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Revised TECHNICAL PROPOSAL PACKET 710-25-078

NOTICE TO PROSPECTIVE CONTRACTORS

Due to the magnitude of the scope of this solicitation and its specifications, the Arkansas Department of Human Services posts this draft RFP in advance of the final RFP solicitation documents for 710-25-078 in order to allow Prospective Contractors to review draft RFP materials and begin compiling their proposal response.

The final, official RFP posting will be made at a later date pending federal approval of the draft RFP. DHS expects this draft RFP to substantially mirror the final, official RFP. DHS will not be accepting any responses to this draft RFP and any responses to the final, official RFP must be based solely on the content of the official posted materials. ~~DHS will not accept any comments or questions about the draft RFP.~~

RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:					
Address:					
City:		State:		Zip Code:	
Business Designation:	☐ Individual ☐ Partnership	☐ Sole Proprietorship ☐ Corporation		☐ Public Service Corp ☐ Nonprofit	

PROSPECTIVE CONTRACTOR CONTACT INFORMATION *Provide contact information to be used for 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 not 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 Solicitation Terms and Conditions for additional information.

COMBINDED CERTIFICATIONS FORM

By signing and submitting a response to this Solicitation, Prospective Contractor represents, warrants, and certifies that they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of a resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a contractor.

Prospective Contractor represents, warrants, and certifies that it shall not become a Scrutinized Company during the aggregate term of a contract resulting from this Solicitation. The Prospective Contractor further represents, warrants, and certifies in shall in all other respects comply with the laws, rules, and executive orders of the state that apply to the Contractor's performance during the aggregate term of a contract resulting from this Solicitation

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:** _____

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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

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☐ 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.*

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

Authorized Signature:

Printed/Typed Name: **Date:**

INFORMATION FOR EVALUATION

- *Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.*
- ***Do not** include additional information if not pertinent to the itemized request.*
- *In total for the sections below, the Contractor 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 Contractor.*

	Maximum RAW Score Available
E.1 General Experience	**20**
A. Describe your experience in designing, implementing, and managing Customer Service Centers (CSCs) or similar human services operations, with particular focus on experience from the last three (3) years. Provide specific examples of past interoperability with State systems and human services subject matter (*e.g.*, SNAP, Medicaid), demonstrating alignment with relevant laws. Describe if any subcontractors have relevant experience.	5 points
B. Describe your experience with implementing and managing customer relationship management (CRM) tools, with particular focus on experience from the last three (3) years. Detail your experience training internal staff and external stakeholders on CRM system usage and procedures. Describe if any subcontractors have relevant experience.	5 points
C. Describe your experience with collaborating with stakeholders on similar projects, including reporting, feedback implementation, and communication, with particular focus on experience from the last three (3) years. Explain how you have managed relationships and project management structures to ensure timely delivery of contract deliverables. Describe if any subcontractors have relevant experience.	5 points
D. Describe your experience performing outbound call services regarding outbound experience.	5 points
E.2 Contract Initiation and Project Management	**30**
A. Describe the project management methodology, tools, and techniques that will be used to effectively manage and control the Contract from initiation, design, development, and implementation through Maintenance and Operations (M&O).	5 points
B. Describe how you will work collaboratively and effectively with the Arkansas Department of Human Services (DHS), ensuring all deliverables and kickoff items are addressed.	5 points
C. Provide a draft Project Management Plan, Project Schedule, and Project Status Report template.	5 points
D. Discuss your deliverable development, submission, quality assurance, and review process, including your standard timelines for deliverable reviews.	5 points
E. Describe your approach for ensuring the successful completion of each Contract Activity and Deliverable during the Contract Initiation and Project Management Phase.	5 points
F. Provide a detailed approach outlining how you will identify and continuously engage stakeholders. Your response should address approaches to communication, relationship	5 points

