

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 RFP Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	<i>4. Vendors may submit multiple bid.</i>	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15,</i>
1	Page 2, section 1.2, C.	"The term of this contract shall be for one (1) year. The anticipated starting date for the contract is 05/01/2019."	Will the Contractor be allowed a mutually-agreed upon implementation period?	<i>Vendor must have the ability to fully implement the activities covered in this IFB by the end of the 90-day implementation period.</i>
2	Page 2, section 1.2, C.	"The term of this contract shall be for one (1) year. The anticipated starting date for the contract is 05/01/2019."	Is the expectation for all staff to be in place and ready to conduct inspections of care on 5/1/19?	<i>All staff must be in place and ready to conduct inspections within 90 days of contract start date.</i>
3	Page 2, section 1.2, C.	"The term of this contract shall be for one (1) year. The anticipated starting date for the contract is 05/01/2019."	Does all functionality have to be in place by May 1, 2019 or does that mark the beginning of funding and implementation of the contract?	<i>May 1st is the anticipated start date for this contract. All functionality must be in place within 90 days of the contract start date. Payment will be remitted after services are provided.</i>
4	Page 2, section 1.2, C.	"The term of this contract shall be for one (1) year. The anticipated starting date for the contract is 05/01/2019."	If implementation is required prior to May 1, 2019, the contract begin date, is there funding provided to cover implantation expenses prior to go live?	<i>No.</i>
5	Page 11, section 1.28	Intent to Award Announced, On or About March 19, 2019	Would the state consider a 90-day implementation timeline after award?	<i>See answer to question 1.</i>
6	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Who is currently conducting the reviews for each of the categories listed in the IFB?	<i>Not relevant for purposes of bid.</i>
7	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Will templates be provided for each type of review required in the IFB?	<i>Yes.</i>
8	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	What is the estimated number of follow-up visits per type?	<i>Unknown.</i>
9	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	What is the percentage of failed/delinquent inspections?	<i>Unknown.</i>
10	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Are these visits unannounced or scheduled?	<i>Visits are unannounced.</i>

11	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Can a provider request an inspection?	No.
12	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Can a patient or client call and request an inspection?	No. If a patient/client files a complaint against a provider, that complaint will prompt an unannounced onsite visit (complaint investigation).
13	Page 14, section 2.4	"The successful bidder under this IFB shall conduct annual and random onsite health and safety licensure/certification reviews, inspection of care reviews, and quality of care/quality of service reviews for an array of provider types as specified in this IFB."	Are any of the provided volumes backlogged inspections?	No
14	Page 14, section 2.4, D.2.	"Vendor shall perform related functions and processes including, but not limited to: ... 2. Intake and tracking of complaints made by providers or beneficiaries."	Does DPSQA expect the Contractor to have a toll-free number to advertise as a complaint line?	DHS will receive the complaints and will forward those to the vendor for intake and investigation. See updated IFB
15	Page 14, section 2.4, D.2.	"Vendor shall perform related functions and processes including, but not limited to: ... 2. Intake and tracking of complaints made by providers or beneficiaries."	Can complaints be submitted through a HIPAA-compliant portal or web-form?	See answer to Question 14.
16	Page 14, section 2.4, D.4.	"Vendor shall perform related functions and processes including, but not limited to: ... 4. Participation in all activities related to administrative appeals and litigation based in whole or in part on Vendor's acts or omissions."	What is the historical volume for these types of functions and processes?	Unknown.
17	Page 17, section 2.5, B.	"The Vendor shall utilize a Health and Safety licensure/certification review team as outlined in Section 2.8 (E-F)."	Section 2.8 (E-F) does not refer to the Health and Safety licensure/certification review team. Is this the correct reference?	See updated IFB, Section 2.5(B)
18	Page 18, section 2.5, D.3.a.	"3. Kitchen/Food Service Observation (only applicable to the ARChoices Home-Delivered Meals waiver providers and Substance Abuse Treatment Facilities): a. The Vendor shall observe the Kitchen/Food Service to determine if the provider is storing, preparing, distributing, and serving food according to regulations as set forth by state, county, and local health departments to prevent food borne illness."	How will the observation requirements referenced here differ from the state agency kitchen/food service functions from the Arkansas Department of Health?	Does not differ.
