

Request for Information on 'No Wrong Door' Customer Service Center Solutions

The Arkansas Department of Human Services (DHS) is requesting information from interested parties regarding a No Wrong Door Customer Service Center approach for all DHS consumers. The goal of this Customer Service Center service is to provide prompt, accurate and consistent information regarding programs, questions and concerns in a streamlined and holistic manner that is easy to navigate for beneficiaries.

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

ISSUE DATE: **August 6th, 2024**

RESPONSES DUE: **October 1st, 2024**

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1. Request for Information

1.1 No Award of Contract

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

1.2 Intent of the RFI

1. DHS is issuing this RFI for planning purposes with the intent to gather information on potential future strategic opportunities related to the identified service area(s). This RFI shall not be construed as a commitment by DHS 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; DHS will not award a contract because of this RFI.
2. Review of the responses to this RFI by DHS 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.

1.3 Purpose

DHS is requesting information from interested parties regarding a No Wrong Door Customer Service Center approach with all DHS consumers. The goal of this Customer Service Center is to provide prompt, accurate and consistent information regarding programs, questions and concerns in a streamlined and holistic manner that is easy to navigate for beneficiaries.

DHS wants to ensure that the beneficiaries receive a consistently high level of service regardless of their entry point. Interested parties may provide information on a solution that includes the following components:

1. A Call Center,
2. Mobile friendly website development and management to make information readily available and easily accessible to beneficiaries,

3. Additional technologies that provide easier access to information for the beneficiaries, such as text capabilities, predictive call routing, interactive voice response, and conversational artificial intelligence.
4. Multiple avenues of contact,
5. Customer Relationship Management (CRM) platform that gives visibility for DHS into all customer interactions to ensure quality of communications, as well as resource tracking and referral management interoperability,
6. Training materials and programs for all customer service staff designed to make the staff experts on programs and reduce the need over time for calls to be transferred to DHS, and
7. Multi-year learning approach an interested party may take to gain the skillset to answer all questions related to DHS programs, including but not limited to Medicaid programs, eligibility, child welfare, juvenile justice, SNAP, etc.

2. Background and Context

2.1 Current State Overview

2.1.1 Beneficiary Programs and Customer Service Tasks Currently Provided Under Contract

Type of Program	Overview of Tasks
Arkansas Health and Opportunity for Me (ARHOME)	<p>Assist with questions and plan selections for those beneficiaries that qualify for Qualified Health Plans</p> <p>Refer individuals needing assistance with applying for medically frail to the Division of County Operations (DCO)</p> <p>Refer individuals needing assistance with covered benefits or copayments to the Division of Medical Services (DMS)</p> <p>Refer those individuals whose income may be too high for ARHOME over to the State Based Exchange for assistance picking a plan and receiving a premium subsidy.</p>
Behavioral Health	<p>Provide up-to-date information about Mental Health and Substance Use Disorder Service providers</p> <p>Refer individuals in need of further assistance to the Division of Aging, Adults and Behavioral Health Services (DAABHS), including complaints</p>