monitoring, and ongoing relationship maintenance throughout the contract term, with an initial focus on the initiation phase.	
E.3 Initial Duties of CSC at Launch	**10**
A. The Respondent shall explain how each topic or capability in Table 1 and 2 of Section 2.3.2.1 will be operational at CSC Go-Live.	5 points
B. Describe your past experiencing with handling similar inquiries, including but not limited to those which involve accessing an eligibility systems, Medicaid and general human services subject matter expertise, and customer service support. Explain how that experience will bear on your ability to meet the January 1, 2027 go-live.	5 points
E.4 Understanding and Documenting State Business Practices and the Current Capabilities of the Beneficiary Call Line	**10**
A. Outline your strategy for the Interview Plan and the interviews it requires, detailing how you will engage with DHS, its divisions, and the incumbent vendor. Explain how the Interview Plan will be structured to ensure interviews are completed and their insights can inform system requirements and training needs before the go-live date.	5 points
B. Provide a draft or summary of the Transfer of Operations Plan.	5 points
E.5 CSC System Requirements and Preferences	**50**
A. Outline how your proposed CSC system will meet requirements in Section 2.3.3.1.1, including the technology chosen for CRM, telephony, community resource database, and IVR.	5 points
B. Detail the proposed CSC System architecture, software proposed, and other information germane to the State to understand the nature of the proposed CSC System.	5 points
C. If you plan to implement any desired CSC system components outlined in Section 2.3.3.1.2, please identify the technology you plan to use and the timeline for implementation.	5 points
D. Provide your timeline for implementing the interfaces with State Systems required by Section 2.3.3.1.3.	5 points
E. If you plan to implement optional interfaces with State systems outlined in Section 2.3.3.1.4, provide your timeline and identify the desired interfaces.	5 points
F. How does your system automate routine tasks such as the distribution of follow-up surveys?	5 points
G. How will the CSC System equip DCO field office staff with customer interactions?	5 points
H. How will the CSC System create a holistic profile of a customer based on their behavior and interactions?	5 points
I. How do you plan, using the EMCI, to prevent the duplication of information?	5 points
J. Describe your proposed community resources referral database and how it will equip the CSC to better serve customers.	5 points
E.6 Development, Deployment, and Operations of CSC System	**45**
A. Describe your proposed approach to design, configure, build, test, and implement a comprehensive CRM to support the operations of the CSC. Provide an estimated timeline for the implementation steps as part of your response, as well as details into how the CRM will be rolled out to the public.	5 points

B. Describe your plan for capturing and validating all system requirements, conducting appropriate test cases and User Acceptance Testing (UAT) to ensure requirements are implemented as intended, and how you intend to maintain full requirements traceability throughout the life of the contract.	5 points
C. Describe how you will work with DHS during the initial project period to ensure roles, responsibilities, and expectations are identified and documented.	5 points
D. Explain how you will identify all requirements for CSC system components, and how you will establish and maintain a process for managing CSC assets.	5 points
E. Explain your approach to system staff training and ensuring staff preparedness in utilizing the system's technological capabilities. This should encompass software, system knowledge, available resources, and your plan for continuous training in the event of system updates.	5 points
F. Explain how you will ensure both CSC and DHS staff have access to the CRM solution. Describe your approach to collaborating with DHS on necessary training.	5 points
G. Describe how DHS acceptance and system deployment will be achieved, in the proposed timeframe, including final testing and post-production verification, and validation that all compliance criteria have been met.	5 points
H. Provide an overall strategy for operational readiness based upon previous experience with similar projects. Include a detailed list of roles, responsibilities, activities, and a successful Go-Live cutover strategy, including organizational change management, communications, training, and on-site support.	5 points
I. Describe your experience with leading and achieving Federal Certification using the Centers for Medicare & Medicaid Services (CMS) outcomes-based approach.	5 points
E.7 CSC System Maintenance and Operations	**30**
A. Describe your approach to operating and maintaining the CSC system. This should include your experience with M&O, as well as your process for regular self-assessments. Please highlight any comparable duties performed for similar clients.	5 points
B. Please identify your process flow for implementing system updates in collaboration with DHS, including testing, interfacing with relevant State software, training, and technical support for users.	5 points
C. Provide samples of your standard operating procedure (SOP) for issue/defect identification, triage workflows, tracking, and client notifications.	5 points
D. Describe your approach to ensure the quality of the project and solution and include details on management of Federal, DHS, and project requirements throughout the life of the contract.	5 points
E. Describe your approach to how you will ensure DHS staff are kept up to date on processes, procedures, and policies throughout M&O activities.	5 points
F. Describe your experience keeping system documentation as outlined in the M&O System Documentation Standards.	5 points
E.8 System Security and Privacy Plan	**10**
A. Describe how you intend to maintain security of the solution and its implementation relative to the services it provides. Describe the protections and safeguards that clearly demonstrate how the DHS data will be reliably maintained and privacy objectives are met, including Health Insurance Portability and Accountability Act (HIPAA) guidelines.	5 points