19	Page 8, Attachment C Performance Indicators		Does the complaint notification need to go to the client, complainant, DPSQA, or all of the above?	Goes to complainant. See updated IFB
20	Page 1, Attachment I, Complaint Intake Process, 1. a. vi.	"vi. Upon completion of the triaging and prioritization process, the state agency or its contracted designee issues a letter to the complainant acknowledging receipt of the complaint."	Who will the letter come from?	Department of Human Services. See updated IFB.
21	Page 1, Attachment I, Complaint Intake Process, 1. a. vii.	"vii. Upon completion of the complaint investigation, the state agency or its contracted designee issues a letter that contains the following element applicable;"	Who will the complainant investigation letter come from?	See answer to question 20.

22	Page 1, Attachment I, Complaint Intake Process, 1. a. vi. - vii.	"vi. Upon completion of the triaging and prioritization process, the state agency or its contracted designee issues a letter to the complainant acknowledging receipt of the complaint. vii. Upon completion of the complaint investigation, the state agency or its contracted designee issues a letter that contains the following element applicable;"	What mailing address should the complainant letters go to?	<i>Irrelevant. See updated IFB.</i>
23	Page 1, Attachment I, Complaint Intake Process, 1.	"1. Complaint Intake Function"	Are complaints intended to be specific to a location or provider?	<i>Yes, specific to provider or provider site (address).</i>
24	Page 3, Attachment I, Complaint Intake Process, e. Priority 4, i.	"i. Investigation is to be initiated with the next survey visit regardless of whether the next visit is an annual survey visit, complaint visit, or follow-up survey visit."	Does a priority 4 complaint require a visit if there is no "next survey visit" anticipated scheduled for that Project Year?	<i>No, the Priority 4 complaint will be reviewed at the next survey visit regardless of whether it falls outside of the Project Year.</i>
25	Page 4, Attachment I, Complaint Intake Process, h.	"h. Referral – Other: Complaints/incidents assigned this priority by the state agency or its contracted designee indicate referral to another agency, board, or network for investigation or for informational purposes."	If an investigation is conducted by another entity is one still required of the vendor?	<i>This will be determined on a case-by-case basis.</i>
26	General	General	What is the selection method for which records are pulled for medical review?	<i>A randomly generated case mix will determine which clients to interview, only conduct record review/chart review on clients interviewed. See updated IFB.</i>
27	General	General	Are the medical records reviewed those of the clients interviewed or a different group of clients?	<i>Only conduct record review/chart review on clients interviewed.</i>
28	General	General	How should providers that "fall off" mid-year be handled?	<i>Vendor may only visit licensed providers.</i>
29	General	General	Does "Client" include non-Medicaid individuals?	<i>Yes with respect to DYS facilities; For all other provider types covered in this IFB, client implies Medicaid client</i>
30	General	General	If less than 20 clients are served at the time of visit but more clients will be available later in the reporting period, will a follow-up visit or calls be required for those client interviews?	<i>No</i>
31	General	General	How many medical records need to be reviewed per visit?	<i>Review of charts will correspond to number of clients interviewed. Could be all Medicaid clients (Inpatient Psych) or up to 20 clients for other provider types.</i>
32	General	General	How will staff get access to licensing body databases to cross reference with internal records?	<i>Unknown at this time.</i>
33	General	General	How will the list of providers be provided (as the list changes) and with what frequency?	<i>DHS will update and provide list via email on a monthly basis. This method may change in the future.</i>
34	General	General	Can required written reports be available via the portal/email or are paper copies needed?	<i>Electronic copies are preferable</i>
35	General	General	Are electronic signatures acceptable for the written reports?	<i>Yes</i>
