

# REQUEST FOR INFORMATION

## SECTION 508/ADA/WCAG ACCESSIBILITY COMPLIANCE

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract.

The Department of Human Services, Division of Medical Services (DMS) is in the information gathering stage and no decisions have been made concerning the agency’s intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurements.

ISSUE DATE: June 20, 2023

RESPONSES DUE: July 19, 2023

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## OVERVIEW

The Division of Medical Services (DMS), a division of the Arkansas Department of Human Services (DHS) is the single state Medicaid agency for the State of Arkansas. In that capacity, DMS is responsible for operating the Title XIX and Title XXI programs in partnership and under the authority of the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services.

### Purpose

DMS is committed to making its electronic and information technologies accessible to individuals with disabilities by meeting and/or exceeding the requirements of all appropriate regulations and guidelines, including Section 508 of the Rehabilitation Act, 29 U.S.C. § 798, (Section 508), the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG).

DMS is seeking a solution to ensure compliance and conformance with these regulations across multiple vendor platforms, including Medicaid Enterprise Systems such as Eligibility & Enrollment Framework (EEF), Pharmacy Program, Decision Support System/Data Warehouse, and Medicaid Management Information System (MMIS) Core.

### Intent of the RFI

1. DMS is issuing this RFI for planning purposes with the intent to gather information on potential future strategic opportunities and solutions related to accessibility compliance. This RFI shall not be construed as a commitment by DMS to solicit contractual offers or award contracts. This RFI does not constitute a solicitation for proposals, a commitment to conduct a procurement, or an offer of a contract or prospective contract; DMS will not award a contract directly from this RFI.
2. Review of the responses to this RFI by DMS will be undertaken primarily to gauge the aggregate level of qualified interest from potential contractors, assess the overall magnitude of the opportunity identified by potential contractors, and inform the design of any potential solicitation(s) and/or eventual program(s). Responses will not be reviewed on a competitive basis.
3. Responding or not responding to this RFI shall not determine any future partnerships.

### No Award of Contract

This is a Request for Information (“RFI”) only and as such will NOT result in any award of contract. DMS is in the information-gathering stage and no decisions have been made concerning the agency’s intent to issue a formal solicitation. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurement.

**A Request for Information (RFI) is not a method of procurement. Responses to an RFI are not offers and shall not be accepted by DHS to form a binding contract. This RFI shall not directly result in the execution of a contract with DHS.** DHS reserves the right to utilize the information gathered through the RFI process to develop a scope of services that may be incorporated into a contract using a statutorily approved method of procurement.

### RFI Requirements

DMS is requesting information from interested parties regarding a solution to meet the Section 508, Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) compliance needs.

To ensure both compliance and conformance, DMS is looking to partner with an accessibility expert to achieve the following goals:

1. Complete system audits to determine compliance deficiencies.
2. Develop actionable remediation steps for any accessibility defects found during system testing.
3. Perform Level AA conformance with Web Content Accessibility Guidelines (WCAG) version 2.1 requirements.
4. Demonstrate ability to easily migrate to latest version of WCAG guidelines and any new state or federal mandates.
5. Demonstrate the ability to develop an appropriately scheduled test plan(s) for both implementation and operation periods, for multiple vendor platforms.
6. Demonstrate the overall approach to this effort and resulting deliverables and outcomes.

Based on the information received in response to this RFI, DMS may further refine and detail its requirements for the solution.

### Financial/Total Cost of Ownership

Provide an estimated general pricing model for the proposed solution, for all stages of project.

## Response to RFI

### Contents of Response

If you are interested in responding to this RFI, DMS is requesting the following:

1. Detailed Written Response: to any or all the areas listed above as outlined further below. The response should be clearly legible and sequentially page-numbered and include the respondent's name and RFI number at the top of each page.
2. Presentations/Demonstrations: DMS may request that the respondents schedule a 90-minute presentation with select DMS management. Please indicate your willingness to schedule an in-person or video conference presentation. Should this opportunity become available, DMS will contact you with dates and times that are convenient for both parties. DMS reserves the right to decide if presentations will be scheduled for some or any of the respondents. Requests for demonstrations are not offers and shall not be accepted by DHS to form a binding contract.
3. Respondent's Complete Information: Include all contact information (i.e., name, title, mailing address, email address, authorized signature, and phone number) of the contact person for questions relating to the RFI.

