Behavior | Solution Administration | Any technology vendor, application or solution communications will be protected by at least 256-bit encryption. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon supports this level of encryption throughout our solution today and will continue to remain in compliance with the 256-bit encryption standard throughout the contract. |
| 67 | General System Behavior | Solution Administration | Any technology vendor, application or solution will be supported by public key/private key encryption Secure Socket Layer (SSL) certificates. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's adheres to this requirement today with our support enabled behind a Barracuda Web Application Firewall (WAF) which performs load balancing and client-specific SSL encryption. Further, our VPN uses SSL TLS 1.2 and greater. |
| 68 | General System Behavior | Regulatory & Usability | Any application or solution will use colors to enhance user experience and System usability while complying with all disability requirements notated elsewhere in these requirements. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's solution is on track to be compliant with accessibility requirements and specific technology requirements to ensure ADA Section 508 compliance. Our user interface was designed to utilize both color as well as additional white space in order to navigate the user seamlessly throughout the solution. |
| 69 | General System Behavior | User Interface | Any technology vendor, application or solution must perform address validation for demographic information (e.g., USPS, Smarty Streets, AR GIS, etc.). Suggest the validated new address and prompt user to select either user entered address or validated address and then save accordingly. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon utilizes address validation within our applicable solutions, and supports USPS address standardization. |
| 70 | General System Behavior | User Interface | Any technology vendor, application or solution must perform standard data validations such as character, numeric, date, currency, phone, SSN etc. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's technology performs associated data validations to confirm data is continually sent/received appropriately between systems. This includes built-in data verification and reconciliation processes. |
| 71 | General System Behavior | User Interface | Any technology vendor, application or solution must have the ability to auto-save, prompt to save when leaving pages in all modules. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution typically supports on-demand and batch job requests for asset verifications with no need to auto-save within the solution. This feature can be supported, however, during the implementation to align with DHS' requirements. |
| 72 | General System Behavior | User Interface | Any technology vendor, application or solution shall have the ability to create prompts for user actions. (e.g., incomplete data entry of required fields, deletion of data, system log-off warnings). | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Throughout the solution, built-in business rules and established settings prompt the user to complete various self-service actions as appropriate. During the implementation, we will review all of these instances in place to ensure alignment with our current settings and to identify any DHS-specific configurations needed/desired. |
| 73 | General System Behavior | User Interface | Any technology vendor, application or solution shall have the capability to send notifications. Examples include sending emails, text messages (SMS), etc. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon supports an omnichannel approach to communication with built-in functionality to support email creation and distribution, text/SMS messages, chat, in-screen messages, alerts, and banners, and even hardcopy mailings, as needed and desired by DHS. |
| 74 | General System Behavior | Web based UI | Any technology vendor, application or solution providing data over a web browser interface (http, ftp, etc.) will include the capability to encrypt the data communicated over the network via SSL (e.g., HTML over HTTPS). | Confirmed. Softheon confirms we can meet this set requirement. | Yes | This is supported by Softheon today will full encryption performed alongside our security and privacy protocols in place. |
| 75 | General System Behavior | Web based UI | The system will support and maintain compatibility with the current to (N-2) version of the DHS Support Operating Systems. The supported Operating Systems are Microsoft Windows, MAC OS, Apple IOS and Google Android. | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's Verify solution was designed to be operating system and web browser-agnostic, able to be supported across various operating systems and modern browsers from different types of devices as well (e.g., tablet, computer, phone, etc.). |
| 76 | General System Behavior | Web based UI | The system will support and maintain compatibility with the current to (N-2) version of the DHS approved Browsers. The supported Browsers are Chrome, Edge, and Safari. This is to ensure that vendors test and certify their software/application for current to (N-2) versions of these Browsers | Confirmed. Softheon confirms we can meet this set requirement. | Yes | Softheon's solution is accessible via any modern web browser (including Chrome, Edge, and Safari as required) with an established internet connection. A full listing of all current and previous browser versions supported can be provided as needed, upon request. |