36	General	General	Are there any requirements for data file submissions/database integrations/etc.?	<i>No. However, the State expects the cooperation of the awardee in implementing any future improvements.</i>
37	General	General	Will all communications come from the vendor or will there be certain communications that come directly from DPSQA or another stakeholder?	<i>All, depending on communication type.</i>
38	General	General	Would review of providers in all areas listed in the IFB be required if other regulatory bodies such as CARF, Joint Commission, etc. find the agency in good standing and possess current accreditation?	<i>Yes.</i>
39	Attach. C Performance Indicators, page 48	The Contractor shall prepare and distribute annual electronic reports to DPSQA	What is the State preferred method to receive reports?	<i>See answer to Question 34.</i>
40	Attach. C Performance Indicators, page 50	The Contractor shall provide sufficient fax, data and telephone lines (local and toll-free long distance) and equipment to communicate as required by this contract	To allow vendors to price sufficient fax, data, and telephone lines, please provide estimated annual volume of calls the vendor can expect to receive, broken down by month if possible. Please also provide historic call volume for the last 3 contract years.	<i>Data not available.</i>
41	Attach. C Performance Indicators, page 50	The Contractor shall provide sufficient fax, data and telephone lines (local and toll-free long distance) and equipment to communicate as required by this contract	To allow vendors to price sufficient fax, data, and telephone lines, please provide estimated annual volumes of faxes the vendor can expect to receive, broken down by month if possible. Please also provide historic fax volume for the last 3 contract years.	<i>See answer to Question 40.</i>
42	Attach. C Performance Indicators, page 51	The Contractor shall provide sufficient fax, data and telephone lines (local and toll-free long distance) and equipment to communicate as required by this contract	To allow vendors to price sufficient fax, data, and telephone lines, please provide the annual average handle time for calls the vendor can expect to receive. Please also provide historic handle times for the last 3 contract years.	<i>See answer to Question 40.</i>

43	Attach. C Performance Indicators, page 13	The Contractor must conduct activities specified in this IFB from an office located in Pulaski County, Arkansas and during Arkansas state government business hours, Monday-Friday, 8:00am -5:00pm CST, with the exception of Official State Holidays	May back office work reviews or call center activity be completed from outside of AR facility?	Yes. As long as Vendor maintains a physical presence in the State of Arkansas which includes a sufficient number of administrative staff as required in IFB Section 2.10. as determined by DPSQA.
44	Attach. D Terms and Conditions: Confidentiality of Information, page 4 Attach. F BAA: Discovery and Notification of a Breach or Incident, page 4	The Contractor shall comply with the Business Associate Agreement between the parties, incorporated herein by reference, and shall disclose any breaches of privacy or security by contacting the Information Technology Security Officer within one (1) business day of the breach by notification to the following e-mail address: dhs-it-security@arkansas.gov (d) If the Business Associate determines that a breach of unsecured PHI may have occurred, the Business Associate shall notify the Covered Entity of such breach or incident within ten calendar days. The Business Associate will specifically notify the DHS Privacy Officer in writing via posted mail as well as email and will confirm receipt of the email immediately by phone.	The Terms and Conditions require the Contractor (Business Associate) to disclose any breach to the IT Security Officer within (1) business day. The Business Associate agreement requires the Business associate to disclose any breach to the Covered Entity and DHS Privacy officer within ten calendar days. Will the State confirm that the reporting requirements to the IT Security Officer and the DHS Privacy Officer/Covered Entity are different (1 business day vs ten calendar days)?	Confirmed.
