

State of Arkansas Department of Human Services

Attachment B

710-19-1020 AR Works Evaluation (Expanded Medicaid Evaluation)

Written Questions

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	RFP Reference (page number, section number, paragraph)	Specific IFB Language	Question	Answer
<i>Example</i>	<i>Page 20, Desk Reviews</i>	Desk Review	<i>Where are the Desk Review Specifications?</i>	
1	Page 2, Section 1.1, Paragraph 1	This Invitation for Bid (IFB) is issued by the Office of Procurement (OP), for the Arkansas Department of Human Services (DHS), Division of Medical Services (DMS), to obtain pricing...	Is the State able to provide an expected price range for this opportunity?	No.
2	Page 2, Section 1.1, Paragraph 1	This Invitation for Bid (IFB) is issued by the Office of Procurement (OP), for the Arkansas Department of Human Services (DHS), Division of Medical Services (DMS), to obtain pricing...	Is the State able to provide the dollar amount for the current and/or previous Arkansas Section 1115(a) Medicaid Demonstration evaluation contracts, so that bidders can assess what the general award range is expected to be?	No.
3	Page 2, Section 1.2, Paragraph 3	"The term of this contract shall be for one (1) year. The anticipated starting date for the contract is 07/01/2019. Upon mutual agreement by the vendor and agency, the contract may be renewed by OP on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof not to exceed a total aggregate contract term of seven (7) years."	Should responders propose 1-year budgets in the response, or rather propose a budget for the anticipated level of work, as indicated within the IFB and the Arkansas Works Special Terms and Conditions (STCs), provided by CMS?	Respondants may determine the structure and method of calculation for their budget, however they must include a final yearly amount.

4	Page 12, Section 2.3, Paragraphs 4 and 5	"Arkansas submitted an Evaluation Plan for this §1115 Demonstration Waiver to The Center for Medicare and Medicaid Services (CMS) in 2014 and 2017 (Attachments G and H). The Evaluation to be conducted under this IFB shall comport with these Evaluation Plans, and the contract for evaluation services will be a continuation of prior evaluation services provided to DHS."	Are the developers of these evaluation plans, the Arkansas Center for Health Improvement, allowed to bid on this RFP?	Irrelevant.
5	Page 12, Section 2.3, Paragraphs 4 and 5	"Arkansas submitted an Evaluation Plan for this §1115 Demonstration Waiver to The Center for Medicare and Medicaid Services (CMS) in 2014 and 2017 (Attachments G and H). The Evaluation to be conducted under this IFB shall comport with these Evaluation Plans, and the contract for evaluation services will be a continuation of prior evaluation services provided to DHS."	Is the State considering the Arkansas Center for Health Improvement as a potential awardee of this RFP?	No.
6	Page 12, Section 2.3, Paragraph 6	"The evaluation provided under this IFB shall not include evaluation of the Work and Community Engagement Requirements, which will be provided under a separate contract, yet to be procured."	Are applicants then awardee for this current RFP precluded from being considered for the award for the community engagement RFP?	No.
7	Page 6, Section 1.17, Paragraph 1	"1. Award shall be made on an ALL OR NONE basis to the lowest responsive bidder."	Can you please clarify what is meant by "all or none" and by "lowest responsive bidder."	"All or None" - An award made to the lowest aggregate bidder for all items or group of items in the IFB. The award will not be split between separate bidders. Lowest Responsive Bidder - bidder who has submitted the lowest bid that meets the requirements and criteria set forth in the invitation for bids.
8	Page 3, Section 1.7, Response Documents	Bid Packet Forms	Is there a preference for placement of Section 1, 2, 3 and 4 Vendor Agreement and Compliance Forms in the Bid Response Packet (i.e., after the Bid Signature Page)?	See Section 1.7 of the IFB.
9	Page 3, Section 1.7, 3.d., and Page 10, Section 2.2, Minimum Qualifications	Minimum Qualifications	Is there any particular format or page limit for presenting the documentation in the bid packet that the bidder meets the minimum qualifications?	No.

