Attachment D
TECHNICAL PROPOSAL PACKET
710-24-0013

PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION		
Company:		
Address:		
City:	State:	Zip Code:
Business Designation*:*	☐ Individual ☐ Sole Proprietorship ☐ Public Service Corp ☐ Partnership ☐ Corporation ☐ Nonprofit	
Minority and Women-Owned Designation*:*	☐ Not Applicable ☐ American Indian ☐ Asian American ☐ Service Disabled Veteran ☐ African American ☐ Hispanic American ☐ Pacific Islander American ☐ Women-Owned	
	AR Certification #: _____ * See *Minority and Women-Owned Business Policy*	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION		
Provide contact information to be used for bid solicitation related matters.		
Contact Person:	Title:	
Phone:	Alternate Phone:	
Email:		

CONFIRMATION OF REDACTED COPY

☐ YES, a redacted copy of submission documents is enclosed.

☐ NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Bid Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION

By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.

☐ Prospective Contractor does not and will not boycott Israel.

An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's proposal to be rejected.**

Authorized Signature: _____ **Title:** _____
Use Ink Only.

Printed/Typed Name: _____ **Date:** _____

PROPOSED SUBCONTRACTORS FORM

- *Do not* include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.
Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- *Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.*

- *Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.*

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: _____

_____ *Use Ink Only.* _____

Printed/Typed Name: _____   **Date:** _____

INFORMATION FOR EVALUATION

- *Provide a response to each section, addressing the item/questions listed. With the exception of the request for company information and experience, each of the sections below corresponds to a section (or sections) in the RFP or Attachment. Please see the RFP or Attachment section number listed at the beginning of each section header below for more information on the context of each question. Prospective Contractor may expand the space under each item/ question to provide a complete response.*

- *In addition to this section, the Prospective Contractor must also fill out Attachment G - Functional and Technical Requirements Matrix. Responses in these attachments will be factored into the respective section's evaluation and RAW Score.*

- ***Do not*** *include additional information if not pertinent to the itemized request.*

- *Each response should demonstrate a comprehensive understanding of Arkansas Medicaid Pharmacy Program and delivery system.*

INFORMATION FOR EVALUATION	**Maximum Available RAW Score**
INSTRUCTIONS: Please reply to the below questions in a separate document, referencing each Section Title (and number), and question number as applicable. Your proposal should have two sections: a "System Proposal" and a "Business Proposal." Each section below indicates if the section is a System or Business proposal section. There is a 200-page limit to a Respondent's System Proposal and a 150-page limit to their Business Proposal. This page limit includes any screen shots or diagrams. How these page limits are allocated across the questions/sections of the below prompts is at the Respondent's discretion. To the extent that this RFP requests Draft Plans, Resumes or other artifacts, these may be attached as exhibits and not counted towards the page limits. However, please provide a clear reference to where these attached exhibits may be located.	**n/a**

Solution Functionality - System Proposal Instructions	**n/a**
Instructions: In total for the sections below, the Respondent shall provide a summary narrative no longer than two hundred (200) pages in length including graphics and tables using an 11 point font that describes the functionality of their solution. The precise allocation of pages across sections is left to the Respondent. In preparing the narrative, Respondents are encouraged to review the related sections in Attachment A – Key Personnel and Attachment G – Functional and Technical Requirements Matrix and take the DHS business processes and corresponding functions into consideration. Summary narratives should include at a minimum an overview of the solution's functionality, an explanation of how the Proposed Solution for the functional area meets the requirements, DHS business needs, how the Proposed Solution might support efficiencies for DHS, and in cases where modifications are required, a description of the changes, modifications, expansion and/or 3rd party software that will be necessary in order to meet the business needs. In addition to responding to the specifications described above, fill out the tabs of Attachment G - Functional Requirements Matrix. Your answers to this tab of the matrix will be factored into the Score you receive for this section. A failure to meet any requirement designated mandatory may result in the disqualification of a proposal.	

