

Attachment D
TECHNICAL RESPONSE PACKET
RFP # 710-24-0027

RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:					
Address:					
City:		State:		Zip Code:	
Business Designation:	<input type="checkbox"/> Individual	<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Public Service Corp		
	<input type="checkbox"/> Partnership	<input type="checkbox"/> Corporation	<input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable	<input type="checkbox"/> American Indian	<input type="checkbox"/> Asian American	<input type="checkbox"/> Service Disabled Veteran	
	<input type="checkbox"/> African American	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Women-Owned	
AR Certification #:	_____		* See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION					
<i>Provide contact information to be used for bid solicitation related matters.</i>					
Contact Person:			Title:		
Phone:			Alternate Phone:		
Email:					
CONFIRMATION OF REDACTED COPY					
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> 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.					
<i>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.</i>					
ILLEGAL IMMIGRANT CONFIRMATION					
By signing and submitting a response to this <i>Bid Solicitation</i> , 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.					
<input type="checkbox"/> 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

- Respond to each section, addressing the items/questions listed. Except for the request for company information and experience not already included in Attachment M – Client History Form, each of the sections below corresponds to a section (or sections) in the RFP or ~~the~~ Attachments. 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. The prospective Contractor may expand the space under each item/question to provide a complete response.
- 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.

<u>INFORMATION FOR EVALUATION</u>
<p>INSTRUCTIONS: Please reply to the below questions in a separate document, referencing each Section Title (and number), and question number as applicable. In total for the sections below, the Respondent shall provide a summary narrative no longer than fifty (50) pages in length, including graphics and tables, using an 11 point font that describes their IV&V solution. The precise allocation of pages across sections (i.e., the number of pages to spend on each Section) is left to the Respondent.</p> <p>To the extent that this RFP requests Draft Plans, Resumes, or other artifacts, these may be attached as exhibits and not counted toward the page limits. However, please provide a clear reference to where these attached exhibits may be located.</p> <p>Respondents are encouraged to review the related sections of the RFP and all Attachments and take the DHS business processes and corresponding functions into consideration. Summary narratives should include at a minimum an overview of the Vendor’s explanation of how the Proposed IV&V Solution meets the requirements, DHS business needs, and how the Proposed IV&V Solution might support efficiencies for DHS.</p>

E.1 RFP Adherence to Federal Requirements - Business Proposal

Please confirm your ability to adhere to all applicable federal requirements listed in the RFP

E.2 RFP Section 2.3 Minimum Qualifications (A-C)

Describe how the prospective contractor meets all Minimum Qualifications outlined in RFP Section 2.3. Specifically, address each by letter and include:

- A. Letter of Bondability
- B. The Vendor (Prime) **shall** have experience with five (5) IV&V projects similar in size, complexity, and scope to this RFP in the past (5) years. A minimum of One (1) project must have included Medicaid systems processing at a contract value of \$80 million a year for the Medicaid system. As proof of meeting this requirement, the Vendor (Prime) **shall** complete Attachment M – Client History Form and an authorized signatory sign Attachment M – Client History Form.
- C. The Vendor must be registered to do business in the State of Arkansas and in good standing by the initial start of any resulting contract. For verification purposes, Vendor must provide a Certificate of Good Standing, Certificate of Authority, other required Arkansas Secretary of State documentation such as non-filing or non-qualifying statements, upon DHS request.

E.3 Company Information and Experience

- 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 M – Client History Form
- C. Describe your company and all subcontractors and their roles on this Project. Explain why you would be a stable and dependable Contractor for the State. Confirm whether your subcontractors have, or do not have, signed agreements or letters of intent. Explain the role of each subcontractor and the anticipated extent of their involvement.
- D. Provide a more in-depth description than included on Attachment M – Client History Form for one or two key projects that highlight your IV&V experience on similar projects for similar clients.