<p>ConnectCare</p>	<p>Assign or change primary care physicians (PCP) from beneficiary or provider calls</p> <p>Make adjustments per DHS policy for PCP Provider caseloads</p> <p>Identify and resolve PCP assignments and questions</p> <p>Respond to general questions from Medicaid and ARKids First beneficiaries</p> <p>Send program information, answer questions, and refer beneficiaries to the most appropriate DHS resource</p> <p>Develop ConnectCare promotional materials and a ConnectCare newsletter acceptable to DHS, consisting of information on ConnectCare services and the availability of the ConnectCare toll-free helpline and website, appropriate use of health care services, and timely health information</p> <p>Provide a Bilingual Outreach Coordinator to provide health promotion and family and community outreach to areas of the state with a high Hispanic or Marshallese population</p> <p>Accept and respond to email and website requests from Medicaid and ARKids First beneficiaries for assigning or changing a PCP</p> <p>Document complaints received from Medicaid and ARKids First beneficiaries or guardians concerning their PCP and report documented complaints to Medicaid Complaint Line staff daily</p> <p>Assist callers needing dental benefit information or assistance scheduling a dental appointment to the DHS/DMS Dental Unit</p> <p>Offer PCP assignment services to Medicaid and ARKids_First beneficiaries at school and community events</p> <p>Process dismissal letters mailed to beneficiaries from providers</p> <p>The Customer Service Center Vendor will not perform ConnectCare recruiting activities.</p>
<p>Division of Children and Family Services (DCFS)</p>	<p>Operate warm line for Resource Parents (an individual or individuals that have opened their home to serve foster care children) from 10 a.m. to 8 p.m. Monday through Friday</p> <p>Connect these families to resources such as:</p> <p>Transportation, childcare, food assistance, etc.</p> <p>Medicaid numbers</p>

	<p>Information about resources</p> <p>DCFS staff</p> <p>Local support groups</p> <p>Service providers, primary care providers, etc.</p> <p>Help scheduling appointments and making sure they are kept</p>
Life 360 Enrollment	<p>Accept and process enrollment, disenrollment, and reenrollment requests from Life360 providers or other referral sources allowable by the program.</p> <p>Assign eligible beneficiaries to appropriate Life360 HOME according to the Life360 Home Provider Manual.</p>
Medicaid (and associated) Applications	<p>Triage incoming calls for Medicaid, Supplementation Nutrition Assistance Program (SNAP) and Transitional Employment Assistance (TEA) application assistance</p> <p>Transfer Medicaid, SNAP, and TEA application assistance to the appropriate entity</p>
Medicaid Claims & Billing or Medicaid, ARKids, Health Plan Questions	<p>Answer general program inquiries through phone calls or email and refer to appropriate DHS program department, if necessary</p> <p>Provide information about benefits available in the individual's benefit plan, effectively assist in resolving issues or concerns, ensure enrollment in a qualified health plan, PCP panel, or PASSE, as appropriate, and provide contact information for health plans or providers</p> <p>Provide technical support to beneficiary website/portals</p> <p>Assist Medicaid beneficiaries to change their address</p>
Non-Emergency Transportation (NET) and Day Treatment Transportation (DTT)	<p>Field complaint calls related to any NET and/or DTT issue and transfer to the NET oversight vendor as appropriate</p> <p>Answer general NET and/or DTT program questions</p> <p>Transfer to NET and/or DTT broker if beneficiary is requesting a ride</p>
Extension of Transportation Services (EOTS)	<p>Educate brokers on the program policies and procedures</p> <p>Respond to requests for information from beneficiaries, elected officials, and the public regarding the program</p>
Provider-Led Arkansas Shared Savings Entity (PASSE)	<p>Provide PASSE resource information and answer beneficiary program questions</p>

	Assist existing eligible Arkansas Medicaid beneficiaries in changing their auto-assignment to a PASSE entity upon initial enrollment or during designated open enrollment periods
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2.1.2 Beneficiary Medicaid Program Customer Service Provided by State Staff

