

Notice of Intent to Certify Sole Source

To: Interested Parties
From: Craig P. Orgeron, CPM, Ph.D.
CC: ITS Project Number 49364
Date: March 17, 2026
Re: Sole Source Certification Number 4742 to provide Electronic Visit Verification (EVV) Aggregator Services for the Mississippi Department of Rehabilitation Services (MDRS)
Contact Name: Jake Alexander
Contact Phone Number: 601-432-8090
Contact E-mail Address: Jake.Alexander@its.ms.gov

Sole Source Certification Award Details

Regarding Information Technology Services (ITS) Sole Source Certification Number 4742 for the Mississippi Department of Rehabilitation Services (MDRS), please be advised that ITS intends to award Homecare Software Solutions, LLC d/b/a HHAeXchange as the sole source provider of Electronic Visit Verification (EVV) Aggregator Services for one year upon contract execution, in an amount not to exceed \$262,500.00. If MDRS opts to renew Electronic Visit Verification (EVV) Aggregator Services, this sole source certification shall be valid for up to two additional years following the first year of contract execution. Please be advised that ITS will determine if additional products or services are within scope during the certification period and may increase the spending authority accordingly. Should Homecare Software Solutions, LLC d/b/a HHAeXchange change their name during this certification period, then ITS will determine if a recertification is necessary. For an explanation regarding Mississippi state law, policy and procedures for sole source procurements, refer to Attachment B: Sole Source Procurement Overview.

Sole Source Criteria

1. The product or services being purchased must perform a function for which no other product or source of services exists:

HHAeXchange is the only homecare software solution that seamlessly connects providers, state Medicaid programs, managed care organizations (MCOs), and caregivers through one platform. MDRS began using a complimentary, limited version of HHAeXchange in collaboration with the Mississippi Division of Medicaid (DOM). Procuring another system would disrupt established data exchanges, create compliance risks, and require costly reimplementations. The Enterprise version of HHAeXchange provides critical functionality not available in other systems, including automated service authorizations, real-time Medicaid eligibility

monitoring, integrated billing, member placement management, and advanced analytics for oversight and compliance. This system ensures MDRS remains fully compliant with the 21st Century Cures Act and statewide Electronic Visit Verification (EVV) standards while improving operational efficiency through automation of scheduling, verification, billing, and credential tracking. Because HHAeXchange is the only platform that provides the necessary statewide integration, compliance alignment, and unique functionality required by MDRS, it qualifies as a sole source procurement.

2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services:

While partnering with the DOM, MDRS Office of Special Disability Programs manages the operation of two 1915(c) Home and Community-Based Waiver programs. These programs include the Independent Living Waiver and the Traumatic Brain Injury/Spinal Cord Injury Waiver. Both programs provide long-term services and support designed to help individuals maintain independence in their homes and communities, offering an alternative to institutional care in nursing facilities. HHAeXchange meets MDRS’s business requirements by providing a secure, centralized system for EVV and homecare management that fully integrates with the DOM and MCOs. The system automates service authorizations, visit verification, and Medicaid billing while offering real-time eligibility checks, provider credential tracking, and advanced reporting. These features ensure compliance with the 21st Century Cures Act, improve efficiency, and strengthen accountability in managing MDRS’s waiver programs.

3. The product or services must be available only from the manufacturer and not through resellers who could submit competitive pricing for the product or services:

The combination of HHAX’s existing contractual relationships in Mississippi, established technical infrastructure, and tightly integrated functionality with payers and agencies represents a non-substitutable service offering. No other vendor can provide this level of integration, efficiency, and compliance at this time without significant risk to program continuity and data interoperability. The Vendor’s sole source certification letter is included as Attachment A.

Schedule

Task	Date
First Advertisement Date	03/17/26
Second Advertisement Date	03/24/26
Response Deadline From Objectors	03/31/26 at 3:00 P.M. Central Time
Notice of Award/No Award Posted	Not before 04/01/26

Project Details

ITS, on behalf of the Mississippi Division of Medicaid (DOM), issued an RFP in 2017 for a No Wrong Door Information and Tracking System that included Electronic Visit Verification functionality. DOM’s partnership with FEI Systems and HHAeXchange, through the RFP, grants MDRS access to the HHAeXchange portal. While MDRS currently utilizes the complimentary version of the HHAeXchange, the system lacks key features critical for full functionality and strategic oversight. The Enterprise version HHAeXchange provides a comprehensive solution that better meets MDRS’s operational, regulatory, and programmatic needs. MDRS has not expended any funds for this solution.