Please note, as this section is holistic, the State may consider information provided elsewhere in a Respondent’s proposal when scoring this Section.

E.4 RFP Section 2.4.3 Project Staffing and Attachment A – Key Personnel

- A. 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, IV&V staff, and DHS staff.
- B. Provide a list and description of subcontractors and their key personnel that will be performing the services rendered by this Contract. Confirm whether your subcontractors have, or do not have, signed agreements or letters of intent. Explain the role of each subcontractor and the anticipated extent of their involvement.
- C. For each Key Person provide all information requested in Attachment A – Key Personnel.
- D. Describe your staff’s experience with IV&V in the health and human services arena.
- E. 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 changes during the Contract term, provide a timeline reflecting where the task will be performed during each period.

- F. Specifically identify where the Key Personnel identified will be physically located for the duration of the Contract and your plan for the on-site presence of staff.
- G. Describe your plan to replace staff throughout the Contract within the timeframes specified in the RFP.
- H. Describe your overall staff management approach, including internal standards, policies, and procedures regarding hiring, professional development, and human resource management.
- I. Describe your process and methodology for retaining personnel and ensuring that Key Personnel are consistently engaged in this Engagement. Discuss steps your have/will take to minimize staff turnover.
- J. Describe how your proposed team (including subcontractor(s), if proposed) has a proven track record of successfully collaborating in a similar environment to the 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.
- K. Describe how you will be responsive to the day-to-day customer service needs of the State.

E.5 RFP Section 2.4.6 IV&V Vendor Activities and Deliverables

E.5.A RFP Section 2.4.6.C and 2.4.6.D - IV&V Project Management Plan and IV&V Project Schedule

- A. Describe the bidder’s proven methodology, approach, and process for Project Management of Medicaid IV&V activities.
- B. Include an example of an IV&V project schedule utilized on similar projects.
- C. Describe how the IV&V bidder’s project management approach adapts to the varying State governance models.
- D. Describe how the IV&V bidder’s approach will use staff that has experience in managing and evaluating project schedules.
- E. A redacted example Privacy and Security Plan from a previous project.

E.5.B RFP Section 2.4.6.E – IV&V Bi-Weekly Status Report

- A. Describe the bidder’s process for capturing detailed status on project activities (i.e., scheduled tasks, risks, issues, staffing, communications, etc.) at a detailed level and reporting the information as needed based on the reporting audience.
- B. Describe the bidder’s methods for determining and reporting overall project, schedule, budget, scope, and quality status (i.e., determining whether a project is red, yellow, or green, and providing defined criteria as to what constitutes each type of status).
- C. Provide a template for a status report that would meet the requirements defined in this RFP, including instructions and procedures for completing the template.
- D. Provide a redacted example of similar weekly or bi-weekly status reports from a previous project.

E.5.C RFP Section 2.4.6.G – IV&V Monthly Assessment Report

- A. Provide a redacted example of an IV&V Monthly Independent Assessment from a previous project.
- B. Describe the bidder’s approach in detail to IV&V including:
 - 1. Project participation at the level of detail necessary to assess the project’s health.
 - 2. Risk, issue, and opportunity management.
 - 3. Deliverable review and reporting of deliverables findings.
 - 4. Checklists or other tools that will be used
 - 5. Approach to schedule evaluation
- C. Explain past challenges and common issues in past projects along with the recommendations provided to address the issues.
- D. Provide examples of opportunities or positive risks reported in past projects where the customer was able to

capitalize.

- E. Provide a redacted example of the bidder's deliverable review findings and issue assessment from a previous project. Describe if and how any checklists are used and which industry standards are anticipated to be used for these projects.

E.5.D RFP Section 2.4.6.H - IV&V System and Business Operations and Readiness Review

- A. Describe the bidder's approach to assessing operational and system readiness.
- B. Provide an example of a readiness review plan utilized for other projects.
- C. Provide an example of operation and system readiness review reports used on previous projects.