RFP Adherence to Federal Requirements - Business Proposal	Pass/Fail
Please confirm your ability to adhere to all applicable federal requirements listed in the RFP.	
Attachment A Key Personnel - Business Proposal	**5**

1. Provide a Staffing Plan and associated organization chart detailing the number of personnel, level, roles and responsibilities, and team reporting relationships, and identify the approach to providing "shoulder-to-shoulder" links for key staff roles between Contractor staff, PMO staff, and DHS staff.
2. Provide a list and description of subcontractors and their key personnel that will be performing the services rendered by this Contract.
3. For each Key Person proposed in Attachment A, please furnish the following:
 	
    A. Resume: The resume will include the candidate's education, training, experience, and qualifications outlined below:
        1. Education and Training: Respondent will list the relevant education and training of the proposed candidate and demonstrate in detail, how a candidate's education and training relate to their ability to perform the intended duties and obligations properly and successfully in this RFP.
        2. Required Experience and Qualifications: The Respondent will show how the proposed candidate meets the experience requirements for the position. For each proposed candidate, the Respondent must provide the following profile information:
          • Full Name of project or engagement
          • Contact Information
          • Date(s) of Experience
          • Description of Duties
 	
4. Describe your staff's experience in the health and human services and Pharmacy systems and operations.
5. Describe the locations where you propose to perform work associated with this RFP. Indicate the site(s) from which you will perform the relevant tasks identified in this Proposal. If the site(s) for a specific task change during the Contract term, provide a timeline reflecting where the task will be performed during each time period. Please identify a proposed location for the Local Office contemplated by RFP.
7. Specifically identify where the Key Personnel identified in Attachment A will be physically located for the duration of the Contract and your plan for on-site presence of staff.
8. Describe your plan to replace staff throughout the duration of the Contract within the timeframes specified in RFP.
9. Describe your overall staff management approach, including internal standards, policies and procedures regarding hiring, professional development, and human resource management.
10. Describe your process and methodology for retaining personnel and ensuring that Key Personnel are consistently engaged on this Engagement. Please also discus steps you have/will take to minimize staff turnover.
11. Describe how your proposed team (including subcontractor(s), if proposed) has a proven track record of successfully collaborating in a similar environment outlined in the RFP. This should include experiences working with a team to improve DDI and M&O efficiency and effectiveness. Describe how you and any subcontractor(s) will ensure that the proposed team will achieve the required team dynamics.
12. Describe how you will be responsive to the day-to-day customer service needs of the State (e.g., how phone calls about training logistics will be fielded, how State access to the Contractor Local Office will be handled, etc.).	

RFP Section 2.3 Minimum Qualifications - Business Proposal	Pass/Fail

Please describe how Prospective Contractor meets all Minimum Qualifications set forth in RFP Section 2.3. Specifically address each, by letter and number.
 	
A. Letter of Bondability.
 	
B. The Prospective Contractor must meet the following:
  1. A minimum of three (3) years' consecutive experience with MITA concepts, such as MITA process maturity model. The Vendor shall submit two (2) examples which support at least three (3) years' experience of previous implementations using MITA concepts within the past ten (10) years.
  2. Experience processing Pharmacy claims for a solution similar to that required by the State of Arkansas within the last three (3) years.
    a. Number of Clients more than one (1) million potentially.
    b. Similar/exceeds number of claims processing volumes – Encounter processing and claims – 4.5 million paid prescriptions, more than $400,000,000.00.
  3. Minimum of three (3) years' experience interfacing with providers with prescriptive authority, provider enrollment systems, Managed Care Organizations, DSS/EDW systems, and MMIS. This should also include providing a secure portal.
 	
C. Attachment N – Client History Form completed and signed.	

Company Information and Experience – Business Proposal	**5**

A. Provide a **Company Profile**, to include the following:
 	
  1. Company Name
  2. Ownership (sole proprietor, partnership, etc.)
  3. State and date of incorporation
  4. Number of years in business
  5. List of Officers
  6. Location of Company headquarters and other company offices
  7. Number of employees, both locally and nationally
 	
B. Attachment N – Client History Form
 	
C. Describe your company and all subcontractors and their roles on this Project. Please explain why you would be a stable and dependable Contractor for the State. Please confirm whether your subcontractors have, or do not have, signed agreements or letters of intent. Please explain the role of each subcontractor and the anticipated extent of their involvement.
 	
D. Describe your experience on similar projects for similar clients. Describe your Pharmacy systems experience. Demonstrate your experience in leading the design, implementation, and support of large Pharmacy systems in a timely and cost-efficient manner.
 	
Please note, as this section is holistic, the State may consider information provided elsewhere in a Respondent's proposal when scoring this Section.	