10	Page 11, Section 2.2, E., Certification of Bondability	Certification of Bondability	Where would you prefer placement of the Certification of Bondability in the Bid Response Packet?	The state has no preference.
11	Page 25, Attachment H	Budget	Page 25 of Attachment H (Evaluation Design) presents annual budgets for the evaluation. Does the "Contractor" line item represent the budget for the evaluator to be retained through this procurement? If so, does "Year 1" correspond to the first year of the contract?	The budget contained in Attachment H is not relevant to this IFB.
12	page 15, Draft IFB SOW Section 2.3 E3	Reporting, including interim and final reporting as required by the Standard Terms and Conditions (STC) of the Waiver and DHS, shall be included in the timelines and milestones developed by Vendor and DHS.	Will the state provide the Special Terms and Conditions (STC's) of the waiver?	Yes. See Attachments to final IFB.
13	Page 14, Draft IFB, SOW Section 2.3 C7	AR Insurance Department Requirements	For the geo-mapping, will the contractor be responsible for validating what was submitted to the AR Insurance Department or just to review what the carriers sent to the AR Insurance Department?	The contractor will not be required to independently validate information submitted to the Arkansas Insurance Department by insurers.
14	page 15, Draft IFB Section 2.4 A	Vendor shall be able to interface/communicate with all persons, entities and systems necessary to fully evaluate the ARWorks program, including but not limited to: 1. Beneficiaries. 2. Providers. 3. QHP Insurance Carriers. 4. DHS. 5. AID. 6. CMS.	(a) For the claims data from the QHP Insurance Carriers, will the data come from one single source such as the APCD or AID or from the individual QHP Insurance Carriers? (b) Do these entities have a secure file transfer system for the evaluator to access?	a) DHS will work with selected bidder to finalize all data access requirements. b) All data must be transferred via secure file transfer protocol (SFTP) systems, such as Accellion. See updated IFB.

15	page 13, Draft IFB, SOW 2.3 Section B4	4. Lowered Costs: Services provided to ARWorks beneficiaries will prove to be cost effective. Cost effectiveness shall be evaluated using findings above in combination with the following costs determinations: a. Administrative costs for the ARWorks beneficiaries, including those who become eligible for Marketplace coverage. b. Overall premium costs in the Marketplace. c. Cost for covering ARWorks beneficiaries compared with costs expected for covering the same expansion group in Arkansas FFS Medicaid.	Will the contractor be able to utilize the actuarial firm that was awarded the Actuarial Consulting Services IFB by AR DHS?	No.
16	Page 13, Draft IFB , SOW 2.3 Section C3	Exceptional Health Care Needs Assessment Survey	Who has completed the Exceptional Health Care Needs Assessment Survey? Is the data collected per beneficiary upon enrollment or at multiple intervals? Is this tool still in place?	See updated IFB.
17	Page 13, Draft IFB , SOW Section C3	Exceptional Health Care Needs Assessment Survey	Which hypothesis does the Exceptional Health Care Needs Assessment Survey map to?	None.
18	Page 14, Draft IFB, SOW Section C6	CAHPS	In the Appendix H, it states AFMC is collecting the CAHPS data. For this contract, will the contractor be responsible for collecting the CAHPS data or is that AFMC's responsibility?	It will be awardee's responsibility to collect CAHPS data.
19	Page 14, Draft IFB, SOW Section C7	AR Insurance Department Requirements	Will the contractor have access to the data from the AR Insurance Department for all items a-v in Section C7? Is the contractor responsible for validating any of the data?	a) DHS will work with selected vendor to finalize all data access requirements. b) See answer to Question 13.
20	Page 14, Draft IFB, SOW Section C8	Focus groups, provider surveys, and secret shopper assessments	Will the contractor be responsible for conducting the focus groups, provider surveys, and secret shopper assessments?	Yes.
21	page 15, Draft IFB Section 2.4 A	Vendor shall work with DHS and other DHS vendors to establish necessary interfaces to obtain data as needed.	Does DHS provide the secure file transfer interface to obtain the necessary data? If not, please provide an estimate of the cost of the interface needed.	a) Yes. See updated IFB. b) Not applicable.

