

Instructions				
This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.				
Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.				
Question ID	IFB Reference (page number, section number, paragraph)	Specific IFB Language	Question	Answer
<i>Example</i>				
1	IFB, Page 11, Section 2.1, paragraph 2	This IFB is for the fourth year of this federal requirement. As previous data may require future corrections, Vendor shall receive a transfer of data so that no previously-submitted data is lost or must be re-created.	Can the state supply the file format of the past years' data along with the number of records associated with each year's worth of data?	The archived files for previous years are in .csv format, and the files on-going from Optum will be in .dat format and are pipe delimited. Please see attached table.
2	Bid Response Document, page 8, IFB page 27, Section 4, item 5.	QUANTITIES: Quantities stated in a Bid Solicitation for term contracts are estimates only, and are not guaranteed. Contractor must bid unit price on the estimated quantity and unit of measure specified. The State may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual Requirements of the ordering agency.	The General Terms and Conditions states that the unit price will be used along with the actual quantities to determine payment to the vendor. Can the State confirm the vendor will be reimbursed at the unit price for the actual number of initial mailings, corrected mailings, postage, and IRS submissions? If not, is the vendor paid a firm fixed price, the extended amount, based on the estimated volume regardless of the volume for each category? If some other method is used can the State please clarify the actual payment methodology for services according to price sheets?	Historically, the contractor was paid for the actual mailings at a unit price, plus an administrative fee. The previous contract did not include IRS submission, the contractor created the file(s) and DHS submitted them to the IRS directly.
3	IFB, Page 15, section 2.6, item G	The estimated number of mail pieces to be sent to recipients is set forth in this IFB, and the current First-Class Postage Rates must be considered in the Vendor's bid for the creation and mailing of all required documents.	Will postage be treated as a pass through to the State, meaning the actual postage used will be billed to the State and will show up as a pass through on the contract? If so, would the state consider dictating the first class postage rate to be used in the pricing sheet so that all vendors prices will be evaluated equitably? The Standard terms and conditions state that the unit price will be used in determining the vendors payment. Can the State please clarify how postage will be paid relative to the pricing sheet information? Will the unit price for postage be paid for the actual volume of notices mailed?	The previous contractor handled these processes internally. DHS paid a per unit cost, and the postage was included in the per unit cost.
4	IFB Section 3.4, Limitation of Liability, item B	B. The vendor's liability for damages to the State shall be limited to the value of the Contract or \$5,000,000, whichever is higher. The foregoing limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the vendor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract. The vendor and the State shall not be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability shall not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the vendor; to claims covered by other specific provisions of the Contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the Contract.	Can the State please clarify the relationship between damages and the limitation of liability?	Please refer to IFB Section 3.4.
5	Attachment C, Performance Based Contracting, IFB Section 3.4, Limitation of Liability, item B		The damages for insufficient performance documented in Attachment C note damages that may be assessed on the vendor's total invoice in the month following the performance indicator not being in full compliance. Items A through I add up to 270% penalty. Section 3.4, Limitation of Liability, item B, excludes from the total contract value or \$5M limit of liability, other specific provisions of the contract calling for damages. Is it correct that performance indicator damages of up to 270% of a contract's billing in a given month of deficiencies could be assessed as damages and that those damages are excluded from the limitation of liability?	IRS penalties may apply in addition to contractually agreed-upon penalties for failure to comply with the terms and conditions of the contract and Performance Indicators (PI).
6	Attachment 1, Process Flow Narrative, Section 2.3, 3rd bullet	The eligibility data from the DXC MMIS is sent daily in an automated batch cycle directly to Optum's DSS (Decision Support System and Services) where a data feed is created. Optum creates a file from the data feed and transmits to Awardee via Accellion.	Will the selected vendor be sending one 1095-B form to each recipient or will the data feed from Optum include indications of all clients residing at the same address whose 1095-B data should be printed on a single form? If the latter, does the estimated volumes outlined in the IFB reflect 1095-B information being consolidated on one form for recipients residing at the same address? If not, does the State have an estimate of the volumes given the consolidation?	Each recipient in a household will receive a 1095-B form, via separate mailing.