RFP Section 2.7 Project Governance and Management - Business Proposal	**5**
1. Discuss your experience with collaborating with the Project Governance Body and the State's PMO, including how you will incorporate feedback and direction. Describe how you will work cooperatively and effectively with the PMO and the IV&V oversight vendor. 2. Describe your project management methodology, tools and techniques that will be used to support the project from initiation through M&O which addresses the State's business needs including deployment of the solution, and support of the solution throughout its lifecycle. Describe policies and procedures employed to ensure the timely completion of tasks to a level of quality expected a professional firm.	

3. Describe your risk and issues management approach, including interactions between you and the State in this process. Describe any expected risk areas and initial mitigation plans. Include references to the use of any specific methodologies, as well as any specific tools being used.
4. Provide a draft Integrated Project Management Plan, Project Schedule, and Project Status Report template.
5. Describe how you will develop and manage an integrated master project schedule.
6. Discuss your deliverable development, submission, quality assurance, and review process, including your standard timelines for deliverable reviews.
7. Describe your Project Change Management approach and explain how you follow the Project Change Management process, providing examples from previous experience where applicable.

RFP Section 2.8.3 Project Management Plan Approach - Business Proposal	5

1. Describe your proposed SDLC methodology for the solution. Include in the response a description of what you believe will be an effective SDLC methodology for both your proposed Solution and for the State during the implementation of the proposed Solution. This should focus on how the different phases interrelate to ensure the requirements are further defined and result in a tested solution which addresses the State's business objectives.
2. Describe your approach to ensure the quality of the project and solution and include details on management of Federal, State, and project requirements through the traceability matrices, change management, operational readiness, and metrics to analyze quality goals, compliance, and management of defect and issue tracking.
3. Describe how you will work with the State during the project kickoff period to ensure roles, responsibilities, and expectations are identified and documented, and training or other preparedness activities have occurred to adequately prepare the State for requirements validation sessions.
4. Describe your process for managing your project team composition, as well as the coordination approach with the other project entities including State staff and others.

RFP Section 2.8.11 Solution Design, Development, and Implementation – Configuration Management - System Proposal	5

1. Describe your plan for designing the Solution Architecture, including the set of technologies that support the solution, detail the software components, design patterns, technology infrastructure and the conceptual, logical, and physical architectures for the solution.
2. Describe the environments you require to complete this project and the necessary hardware, software and tools required for each required environment. This should include all environments being proposed. This description should include all hardware and software items that will be required to make each environment functional and how these will leverage/can be leveraged by other State related effort (if applicable).
3. If you are proposing a COTS solution, describe how you define the terms Customization and Configuration. Describe how your COTS product of service will provide a more economical, efficient, and effective approach to service delivery and program administration than the use of a custom built or transferred IT solution.
4. Describe how you intend to maintain physical and logical security of the solution and its implementation relative to the services it provides.

RFP Section 2.8.22 Solution Design, Development, and Implementation: System Requirements Validation - System Proposal	5

1. Describe your plan for capturing and validating all System Requirements.
2. Describe how you intend to ensure that all requirements map accurately to technical components of the system, and to appropriate test cases to ensure requirements are implemented accurately.
3. Describe how you intend to communicate conduct requirements validation sessions to ensure that State resources and SMEs are able to prepare for and attend these sessions.

RFP Section 2.8.24 Solution Design, Development, and Implementation: Design and Development - System Proposal	5

1. Fully describe your proposed approach to design and develop the solution. Please include, in your description, the project documentation you propose to create with and for the State and its PMO, any expectation or need you have for State support or resources, a description of what you believe will be an effective approach to validating the requirements and developing detailed designs (*e.g.,* JAD sessions, usability studies, managing policy changes), and how business requirements are translated into solution architecture.

   A. If your approach is a Waterfall approach, what are the proposed steps?
   B. If your approach is an Agile approach, what are the proposed steps, how long is each sprint, and how do you propose to deal with the backlog?

2. Describe your expectations for state staffing of the project, including both business and technical staff. Include detail for both full-time and part-time expectations and identify the key points where State participation is critical to success. If you are proposing an Agile solution delivery methodology, describe staffing requirements for State Product Owners (s), including where they are Responsible or Accountable for review or approval activities within Sprints or Iterations. Similarly, if you are proposing a Scaled Agile framework, describe the key points where State Product Owners (POs), stakeholders, or key executives are required to provide approvals of the that features have been developed.