- | | | |
|---|---|--|
| 1) Adult Developmental Day Treatment | 2) Early Intervention Day Treatment | 3) Occupational, Speech, and Physical Therapies |
| 4) Applied Behavioral Analysis Therapy for Children with Autism | 5) Early and Periodic Screening Diagnosis and Treatment (EPSDT) | 6) PACE Program |
| 7) Autism Waiver | 8) Home Health | 9) PASSE Program |
| 10) AR Choices Waiver | 11) Hospital Services | 12) Personal Care |
| | 13) Independent Choices Waiver | 14) Pharmacy Services |
| 15) Behavioral Health Counseling | 16) Inpatient Psychiatric Care for Children and Adults | 17) Primary Care Providers (PCP) and other physician, APRN, and Physician Assistant services |
| 18) Community and Employment Supports Waiver | 19) Intermediate Care Facilities including State-operated Human Development Centers | 20) Private Duty Nursing |
| 21) Dental and Vision services | 22) Living Choices Waiver | 23) Residential Care Facilities |
| 23) Family Planning Related Services | 24) Medicaid Eligibility Categories | 25) Skilled Nursing Homes |
| 26) Developmental Disabilities Services (DDS) | | 27) Substance Abuse Treatment |
| 28) Diagnostic and Psychological Testing | 29) Medical Surgical Procedures | 30) Targeted Case Management |
| 31) Durable Medical Equipment | 33) Laboratory and Radiology | 35) Chiropractors |
| 32) Pregnancy related services | 34) TEFRA | 36) ARKids B |

2.1.3 Call Center Volume

Historical DHS call center volume data consists of the "triage" category, which is not differentiated by call topic, and "secondary queue" that does differentiate by call topic and by call language. Triage volume is a good estimate for total incoming call volume in that it is callers' first contact with a call center representative before they're routed to more specific queues. Secondary queue volume then corresponds with those specific call topics. However, secondary queue numbers are slightly higher because not all calls start with triage first contact - some callers may use phone menus and transfer themselves directly to the secondary queue.

Based on a little over two years of call volume data, the details of which can be found in the bidder's library, DHS estimates annual triage volume at about 692,000 calls, with about 668,000 being in English and about 24,000 being in Spanish.

Secondary queue volumes are shown below in Exhibit 1.

Exhibit 1: Estimated Annual Secondary Queue Call Volume by Call Topic and Call Language

Call Topic	English	Spanish	Undifferentiated	Total
Address Changes	46,514	2,335	0	48,849
ARHome			28,656	28,656
Behavioral Health	0	0	3,013	3,013
ConnectCare	117,873	4,473	0	122,346
Dental	16,649	690	0	17,340
Grievance	0	0	1,535	1,535
PASSE	6,596	119	0	6,715
Resource Line	0	0	77	77
Research	11,052	356	0	11,408
Medicaid Eligibility Questions	417,538	17,106	0	434,644
Tech Support for Access Arkansas and ARMedicaid Web Portals	8,103	91	0	8,194
GRAND TOTAL	624,325	25,170	33,281	682,776

2.1.4 Opportunity Areas

The current operation of DHS Medicaid and other DHS systems and operational activities are fragmented, including multiple Customer Service Centers and programmatic service vendors and their supporting software platforms. Multiple Customer Service Centers currently serve beneficiaries within the Fiscal Agent and DHS Medicaid operations, including the Enrollment Broker Customer Service Center. In addition, within existing Fiscal Agent operations, multiple pools of operational/processing staff work on operational support activities. This can create a siloed, confusing, and frustrating experience for Medicaid beneficiaries and DHS staff as they navigate multiple contact numbers and touchpoints within DHS Medicaid. Customer Service Center agents or DHS staff are unable to view a complete record of the beneficiary's previous interactions with DHS.

There is no unified record of DHS communications among platforms, which creates inefficiencies and causes confusion for beneficiaries. In addition, multi-vendor/platform environments create inefficient staffing models and redundant costs.

Highlighted below are some key pain points for beneficiaries, including:

1. The beneficiary experience is prone to errors driven by multiple disconnected channels and manual touchpoints.

2. Beneficiaries use multiple portals (DHS, the Medicaid Fiscal Agent, health plans, etc.) that are not linked, do not reference each other, and require the beneficiary to determine when to use each portal.
3. Manual beneficiary contact tracking and communication creates silos of information that are not centrally accessible to agents and DHS staff.
4. Limited self-service options result in increased calls/agent support.
5. Multiple entry points and unique web portals cause confusion for beneficiaries.
6. Beneficiaries receive communications from multiple entities, which can cause confusion.
7. Beneficiaries may not receive accurate information due to data access, quality, timing, and synchronization issues.