Submission Instructions and Format of Response from Objecting Parties

Interested parties who have reason to believe that the Electronic Visit Verification (EVV) Aggregator Services should not be certified as a sole source should provide information in the following format for the state to use in determining whether or not to proceed with awarding the Sole Source contract to Homecare Software Solutions, LLC d/b/a HHAeXchange.

1.1 Interested Party Information

1.1.1 Contact Name, Phone Number and email address

1.1.2 Company Website URL, if applicable

1.2 Objection to Sole Source Certification

1.2.1 Interested parties must present specific objections to the Sole Source certification using the criteria listed above.

1.2.2 A statement regarding the Interested Party's capabilities as related to this Sole Source Certification Request.

1.3 Comments will be accepted at any time prior to Tuesday, March 31, 2026, at 3:00 p.m. (Central Time) to Jake Alexander at Jake.Alexander@its.ms.gov or at the Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi 39211. Responses may be delivered by hand, via regular mail, overnight delivery, e-mail or by fax. Fax number is (601) 713-6380. ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF RESPONSES. It is solely the responsibility of the Interested Parties that responses reach ITS on time. Interested Parties may contact Jake Alexander to verify the receipt of their Responses. Responses received after the deadline will be rejected.

1.4 Interested Party responses should include the following information:

SUBMITTED IN RESPONSE TO
Sole Source Certification No. 4742-49346
Accepted until March 31, 2026 @ 3:00 p.m.,
ATTENTION: Jake Alexander

If you have any questions concerning the information above or if we can be of further assistance, please contact Jake Alexander at 601-432-8090 or via email at Jake.Alexander@its.ms.gov.

Attachment A: Vendor Correspondence

Attachment B: Sole Source Procurement Overview



MDRS State Office
1281 Hwy 51 N, Madison, MS 39110

February 6, 2026

Re: In Support of HHAeXchange for Mississippi Department of Rehabilitation Services (MDRS)

To Whom It May Concern,

This letter serves as a formal request and justification for sole source procurement of the HHAeXchange (HHAX) enterprise platform to support the Mississippi Department of Rehabilitation Services (MDRS) Personal Care Attendant Services program. This request is made in accordance with the Mississippi Department of Finance and Administration's procurement guidelines, as outlined in the *Information Systems and Services (ISS) Procurement Manual*, Section 9.3 (pg. 108), governing sole source acquisitions.

Unique Qualifications of HHAeXchange

HHAX is the leading provider of Electronic Visit Verification (EVV), homecare management, and Medicaid billing platforms in the United States. The company currently maintains **more state EVV aggregator and enterprise EVV contracts than any other vendor** in the country, including being the **current solution for Mississippi Medicaid's EVV Aggregator**. This unmatched footprint includes direct integrations with most major payers, including all three Managed Care Organizations (MCOs) covering Division of Medicaid (DOM) members currently.

The depth of these integrations is designed to ensure seamless interoperability between state systems, payers, and providers, which minimizes administrative overhead, enhances service coordination, and supports real-time data exchange across the continuum of care.

Functional Differentiators Essential to MDRS

HHAX's platform includes several uniquely integrated capabilities that are essential for the effective administration of MDRS personal care attendant services:

- **Member Placement Engine:** All personal care attendant Members in the MDRS program are matched and placed with qualified personal care attendant agencies via the HHAX platform. This is designed to ensure timely access to care and full transparency throughout the placement lifecycle.
- **Member Authorizations:** Agencies receive service authorizations directly through the HHAX platform, intended to eliminate manual intervention, reduce delays, and ensure compliance with plan-of-care requirements.
- **Real-Time Medicaid Eligibility Monitoring:** HHAX continuously monitors and alerts agencies when Members lose Medicaid eligibility. This proactive alerting minimizes unbillable services and supports timely case management interventions.



- **Integrated Billing to Medicaid:** The system provides seamless **electronic billing to the State's Medicaid Payer source**, designed to reduce errors, expedite reimbursement, and ensure full traceability of claims.

Justification for Sole Source Selection

The combination of HHAX's existing contractual relationships in Mississippi, established technical infrastructure, and tightly integrated functionality with payers and agencies represents a **non-substitutable service offering**. For reference, selected Mississippi customers utilizing HHAX are included as Exhibit A to this letter. No other vendor can provide this level of integration, efficiency, and compliance at this time without significant risk to program continuity and data interoperability. HHAX is the only entity authorized to sell subscriptions to HHAX's enterprise platform.