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| 77 | Technology Platform Requirements | Data Integ, Quality, ETL | <p>Any technology vendor, application or solution Extract Transform and Load (ETL) components will provide process flow and user interface capabilities to enable business users to perform data-quality-related tasks and fulfill stewardship functions, including:</p> <ul style="list-style-type: none"> a. Packaged processes, including steps used to perform common quality tasks (providing values for incomplete data, resolving conflicts of duplicate records, specifying custom rules for merging records, profiling, auditing, for example) b. User interface in which quality processes and issues are exposed to business users, stewards and others c. Functionality to manage the data quality issue resolution process through the stewardship workflow (status tracking, escalation and monitoring of the issue resolution process) d. Ability to customize the user interface and workflow of the resolution process e. Ability to execute data quality resolution steps in the context of a process orchestrated by Business Process Management (BPM) tools (packaged integration or other ability to work with popular BPM suites, for example) | Confirmed. Softheon confirms we can meet this set requirement. | Yes | <p>Softheon can fully support these requirements and will provide our associated ETL procedures and documentation during the implementation to ensure alignment with DHS. This includes working with your team to identify any legacy data (as applicable) which may need to be converted. The Softheon Verify solution is already appropriately connected to backend data sources necessary and, therefore, associated legacy data conversion may not be needed. We will work with your team to define any data conversion required as applicable to the scope of work, including reviewing our established data cleanup and conversion procedures as part of our company's established ETL processes in place. As necessary, we will ensure proper 1-to-1 mapping is performed of all dataflows along with subsequent testing following data transformation and migration to ensure any transferred data appropriately resides and is accessible through the solution.</p> |
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| Requirement Number | Category | Comment for consideration | Softheon's Comments |
|--------------------|------------------------------|--|--|
| 1 | Application/Solution Hosting | <p>DHS is interested in seeing the following hosting options for any new procurements:</p> <ol style="list-style-type: none"> 1) On-Premise 2) Private Cloud 3) Hybrid Cloud 4) Public Cloud 5) SaaS, PaaS or other emerging options | Confirmed. Softheon's Verify technology proposed is a fully hosted SaaS solution residing in our secured Softheon Cloud environment. |
| 2 | Application/Solution Hosting | <p>When proposing cloud, private cloud, or hybrid cloud solutions, respondents should make sure to clearly identify provisions, terms, conditions and details around the following areas:</p> <ol style="list-style-type: none"> 1) Cost 2) Performance 3) Data Management 4) Governance 5) Service Levels 6) Location of Data 7) Vendor obligations in the event of a data breach 8) Provisions for data export and exit strategy 9) Provisions for data destruction by vendor after contract termination 10) Data Security 11) Regulatory compliance 12) Change processes and procedures | Confirmed. Softheon has reviewed all associated terms and conditions included within the RFP, including those elements listed herein, and will ensure continual support throughout the term of the agreement. Aside from the single clarification item noted in our Bid Response Packet, Softheon is amenable to supporting the scope of work as set forth in the procurement. |
| 3 | Data | <p>DHS would prefer for all data to be encrypted using the latest/supported technology protocols whether at rest/stored, in flight/transit, or communicated and/or accessed in any way.</p> | Confirmed. Softheon ensures the full encryption of data utilizing AES 256 for all data in transit and at rest. Data is provided on a need to know basis only in alignment with the user's individual role/job function and associated permission levels in place. |

Thank you for taking the time to review our response.

Should you need any additional information, please contact us. We look forward to hearing from you!

Contact Information:

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The Softheon logo is displayed in a bold, white, sans-serif font against a dark blue background. The letters are closely spaced and have a modern, geometric feel. The background of the entire lower half of the image is a solid dark blue with a subtle pattern of lighter blue, overlapping, rounded rectangular shapes that create a sense of depth and movement.