7	710-19-1003IFBTaxForms, pg 11, 2.3 - A	For verification purposes, Vendor must provide a description of past performance examples meeting this requirement, which must include the following: A description of the work performed; The time period of the project/contract; The staff months required; and Project amount.	Does Project Amount refer to the number of 1095 Forms or a monetary amount?	Both.
8	710-19-1003IFBTaxForms, pg 13, 2.6 - A	Work requirements shall include the following activities: A. Document Creation and Delivery (1095-B and 1094-B). The Vendor shall provide document creation and delivery services related to Internal Revenue Service (IRS) Forms 1095-B and 1094-B related to original filings and corrected filings for both the current and past tax years beginning with tax year 2015 according to the requirements contained in this IFB.	Will all of the XML's submitted to the IRS including corrections be available?	Yes
9	710-19-1003IFBTaxForms, pg 14, 2.6.8.2 and pg 19, 2.6.5.1	B.2. Maintain all data sent by DHS for the purposes of providing 1095-B forms. S.1. Vendor shall include all provided historical data through the portal.	What legacy data other than the IRS 1095, Medicaid ID, RID, and Adopted/Foster flag needs to be moved to the new system?	Please see attached 1095-B Data Dictionary. DHS has the archived.csv files and XML files. The awardee will need to abide by mandated schema specifications.
10	Attach1-19-1003, pg 4, 2.5 IRS Reporting Process	The XML file is sent to DCO for processing and submission to the IRS. DCO uploads the XML file to the IRS AIR system. DCO logs into IRS AIR system to retrieve the transmission status.	Is DHS open to the process change of the vendor submitting the IRS XML's directly using IRS AZA removing the requirement for DCO to manually upload/download XML files to IRS?	YES, DHS prefers this method.
11	710-19-1003IFBTaxForm	Verify name/SSN against the Social Security Administration database using the criteria defined in IRS publication 1586.	IRS Publication 1586 does not designate how SSNs are to be validated against the SSA database. What interface/system is available to be used for the validation of SSNs for 1095B reporting? If you are referring to Consent Based Social Security Number Verification (CBSV) Service, is the State acquiring applicable consent forms?	Consent is given by Medicaid Beneficiaries to allow verification of information when they apply for Medicaid and other services from DHS.
12	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	How are these forms currently being printed and mailed?	Under the previous contract, the vendor sent the files to a third-party for printing and mailing. During the interim process between contract expiration and award of the current IFB, the forms are being generated manually and mailed by DHS.
13	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	If there is a current vendor, can the existing pricing be provided?	Not relevant for purposes of bid.
14	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	If there is a current vendor, why is this being bid?	Not relevant for purposes of bid.
15	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	If there is a current vendor, have they satisfied all of the State's requirements?	Not relevant for purposes of bid.
16	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	We are a service model. Will you accept a full-solution service in lieu of a COTS product to result in the creation and mailing of 1094-B and 1095-B forms?	Yes
17	Page 2, Section 1.1- Purpose	Contract for creation and mailing of forms	Will the State consider additional cost saving initiatives if related to these requirements but not specifically requested?	An IFB requires acceptance of the lowest bid provided that the bidder is able to deliver services according to the scope of the IFB and Pis.
18	Page 8, Section 1.23	Technology Access	Are all aspects of this section applicable to this bid?	Yes.
19	Page 14, Section 2.6- Scope of Work	C -External Access/Portal	Can the training be provided remotely or does the State require it to be onsite?	Yes
20	IFB Solicitation 710-19-1003		What format will the department will be supplying the data (Excel, XML, digital PDF etc)?	The archived data will be in .csv format. The extract from Optum will be in .dat format.