Any attempt to procure an alternative vendor would result in:

- Duplicative costs associated with re-implementation and re-integration;
- Risk of disruption of care delivery for vulnerable populations;
- Potential non-compliance with federal EVV mandates and Medicaid billing requirements;
- Increased risk of data errors and processing delays.

In accordance with ISS Procurement Manual provisions for sole source justification (Section 9.3), HHAX's offering meets the definition of a sole source provider due to the proprietary nature of its systems and its unmatched integration with the existing ecosystem of MDRS stakeholders.

Should you require additional information to support this request, we will be happy to provide it.

Sincerely,

DocuSigned by:
Stephen Vaccaro
50A53350D69B4EA
Stephen Vaccaro

President

Homecare Software Solutions, LLC d/b/a HHAeXchange
1180 Avenue of the Americas, 20th Floor, New York, NY 10036

Attachment B

The acquisition of information technology for all state agencies and institutions of higher learning (IHLs) is within the scope of the ITS law, found in Mississippi Code Section 25-53-1, et seq., and the policies and procedures established in accordance with this statute, found in the ITS Procurement Handbook posted on the ITS website (www.its.ms.gov).

ITS enabling legislation requires that information technology hardware, software and services be acquired in a manner that insures the maximum of competition among all manufacturers and suppliers of such equipment and services. Accordingly, ITS promotes full and open competition through the issuance of open specifications and the objective evaluation of Interested Party proposals to determine the lowest and best offering to meet an agency's or public university's business requirements. True competition protects the integrity and credibility of purchasing in the public sector and is essential in providing best value and adequate contractual protection for the purchasing entity. In certain limited situations, information technology acquisitions may be sole-sourced.

ITS utilizes the provisions of Public Purchasing Law for Sole Source and Emergency procurements of information technology. Mississippi Public Purchasing Law (Mississippi Code Section 31-7-13) specifies that noncompetitive items available from one source only be exempted from bid requirements (sole-sourced). ITS statute, in Section 25-53-5 (p), permits ITS to utilize provisions in Public Purchasing Law or regulations, when applicable.

Per Public Purchasing law, acquisitions must meet the following criteria to be authorized as sole source:

1. The product or services being purchased must perform a function for which no other product or source of services exists,
2. The purchaser must be able to show specific business objectives that can be met only through the unique product or services, AND
3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services. The vendor's correspondence regarding this criterion for this project is included as Attachment A.

By policy as documented in the ITS Procurement Handbook, acquisitions of IT services must include the following information to be authorized as sole source:

1. An explanation about why the amount to be expended is reasonable, and
2. An explanation regarding the efforts by the purchaser to obtain the best possible price.

For state agencies, approval of all technology purchases with a lifecycle cost of \$5,000 or less, including sole source purchases, has been delegated to the agency. The ITS Procurement Limits Policies for Agencies (a section in the ITS Procurement Handbook) require a minimum of two competitive written bids or proposals for technology purchases with a lifecycle cost over \$5,000 but not over \$75,000 (not over \$25,000 for projects funded by the American Recovery and Reinvestment Act). Since, for single source items, the procuring agency will be unable to obtain two written bids, ITS must certify all sole source acquisitions of information technology with a lifecycle cost greater than \$5,000.

Institutions of Higher Learning (IHLs) or public universities have been delegated the authority to certify sole source procurements up to \$250,000 lifecycle cost under the ITS Procurement Limits Policies for IHLs (a section in the ITS Procurement Handbook). For the certification of sole source procurements delegated to the CIOs at public universities, the public university must follow ITS' Sole Source Procedure, including advertisement of the intent to award as sole source. Institutions certifying a sole source purchase must ensure the criteria listed above are met and documented in writing by the institution and the Interested Party prior to certifying a product or service as sole source. Sole source documentation must be reviewed and approved by the IHL's CIO for any sole-source certification above \$5,000. All sole source documentation should be retained in the public university's procurement file. Sole source requests above \$250,000 lifecycle cost require ITS approval.

Other than the delegations outlined above, all sole source technology procurements must be certified by ITS.

ITS thoroughly reviews Sole Source Certification Requests, determining if competing products and/or services exist. If so, ITS conducts a competitive procurement. If ITS' review confirms the sole source, then a Sole Source advertisement is issued, giving other Interested Parties an opportunity to identify competing products and/or services. Based upon the results of the Sole Source advertisement, ITS will either certify the request as a sole source or conduct a competitive procurement.