

**REVISED RESPONSE PACKET**  
**710-22-0034**

# 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"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service-Disabled Veteran		
	<input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned		
	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for 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 Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and <b>shall not</b> employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and <b>shall not</b> boycott Israel during the term of a contract awarded as a result of this solicitation.			
<input type="checkbox"/> Prospective Contractor does not and <b>shall not</b> 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 *Solicitation* may cause the Prospective Contractor's response to be rejected.

**Authorized Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# 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: \_\_\_\_\_

# 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*

<b>Subcontractor's Company Name</b>	<b>Street Address</b>	<b>City, State, ZIP</b>

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

# INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. With the exception of the request for company information and experience, each of the sections below correspond to a section(s) in the RFP or Attachment(s). Prospective Contractors are encouraged to provide system screen shots supporting the process of accomplishing the requirements.*
- *In addition to the information requested below, the Prospective Contractor must also fill out Attachment I – Requirements Response Worksheet and Attachment H – Client History Form. Responses in these attachments will be factored into the respective section’s evaluation and evaluation scoring.*
- **Do not** include additional information if not pertinent to the itemized request.
- **Ensure all information provided complies with any not to exceed page amount for the section.**

## INFORMATION FOR EVALUATION

### E.1 - RFP Section 2.3 Minimum Qualifications

Please describe how Prospective Contractor meets all Minimum Qualifications set forth in RFP Section 2.3. Specifically address each, by letter and number.

A. The Prospective Contractor must meet all the following:

1. Experience with five (5) successful implementation projects similar in size, complexity, and scope to this RFP in the past seven (7) years;
2. One (1) of the projects must have been implemented for a state Medicaid agency serving a population of one million plus;
3. Three (3) of the projects must have been with three (3) separate state agencies, divisions of a single state agency, or some combination thereof; and
4. Experience complying with privacy standards such as HIPAA.

Note: A *successful implementation* is one in which all contracted functionality was delivered to the client to their satisfaction, on time, and within the allocated budget.

- B. *Attachment H – Client History Form* completed and signed.
- C. *Attachment I – Requirements-Deliverables Worksheet* - Completed both Requirements and Deliverables & Milestones tabs.
- D. Official documentation of active registration with the Arkansas Secretary of State’s Office.
- E. Letter of Bondability

## E.2 - Company and Staff 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 top officers
  6. Location of Company headquarters and other company offices
  7. Number of employees, both locally and nationally
- B. *Attachment H – Client History Form.*
- C. Provide a **Staff Qualifications and Experience (RFP Section 2.4)**, to include the following:
1. Staff skills matrix summarizing relevant experience of the proposed staff, and any subcontractor staff in the areas of: Technical project management; Planning; and Requirements Analysis.
  2. Provide a narrative describing experience each key staff member in areas relevant to this project.
  3. Separately identify Prospective Contractor and subcontractor staff.
  4. Provide an organization chart of all proposed staff.
- D. If subcontractors are being proposed, then include the name and address of each subcontractor entity along with an organization chart indicating staffing breakdown by job title and staff numbers on this project. This organization chart must show how the individual subcontractor entity will be managed by your firm as the primary contractor. Any sub or co-contractor entity(s) proposed will need prior approval by the State before the contract is signed. If proposing no subcontractors, please state in this proposal section “No subcontractors are being proposed as part of this contract.”
- E. Please explain the role of each subcontractor and the anticipated extent of their involvement in this project. Please confirm whether your subcontractors have, or do not have, signed agreements or letters of intent.

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

## E.3 - RFP Section 2.5 – Scope of Work

Prospective Contractor shall provide a comprehensive Approach Plan to accomplish all Functional Areas requested in each RFP Sections 2.5 A-I. At a minimum, the plan must include the following elements:

- A. A high-level description of the steps (or high-level activities) and acknowledgement of responsibilities needed to complete the requirements.

- B. Supporting screen shots and sample reports of the Prospective Contractor's current system. Screen shots and sample reports must reference the subsequent requirement.
- C. An understanding of the relationship between the steps described in point A above and phases of the project as the contractor intends to complete them. For example, how each of the major deliverables in *Attachment I – Requirements Response Worksheet* will be completed? What resources might be needed for each deliverable?
- D. Give details any special or unusual techniques or events that may be required. For example, if the contractor plans to gather business requirements by sequestering stakeholders in an off-site joint application development session for a week, contractor should note that in the approach.