3. Describe how you will work with the state to design and develop a solution that reflects the desired future state of the Pharmacy system. Include how you will ensure the solution supports modularity, is based on user experience and user design principles, addresses the needs of users and other stakeholders, and provides the efficient, economical, and effective administration of DHS programs.

RFP Section 2.8.27 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration - System Proposal	**5**

1. Describe your approach to Data Conversion that will optimize the level of automated conversions including the tools that will be used. Describe your approach in detail around mapping of data elements between the source and target solutions, extraction, transformation, and load.
2. Describe how you will ensure data and information integrity and consistency in the solution, both during conversion and migration and thereafter, per Pharmacy requirements.
3. Describe your approach to testing converted data.
4. Provide a draft Data Conversion Plan, including a high-level schedule that supports ensuing data is clean, accurate, and complete in advance of the corresponding UAT period.
5. Describe the protections and safeguards that clearly demonstrate that the State maintains complete administrative control and ownership of its data. Describe how the State will retain ownership of its data stored transformations so the State's data may be reliably and easily extracted in industry standard formats.
6. Describe your overall plan, roles and responsibilities, and key activities necessary to promote data quality within the Pharmacy system, including how you will continually track, monitor, and report on the status of compliance during the project.

RFP Section 2.8.39 Solution Design, Development, and Implementation: Implementation and Go-Live - System Proposal	**5**

1. Describe your methodology, tools, and techniques for rolling out the Pharmacy System according to the State's desire for a limited phased approach. Describe how you will work the State to plan, deploy, exercise, and validate full readiness and preparedness across people, processes, data and technology in a pre-production or production environment. Describe the resources, roles and responsibilities and high-level strategy and approach that validates implementation readiness.
2. Describe your approach to successful phased deployment strategy, including communications, training (including multiple types of materials – online refresher training, desk-side support tools, and tips and hints, known and approved workarounds), and on-site support to ensure users have a positive experience with adopting to the new platform, processes, and tools.
3. Describe how training activities will be completed to ensure that Pharmacy systems have adequate time to prepare, sufficient time to attend training, and have the proper communications

4. As part of change management and readiness, provide an overall strategy based on previous experience with similar projects. Include a detailed list of roles, responsibilities, and activities for the various Go-Live support activities, including the War Room, Contractor-led on-site support, and potentially the use of State Change Champions or Super Users across various departments to ensure users and support are able to use the new system seamlessly and efficiently.
5. Describe how State acceptance will be documented and the implementation phase of the project closed out, including final testing and validation that all compliance criteria have been met, and if requirements or compliance activities have not been met, describe your approach to work with the State to document those gaps.

RFP Section 2.8.43 Maintenance & Operations - System Proposal	5

1. Please explain how you will perform the System Monitoring, including any experience performing similar duties for similar clients.
2. Please explain how you will work with OIT to provide Level 2 and 3 Technical Support in accordance with RFP Section 2.8.44 including any experience performing similar duties for similar clients.
3. Please explain your approach to proposing upgrades to the solution in accordance with RFP Section 2.8.45.
4. Please detail your experience keeping system documentation similar to what is contemplated in RFP Section 2.8.36.
5. Please confirm your ability to collaborate with the State as required by RFP Section 2.8.43.
6. Describe how the State will maintain reliable access to the Pharmacy System and the standards for operational uptime and data security.

RFP Section 2.8.37 System Security and Privacy - System Proposal	5

1. Please state your understanding of the latest versions of 45 CFR 164.522(b), NIST SP 800-53 Rev. 5 , MARS-E 2.0, and explain how your Solution will ensure that these requirement is met. In your answer, please describe how your Solution can manage confidential data.
2. Describe all privacy and security incidences (*i.e.,* a breach, improper disclosure) affecting the information of over 10,000 individuals that have occurred in systems implemented or maintained by the Respondent (its subsidiaries and affiliates) or any subcontractor within the past five years. Describe how you handled the incident(s).
3. Provide a proposed System Security Plan in accordance with the details outlined in RFP Section 2.8.15
4. Describe how your proposed Solution will protect sensitive information, including but not limited to Client information and Provider information.
5. How will you ensure security and confidentiality of information, while allowing for a free flow of information accessible through various means?