22	page 15, Draft IFB Section 2.4 A	Vendor shall be able to interface/communicate with all persons, entities and systems necessary to fully evaluate the ARWorks program, including but not limited to: 1. Beneficiaries. 2. Providers. 3. QHP Insurance Carriers. 4. DHS. 5. AID. 6. CMS.	If it is the responsibility of the contractor to provide the interface, please describe the type of access and the data to be exchanged with the following groups 1. Beneficiaries. 2. Providers. 3. QHP Insurance Carriers. 4. DHS. 5. AID. 6. CMS.	See updated IFB.
23	page 19, 3.1 Payment and Invoice provisions	The vendor should invoice the agency by an itemized list of charges.	Since the official bid price sheet requests an annual price for the evaluation, it appears to be a firm fixed price contract. The language of itemized charges is not indictive of a firm fixed price contract. Please explain and provide what type of contract this will be.	See answer to Question 3.
24	IFB pages 12-18	Overview of Program. DHS is issuing this IFB to obtain pricing and a contract to provide evaluation services related to the ARWorks program.	What is the expected level of effort for the scope of work outlined in the solicitation?	One hundred percent performance.
25	IFB pages 12-18	Overview of Program. DHS is issuing this IFB to obtain pricing and a contract to provide evaluation services related to the ARWorks program.	What are the estimated costs for the scope of work outlined in the solicitation?	See answer to Question 3.

26	Attachment C, page 11 and Attachment F pages 1-2	<p>from attachment C: H. Conflict of Interest Mitigation During the term of this contract, the Vendor shall comply with the terms of the DHS Organizational or Personal Conflict of Interest provisions. The Vendor shall disclose all actual, apparent, or potential conflicts of interest to DHS within five (5) days of having knowledge of them. The Vendor shall develop a mitigation plan as requested by DHS which must be approved and accepted by DHS. Any changes to the approved mitigation plan must be approved in advance by DHS.</p> <p>from attachment F: (b)(1) The contractor shall certify that, to the best of their knowledge and belief, there are no relevant facts or circumstances which could give rise to an organizational or personal conflict of interest, be it actual, apparent, or potential, for the organization or any of its staff, AND that the contractor has disclosed all relevant information if an actual, apparent, or potential conflict of interest appears to exist to a reasonable person with knowledge of the relevant facts or if such a person would question the impartiality of the contractor</p>	Are there any existing contractors that have supported the 1115 waiver and are conflicted from bidding?	Irrelevant.
27	IFB page 16	Transition. If incumbent Vendor is not awarded a subsequent procurement for these services, Vendor shall transition data to the next selected vendor and to DHS, within ten (10) calendar days after a request from DHS. Vendor shall develop a Transition Plan to provide for this situation.	Is there an incumbent contractor(s) for the scope of work outlined in the RFP?	Irrelevant.

28	Attachment C, page 10	<p>F. Office Space</p> <p>1. Vendor shall maintain office space in Central Arkansas, as specified in the IFB: •Section 2.5(C) (Staffing and Office Location; Office Location and Local Presence).</p> <p>2. The Little Rock, Arkansas, location must be established within ninety (90) days of the contract start date and must house all key staff members. Key staff are the Project Manager and Contract Manager, which may be the same person.)</p>	Is there a preference for a firm with an existing office in Little Rock?	No. See updated IFB.
29	Attachment C, page 10	<p>F. Office Space</p> <p>1. Vendor shall maintain office space in Central Arkansas, as specified in the IFB: •Section 2.5(C) (Staffing and Office Location; Office Location and Local Presence).</p> <p>2. The Little Rock, Arkansas, location must be established within ninety (90) days of the contract start date and must house all key staff members. Key staff are the Project Manager and Contract Manager, which may be the same person.)</p>	In Attachment C (Performance-Based Contracting), there is a reference to language in Section 2.5(C) that is not reflected in the IFB – Is this intended as a requirement?	See updated performance indicators.