45	Attach. F BAA: Discovery and Notification of a Breach or Incident, page 4	(b) Upon the discovery of any HIPAA violation by the Business Associate or any member of its workforce, (which includes, without limitation, employees, subcontractors and agents), with respect to PHI, the Business Associate shall promptly perform a risk assessment to determine whether a breach of unsecured PHI has occurred and whether or not the breach has resulted in any harm to the owner of the PHI as required by HITECH Act. (c) The Business Associate shall take immediate steps to mitigate any HIPAA violation with respect to the Covered Entity's PHI that is discovered and shall provide the Covered Entity with written documentation of such steps. (d) If the Business Associate determines that a breach of unsecured PHI may have occurred, the Business Associate shall notify the Covered Entity of such breach or incident within ten calendar days. The Business Associate will specifically notify the DHS Privacy Officer in	The BAA requires the Business Associate to perform a risk assessment to determine whether a breach has occurred and to provide the Covered Entity with written documentation of steps to mitigate. In addition, the BAA requires the Business Associate to notify the Covered Entity of a breach or incident. Is the State requiring notification of only those incidents that rise to the level of a breach after a risk assessment or is the State requiring notification of all incidents, even those that do not rise to the level of a breach after a documented risk assessment?	DHS must be notified as soon as a suspected breach or incident is discovered.
46	Bid Solicitation Document, 1.28 Schedule of Events, page 11	Intent to Award: March 19, 2019 Contract Start, (Subject to State Approval): May 1, 2019	Please confirm that Contract Start refers to the initiation of implementation activities.	May 1st is the anticipated start date for this contract. All functionality must be in place within 90 days of the contract start date.
47	Bid Solicitation Document, 1.28 Schedule of Events, page 11	Intent to Award: March 19, 2019 Contract Start, (Subject to State Approval): May 1, 2020	Rolling out the in-state office, infrastructure, reporting system, policies and procedures, and the extensive field network required to successfully complete this scope of work necessitates at least a 120 day implementation time period. Anything less jeopardizes the quality of the program, materially disadvantages vendors without existing offices and staff in state, and will increase the price of quotes received. Please confirm that vendors will have at least a 120 day implementation time period before required go live.	See answer to Question 46.

48	Bid Solicitation Document, 2.7.C.2, page 21-22	Inspections of Care must also include: ... Face-to-Face interviews with ten percent (10%) of total number of family members and hospital staff and employees;	Please provide the estimated number of family members and hospital staff and employees for each Acute Inpatient Psychiatric Facility for U21.	Unknown.
49	Bid Solicitation Document, 2.7.C.2, page 21-22	Inspections of Care must also include: ... Face-to-Face interviews with ten percent (10%) of total number of family members and hospital staff and employees;	Please provide more detail on the number and type of required family members who must be interviewed face-to-face. Will interviewing these individuals require travel outside of the facility?	1. See Section 2.6 C.1.e. 2.No.
50	Bid Solicitation Document, 2.4.D, page 14	D. Vendor shall perform related functions and processes including, but not limited to: 1. Reconsiderations (Informal dispute resolutions) requested by providers. 2. Intake and tracking of complaints made by providers or beneficiaries. 3. Participation in complaint investigations as directed by DPSQA and/or DHS. 4. Participation in all activities related to administrative appeals and litigation based in whole or in part on Vendor's acts or omissions. 5. Required ad hoc reporting.	Please provide the historic annual average volumes of reconsiderations by review type, complaints, complaint investigations, administrative appeals and litigation activity, and ad hoc reporting for the last 3 years, broken down by month if possible.	Unknown.
51	Bid Solicitation Document, 2.4.E.9, page 15	At a minimum, the Vendor shall track and trend the following for internal quality assurance purposes: a. Survey completion timeframes by provider type and at the individual provider level; b. Complaint investigation timeframes by provider type and at the individual provider level; c. Corrective action plan review timeframes by provider type and at the individual provider level; d. Frequency of follow-up visits by provider type and at the individual provider level; e. Frequency of reconsideration requests by provider type and at the individual provider level; and f. Frequency and topics of staff trainings.	Please provide historic averages for the last 3 contract years for the following activities: a. Survey completion timeframes by provider type and at the individual provider level; b. Complaint investigation timeframes by provider type and at the individual provider level; c. Corrective action plan review timeframes by provider type and at the individual provider level; d. Frequency of follow-up visits by provider type and at the individual provider level; e. Frequency of reconsideration requests by provider type and at the individual provider level; and f. Frequency and topics of staff trainings.	See answer to Question 50.