2.2 Prospective Use Cases

1. Website Encounter:
 - a. Chatbot
 - i. Beneficiary question and response
 - ii. Beneficiary referral
 - b. Live Chat
 - i. Beneficiary question and response
 - ii. Beneficiary referral
2. Telephony Encounter
 - a. Customer Service Center agent
 - b. Local County Office State staff
3. County Office/In-Person Encounter:
 - a. Beneficiary sign in/check in for each visitor
 - i. Identify reason for visit
 - ii. Route to the correct resource area/personnel
 - b. County Office Staff CRM
 - i. Capture:
 1. How many people visited?
 2. What was the purpose of the visit?
 3. How were they helped?
 4. What services were received?
 - ii. Pull/provide eligibility system information
 - c. Access State system(s) for beneficiary research
4. Beneficiary Grievance and Appeals
 - a. A single grievance and appeal routing pipeline.
 - i. Grievance and appeals may be filed under multiple programs

- ii. Filing must be accepted through all communication modalities (e.g., in person. Email, standard post, telephone, and others) directly within the CRM system if possible or connect seamlessly to integrate the data within the CRM system.
 - b. A framework for ordering and routing all filings
 - i. All filings must be organized according to program,
 - ii. Routed to identified DHS staff and systems for each program, and
 - iii. Reporting available on filing data
5. Beneficiary Protection Tools
- a. A single incident and accident routing pipeline.
 - i. Providers are reporting incident and accident reports under multiple programs and multiple portals/email mailboxes
 - ii. Filing must be accepted through the CRM system if possible or connect seamlessly to integrate the data within the CRM system
 - b. A framework for accepting and routing all incident and accident reports
 - i. All filings must be organized according to program,
 - ii. Routed to identified DHS staff and systems for each program, and
 - iii. Reporting available on filing data

2.3 Relevant State IT Systems Overview

System	Summary Description	Additional
ARIES Integrated Eligibility Benefits System	The Arkansas Integrated Eligibility System (ARIES) was built to streamline and modernize the technologies used to serve Arkansans applying and receiving benefits for: Health Care, the Supplemental Nutrition Assistance Program (SNAP), or the Transitional Employment Assistance (TEA) program.	
Comprehensive Child Welfare Information System (The current SACWIS or subsequent CCWIS replacement system.)	The DHS Division of Children and Family Services has been transitioning to a CCWIS system from its legacy SACWIS in a staged implementation. The current legacy system is its Children’s Reporting and Information System (CHRIS). CHRIS was developed pursuant to federal requirements for Statewide Automated Child Welfare Information Systems (SACWIS). Any future CCWIS system will follow the ACF CCWIS final rule requirements and will be used by DCFS case management and associated workflows, worker optimization tools, and modern marketing and recruitment capabilities which have the potential to improve case workers’ efficiency and the outcomes for children involved with foster care.	

InterChange Medicaid Management Information System	The MMIS Core system processes claims for both Fee for Services (FFS) and Managed Care Organizations (MCOs). Core is the main hub for data processing of all Medicaid claims, except for Pharmacy claims.	
Medicaid Decision Support System (DSS):	The DMS Decision Support System (DSS) houses a wide array of data including Medicaid claims, denials, and payments; capitations, provider information; beneficiary data; and encounters used to assess, monitor, and measure the Medicaid program's effectiveness. The data is also used for Federal reporting to CMS, analysis for fraud and abuse for OMIG, Legislative reporting, and ad-hoc reporting and analysis.	
Docketing, Grievance and Appeals system	The DHS Office of Appeals and Hearings uses this .NET website to track appeals and court hearing details. It captures information such as if the Referral/Allegation was appealed; when the appeal was received; when the appeal was rendered and what the Disposition was.	.Net SQL Server
THERAP		.Net SQL Server
Optum ARIA	The Arkansas Independent Assessment (ARIA) system is comprised of several parts that are administered through separate steps for each eligible Medicaid client served through one of the state's waiver programs, or state plan personal care services. The purpose of the ARIA system is to perform a functional needs assessment to assist in the development of an individual's Person-Centered Service Plan (PCSP), for certain populations to establish a per member per month payment to a managed care entity, or personal care service plan.	
Internal QuickBase and/or Salesforce applications	DHS utilizes a number of customized QuickBase and Salesforce applications for various agency internal processes.	