### Detailed Written Response

Answers to the following should be included in the detailed response:

1. A description of the respondent's recommended approach and solution to ensure DMS' compliance and conformance with Section 508, ADA, and WCAG guidelines, across multiple vendor platforms.
2. A description of the respondent's specific approach to achieving Level AA conformance with WCAG 2.1 guidelines, over a multi-year plan.
3. A description of the respondent's methodology for accomplishing testing and resolving deficiencies across multiple systems, using a multi-year approach.
4. A description of the respondent's recommended testing tools to be utilized by respondent, DMS, and User Acceptance Testing (UAT) staff, as well as recommended frequency of testing throughout various project phases with multiple vendors.
5. A description of the respondent's recommendation for the percentage of the system which should be tested annually to ensure continued compliance.
6. A description of the respondent's testing output to include deficiency traceability and resolutions.
7. A description of any considerations DMS should consider while planning for the solution, as described in the RFI.
8. A description of recommendations of how the solution would be updated to reflect any federal requirements or new mandates that arise based on available methods/processes. Describe any anticipated barriers to complying with any state or federal laws.
9. Examples of recommended similar solutions that have been implemented in other state Medicaid programs. Include descriptions of the experience and challenges in those states. Provide any relevant information regarding implementation and customer satisfaction.

10. A description of how a recommended solution could be configured and scaled to meet the business needs of DMS.

### Disposition of Responses

Submission documents pertaining to this RFI become the property of the State and will be subject to the provisions of the Arkansas Freedom of Information Act, Ark. Code Ann. § 25-19-101 et seq. and in accordance with A.C.A. § 19-11-279(e).

### Instructions to Respondents

1. The respondent to this RFI shall submit two (2) hard copies and two (2) electronic copies of their response. The electronic format shall be submitted on CD-ROM or flash drive. The software used to produce the electronic files must be Microsoft Word 97 and/or Excel 97 or newer. These electronic files must be logically named and easily mapped to the hard copy submittal. The electronic media must be clearly labeled in the same manner as the hard copy.
2. The respondent shall also submit an electronic redacted copy of the response suitable for release to the public. Any confidential or trade secret information covered under the Arkansas Freedom of Information Act (FOIA) statutes should be either redacted or completely removed. The redacted response shall be marked as "redacted" copy and contain a transmittal letter authorizing release of the redacted version of the response in the event DHS receives a public records request. The vendor should keep in mind the following:
  - One (1) complete copy of the submission documents from which any proprietary information has been redacted should be submitted on a flash drive. A CD is also acceptable. Do not submit documents via email or fax.
  - Except for the redacted information, the redacted copy must be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
  - The vendor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
  - If the State deems redacted information to be subject to FOIA, the vendor will be contacted prior to release of the documents.
  - The State has no liability to a vendor with respect to the disclosure of the vendor's confidential information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

3. Responses to this RFI shall be provided no later than **4:00 PM, Central Standard Time, July 19, 2023**. Responses shall be submitted to:

Hand Delivery

**Department of Human Services**

Procurement Office

**Attn:** Arnetia Dean

700 Main Street, Slot W345

Little Rock, AR 72201

Commercial Carrier (UPS, FedEx, or USPS Exp)

**Department of Human Services**

Procurement Office

**Attn:** Arnetia Dean

112 West 8th Street, Slot W345

Little Rock, AR 72201

4. Administrative and/or procurement related questions concerning this RFI should be submitted in writing via email to [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov)

## Reimbursement

DMS will not be liable for any costs and will not reimburse any respondent for the cost of preparing and submitting a response to the RFI or for travel costs associated with presenting the demonstration, if requested.

## Respondent's Contact Information

**Company Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Federal Employer ID Number** \_\_\_\_\_

### For Clarification of this Response Contact:

**Name** \_\_\_\_\_

**Title** \_\_\_\_\_

**Phone** \_\_\_\_\_

**Email** \_\_\_\_\_

### Signature of Authorized Person

\_\_\_\_\_

**Name**

\_\_\_\_\_

**Title**

\_\_\_\_\_

**Date**