52	Bid Solicitation Document, 2.10, page 23-24	All Vendor's staff conducting reviews or inspections shall... (entire section)	Please provide the current staffing model, including counts of: 1) Health and Safety Licensure/Certification Review Staff 2) ARChoices Quality of Care Review Staff 3) Fee-for-Service Outpatient Behavioral Health Services and Substance Abuse Treatment Quality of Care Review Staff 4) DYS Quality of Care Review Staff 5) Acute, Inpatient Psychiatric Services for U21 Inspections of Care Staff	Not relevant for purposes of bid.
53	Bid Solicitation Document, 2.10, page 23-24	All Vendor's staff conducting reviews or inspections shall... (entire section)	As the incumbent vendor may no longer complete this work, will the new vendor have opportunity to interview and retain any current program staff meeting qualifications and recommended by the State?	Unknown.
54	Bid Response Packet, Official Bid Price Sheet, Page 8	Total	Please provide the current annual contract value for these services.	Not relevant for purposes of bid.
55	Bid Response Packet, Official Bid Price Sheet, Page 8	Unit Price Per Review	Please provide the current Unit Price Per Review for each review type.	Not relevant for purposes of bid.
56	Bid Response Packet, Official Bid Price Sheet, Page 8	Estimated Annual Volume	Please provide the historic annual volume of reviews for the last 3 full contract years.	Not relevant for purposes of bid.

57	Section 1.5.C. conflicts with Section 1.7.A.2.	<p>1.5.C. Vendor may request exceptions to NON-mandatory items. Any such request must be declared on, or as an attachment to, the appropriate section's Agreement and Compliance Page. Vendor must clearly explain the requested exception and should reference the specific solicitation item number to which the exception applies. (See Agreement and Compliance Page.)</p> <p>1.7.A.2. Vendor's signature on this page shall signify vendor's agreement that either of the following shall cause the vendor's bid to be disqualified</p> <p>a. Additional terms or conditions submitted intentionally or inadvertently.</p> <p>b. Any exception that conflicts with a Requirement of this Bid Solicitation.</p>	Section 1.5.C. conflicts with Section 1.7.A.2. Please clarify whether exceptions to non-mandatory terms are permitted, or whether submission of such exceptions will lead to disqualification.	<i>They are permitted.</i>
58	2.3 Page # 13		Can you please provide clarification on the minimum requirements required: Can a qualifying vendor have a cumulative sum of five years of experience between 1) Health and Safety licensure/certification visits with HCBS waiver providers and/or Behavioral Health providers and (2) Quality of Care reviews with HCBS waiver providers and/or Behavioral Health providers? Or does the State require that the vendor has five years of experience in 1) Health and Safety licensure/certification visits with HCBS waiver providers and/or Behavioral Health providers and an additional five years of experience in and (2) Quality of Care reviews with HCBS waiver providers and/or Behavioral Health providers?	<i>See updated IFB. (specify that experience may be cumulative but vendor must have at least 3 years experience in each category.)</i>
59	2.5 Page # 17		Can you confirm that 100% of the quality reviews for each setting must be completed while on site or may any portion of these reviews be completed as desk reviews?	<i>Reviewing charts can be done as a desk review; however, follow-up conversations with clients, family members, and/or provider staff may need to occur if client interviews while on-site conflict with materials reviewed off-site as part of a desk audit. This follow-up may occur via phone.</i>
60	1.11 Page # 6		Is there a line item designated in the Department's/State's budget for this solicitation?	<i>See Section 1.17(A)2</i>
61	2.7 Page # 21		Does an already developed review tool exist for each of these review types?	<i>DHS/DPSQA has tools that are used for some of these provider types that can be shared with the vendor.</i>