3. Response to RFI

3.1 Contents of Response

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

1. Detailed Written Response: Provide written responses to any or all the areas listed above and to the specific items detailed 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. Financial/Total Cost of Ownership: Provide an estimated general pricing model for all stages of project and an estimated total cost of ownership.
3. Presentations/Demonstrations: DHS may request that the respondents schedule a 90-minute presentation with select DHS management. Please indicate your willingness to schedule an in-person presentation. Should this opportunity become available, DHS will contact you with dates and times that are convenient for both parties. DHS 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.
4. 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.

3.2 Detailed Written Response

The State has identified the following areas and questions of interest in this Request for Information. Please provide any relevant information to the following in the Respondent's Detailed Written response:

3.2.1 General

1. An overview description of the respondent's recommended solution(s) including any supportive technologies, service methods or approaches, and general staffing requirements.
2. A description of available methods/processes for any on-going solution maintenance and software updates.

3.2.2 Implementation

Please provide a description of the respondent's:

3. Recommended implementation of supportive technologies including growing contractor's utilization of artificial intelligence.
4. Recommendation for implementing a staged-in approach to training and initial knowledge building for contractor personnel. Please include a description of how this recommendation addresses both the incorporation of new programs into the service, the development of the

depth of agent knowledge, and the ability of agents to address questions of increasing complexity.

5. Recommended approach to transition knowledge transfer between outgoing and incoming vendors.
6. Successful implementation of a Knowledge Building method and/or technology the respondent has completed for a client, and any relevant areas of special concern or lessons learned identified in that process.
7. Capabilities for or successful implementation of generative artificial intelligence (GenAI) large language model (LLM) and natural language processing or other advanced knowledge building and/or supportive technologies. Approach should include techniques to prevent bias, improve accuracy, identify gaps or conflicting content such as feedback loops and answer source reference. Approach should also include ability to initially support CSC agents and Agency staff and eventually constituents.
8. Estimate of the time and resource commitment from State staff during implementation of Generative AI systems.
9. Recommendation for making the No Wrong Door implementation process customer-friendly at each stage.
10. Recommendation for marketing each stage of the No Wrong Door program/beneficiary customer service consolidation and supporting beneficiary access to customer service.

3.2.3 Interface with Existing Technology Resources

Please provide a description of the respondent's:

11. Options for interfacing with existing State systems (e.g. eligibility systems) to provide a more seamless customer service experience.
12. Strategy for navigating through differential data access, quality, timing, and synchronization issues between State systems.
13. Options for identifying relevant categories of information provided to the Customer Service Center or in-person encounters to share with corresponding State systems. For example, eligibility information shared with the State eligibility system, foster care information shared with the State SACWIS/CCWIS system.
14. Recommendation for the extent of interfacing with existing State systems.
15. Recommended solution(s)' method to ensure that customer information is captured and passed between different agents and/or State staff to ensure that customers do not need to repeat information multiple times in the same inquiry.
16. Recommendation for a rollout plan for implementing a CRM and closed loop referral-based system across DHS systems, programs, and Arkansas communities.
17. Recommended solution(s)' method for ensuring non-duplication of information entry How does this method ensure any redundant information is addressed within the CSC instead of a State system or by State staff?
18. Options for local State staff at 75+ local county offices to document and track in-person contacts with beneficiaries (e.g., CRM or other customer contact management tools).