21	IFB Solicitation 710-19-1003		Where can we view previous year filings pricing? We would like to see the Official Bid Response document for which the contract was awarded last year, if available. If the Response document is not available, can you provide the details of the pricing that was agreed upon last year?	Not relevant for purposes of bid.
22	IFB Sol. 710-19-1003, Page 20, Section T	The Vendor shall maintain a record of all communications with Arkansas recipients via the portal.	Can email communication serve as a portal?	No. Recipients will not have direct access to the Portal. DHS/DCO and DXC employees shall access the portal to note/record all communications with recipients in relation to 1095-B matters, such as change of address. The Vendor will provide reports with metrics related to dates of communication, number of communications, communication reason, and other metrics set forth in Section T.
23	Pg. 12, Sec. 2.5 A	Foster Children Count change from 2016 to 2017	Why did the volume of Foster Children forms change so significantly between 2016 and 2017, and is this expected to stabilize in TY 2018?	Tax Year 2018 is expected to fall in line with Tax Year 2017.
24	Pg. 13, Sec. 2.6 A	Document Creation and Delivery	The section states that a separate Form, Cover Letter and Envelope should be used and delivered to the recipient. Can the Form, Cover Letter content, and Envelope be included in a single unitized, secure, personalized pressure sealed document that meets all IRS requirements and the requirements of DHS?	Yes, so long as the single unitized form meets all IRS and DHS requirements.
25	Pg. 14, Sec. 2.6 C	External Access/Portal	What are the current Authentication rules for the "Worker Portal"? Please describe what access rules are enforced for DHS vs. DDC employees and what separate rules apply to DXC employees in regard to Recipient record access.	DCO is a sub-division of DHS and as such will have the same rules and permission levels (read/write) for interacting with recipient data. DXC permission levels will be restricted to viewing recipient data and being able to make changes specified by DHS.
26	Pg. 14, Sec. 2.6 C	External Access/Portal	What is the current process for ID and Password Management for the "Worker Portal"?	Each employee accessing the data will have their own unique login. The login password must be periodically changed during intervals of time specified by DHS. Inactive accounts will automatically be de-activated after a period of time determined by DHS. The portal will provide 'forgot password' functionality.
27	Pg. 14, Sec. 2.6 C	External Access/Portal	Will you be providing a list of users, their designations, roles, their permissions, and email addresses?	Yes, a list will be provided within 30 days of contract award.
28	Pg. 14, Sec. 2.6 C & Pg. 22 Sec. 2.6 X	External Access/Portal	Please confirm that Portal 1 in Exhibit 1 is excluded and no longer required and the rationale for this exclusion.	Portal 1 is not being excluded. It is the awardee's system for which they will store the data received from the DSS. There is a main portal with interfaces, one of which will be excluded (the Citizen interface) and the interface for the Case Workers and DXC will remain.
29	Pg. 15, Sec. 2.6 G	Additional Information	What information is required to be presented by the QR code, and how is it used?	The Recipient ID (RID) and tax year comprise the QR code, and are used to identify returned mail pieces for DCO Case Workers to triage in order to provide proof of coverage with corrected data.
30	Pg. 15, Sec. 2.6 G	Additional Information	Is the 1095-B Cover Letter personalized to the recipient? Is it a standard letter or specific to the agency? How many formats do you expect?	The letter is addressed to each recipient with their name, address, and QR code, the message contained therein is not specific to each recipient but specific to Arkansas DHS. Only one format is anticipated.
31	Attachment C, Performance Based Contracting	Throughout Document	Please clarify through an example how the 10 Day Corrective Plan and 30-day period would in the Damages for Insufficient Performance column. For example, if a number of 1095B forms were sent incorrectly in a particular month, how would the timing work?	Both a CAP and a 40% penalty may be imposed on the same continuing occurrence. (e.g. vendor provides insufficient performance, CAP requested and is due in 10 days. Insufficient performance is not corrected and continues for a period of 30 days (including the 10 day period the agency was waiting on the CAP) 40% penalty imposed.