The data, sample reports and/or screen shots provided on this section must reference each of the subsequent requirements. Narrative data provided for this section must not exceed more than **12 pages**; any supporting documents such as sample reports and/or screen shots should be included as attachments and is not included in the not to exceed 12-page requirement for this section.

#### **E.4 - RFP Section 2.6 – Contractor Responsibilities/Project Requirements**

Prospective Contractor must describe how each of the subsection requirements will be accomplished and recognize their responsibilities under RFP Sections 2.6 A-N. In particular, include the following elements with your response to this section:

- A. Illustrate the ~~six~~ **five (65)** user role requirements and the segregation into frontend and backend users (RFP Section 2.6.A.1). Must include system screen shots.
- B. Describe Provider's Admin User's ability within the Portal Interface to perform and view all the activities associated with Provider user (RFP Section 2.6.A.3).
- C. Demonstrate the portal solution's ability to handle (track) a minimum of 35 metrics (individually or in groups) at any given time, for a minimum of 2,000 enrolled providers (RFP Section 2.6.B.3).
- D. Describe the ability for DHS staff to manually reconcile processes associated with claims runout (i.e., correction of the metrics and payment calculations) up to 12 months after the reporting period close (RFP Section 2.6.B.5).
- E. Demonstrate that the Portal data runs on a concurrent 12-month period and will support arbitrary time windows (e.g., co-morbidity look back for a number of months) based on a trigger event (RFP Section 2.6.C.5).
- F. Demonstrate the capability with supporting system screen shots illustrating that the Portal will provide for the minimum modules required in RFP Section 2.6.D and specifically describe the characteristics for each module:
  - 1. Metrics Module: a module for managing metrics (quality, reporting, performance metrics, etc.)
  - 2. Patient Attributions Module
  - 3. Calculations Module: a module for payment calculations, risk adjustment, and utilization metrics
  - 4. Payments Module: a module for managing, adding, and changing of payments
  - 5. Provider Enrollment Module

## 6. Reports Module

- G. Provide a proposed architectural diagram(s), in Visio format, demonstrating how DHS data is being secured with reference to RFP Section 2.6.E.
- H. Include suggested Service Level Targets (SLT) and Service Level Agreements (SLA) for all services (RFP Section 2.6.G.6).
- I. Include proposed data aggregation architectural diagram(s), in Visio format, demonstrating how portal will consume and exchange information with reference to RFP Section 2.6.H. Specifically demonstrate that the Portal allows export of all metrics data (Patient Pathway information, associated claims, patient information) and import of all metrics (Patient Pathway) data in common file formats (RFP Section 2.6.H.6).
- J. Demonstrate a commitment and provide an architectural diagram of environments with reference to RFP Section 2.6.I.2.
- K. *Attachment I – Requirements-Deliverables Worksheet*: Information completed in the Requirement tab of worksheet will assist in scoring all data in this section. Requirements tab in Attachment I will not receive a discrete point score.

The data, sample reports and/or screen shots provided on this section must reference each of the subsequent requirements. Narrative data provided for this section must not exceed more than **65 pages**; any supporting documents such as sample reports and/or screen shots should be included as attachments and is not included in the not to exceed 65-page requirement for this section.

## E.5 - RFP Section 2.7 – Deliverables and Milestones

Prospective Contractor shall provide a comprehensive Approach Plan, including any resources that may be needed for each Deliverable outlined in RFP Sections 2.7 A-P. At a minimum, the plan must include the following elements:

- A. Baseline Project Plan
- B. Implementation Plan
- C. Conversion Plan
- D. *Attachment I – Requirements-Deliverables Worksheet*. The Deliverables tab of Attachment I will be scored in this section.

The data, sample reports and/or screen shots provided on this section must reference each of the subsequent requirements. Information provided for this section must not exceed more than **10 pages**; any supporting documents such as sample reports and/or screen shots should be included as attachments and is not included in the not to exceed 10-page requirement for this section.