3.2.4 Personnel Knowledge Building and Retention

Please provide a description of the respondent's:

19. Recommendation for structuring staffing for this service.
20. Recommendation for maintaining continuity of agent expertise throughout a multi-year contract?
21. Recommendation for methods or approaches to hiring, training, and retaining quality staff for a project of this scope and duration without engaging existing state staff.
22. Recommendation for leveraging scripts, knowledge databases, or other techniques and technologies for ensuring consistent information is provided through all channels of communication.
23. Recommendation for organizing areas of expertise or specific knowledge sets for agents.
24. Recommend method for ensuring quality staff are hired, trained, and retained for a project of this scope without hiring existing state staff?
25. Successful implementation of a Knowledge Building method and/or technology that the respondent has completed for a client, and any areas of special concern or lessons learned identified.
26. Services offered that create accessible, explanatory materials of services offered to beneficiaries under specified program(s).

3.2.5 Communication Channels

Please provide a description of the respondent's:

27. Recommendation for the set of communication channels appropriate to a No Wrong Door approach service.
28. Recommendation for communication technologies (e.g., predictive call routing, interactive voice response, conversational artificial intelligence, etc.).
29. Available modes of communication in the respondent's recommended solution(s). Please identify which modes are native to the solution(s) and which would require additional build out.
30. Recommended solution(s)' method of receiving and addressing inquiries through all channels/modalities of communication.
31. Recommendation for methods of structured, clear call/question/encounter escalation.
32. Recommendation for structuring the routing of phone calls across multiple programs to an agent with appropriate expertise.
33. Recommendations for how beneficiary ease of access to agent/agency expertise in 45+ programs and customer service areas can be ensured under a No Wrong Door approach.
 - a. Phone Call: Limit the number of options to be selected, the number of sequential selections required.
 - b. Chat: Limit the number of interactions required to access information
 - c. Any other channels of communication requiring multiple steps for beneficiaries to access information.
34. Recommended solution(s)' capabilities/approach to address the multilingual needs of Arkansas beneficiaries across communication channels. How would this approach specifically address Marshallese dialects?

35. Recommended solution(s)' IVR language support. Specifically, how many/which languages can the IVR in the respondent's recommended solution(s) simultaneously support?
36. Recommended solution(s)' capability of maintaining local beneficiary access to state staff at 75+ local county offices for beneficiaries receiving customer service assistance recorded through current State systems?
37. Recommended solution(s)' capabilities for assisting beneficiaries to schedule service appointments and provide support to those beneficiaries to ensure scheduled appointments are kept.
38. Service options available to address use cases not otherwise identified in the RFI.

3.2.6 Reporting and Solution Visibility

Please provide a description of the respondent's:

39. Recommended solution(s)' capabilities for providing State staff with vision into the inquiry escalation structure, status, and success rate of beneficiary encounters.
40. Recommended solution(s)' reporting capabilities on the information Beneficiaries receive, the version of that information, the source of that information (e.g., a script, a particular State system, the CRM, etc.), and the agent/State Staff member providing it.
41. Recommendations for limiting the pool of data used by AI agents to ensure compliance with agency policies and programs and accurate responses for beneficiaries.

3.3 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).

3.4 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 flash drives. 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. 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, October 1, 2024**. Responses shall be submitted to:

Hand Delivery

Department of Human Services
Procurement Office
Attn: Karrie Goodnight
700 Main Street, Slot W345
Little Rock, AR 72201

Commercial Carrier (UPS, FedEx, or USPS Exp)

Department of Human Services
Procurement Office
Attn: Karrie Goodnight
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

3.5 Reimbursement

DHS 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.

4. Respondent's Contact Information

Company Name _____

Address _____

Federal Employer ID Number _____

Contact for Clarification of this Response:

Name _____

Title _____

Phone _____

Email _____

Signature of Authorized Person

Name

Title

Date