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B. Provide a proposed System Security and Privacy Plan in accordance with the details outlined in Section 2.3.3.3.5.	5 points
E.9 Staffing, Training, and Operating the CSC	**40**
A. Outline your approach to developing the CSC Operations Training Plan, including a high-level operations training timeline. Explain the tools you will leverage to develop trainings for CSC staff.	5 points
B. Propose an approach to developing a Quality Assurance and Quality Improvement Program.	5 points
C. Describe your proposed approach for designing and implementing the Customer Satisfaction Survey.	5 points
D. Describe your proposed approach for recruiting staff from communities served by DHS programs within the State of Arkansas.	5 points
E. Describe your proposed approach to accommodate requests from the State to conduct work onsite within what is required by this RFP (*i.e.* management availability).	5 points
F. Provide a high-level description of your proposed communication management plan, including your proposed approach for a campaign to raise public awareness about the CSC offerings.	5 points
G. Describe your proposed approach to provide live interpretation services, translation services, and multilingual IVR as offerings to users contacting the CSC.	5 points
H. Describe your proposed approach to support the State's requirement to ask proactive questions or actively share pertinent information to a customer contacting the CSC when the CRM database shows that the customer has outstanding requests from the State.	5 points
E.10 Outbound Verification Center	**30**
A. Describe how you will provide, in general terms, the outbound capacity required by this RFP. Describe how this capability will be staffed, trained, scaled and supported by the CSC System. Describe how you could accommodate additional forms of outbound contacts beyond the two identified in the RFP.	5 points
B. Describe your experience performing outbound verification activities. Describe other experience which may be relevant to the Community Engagement Requirements.	5 points
C. Describe how you propose to fulfill the Community Engagement Requirements contemplated by the RFP. What efforts can you perform that are *ex parte*? What will require manual or automated outreach? How will the system be optimized?	5 points
D. Describe the tools or system you propose to use to verify non-W2 or gig wages in accordance with the RFP.	5 points
E. Describe your proposed system for verifying community service in accordance with the Community Engagement Requirements.	5 points
F. Describe how you will perform the Maternal Health outreach contemplated by the RFP.	5 points
E.11 CSC Expansion	**35**
A. Outline your approach for collaborating with DHS, and relevant divisions, to gather information on CSC expansion activities. Detail any methodologies you plan to employ, as well as an overarching timeline for division engagement.	5 points
B. Provide your approach for identifying, designing, integrating, and implementing CSC capabilities detailed in Table 2 of Section 2.3.2.1 which will be primarily state responsibilities at launch. Provide a proposed schedule for the CSC's incorporation of those capabilities and subject.	5 points

C. Propose a sequence and schedule for the incorporation of the expanded CSC duties discussed in the previous prompt. Explain the rationale beyond the sequence and schedule.	5 points
D. Confirm your ability to meet the expansion governance requirements defined in Section 2.3.5.2. Outline how you will approach the proposing and implementing expansion activities to DHS, considering feedback implementation, testing, and training.	5 points
E. Explain your proposed approach to testing and monitoring expansion elements of the CSC system and how it will minimize disruption to the CSC operations. Your response should address testing, reporting, and collaboration with DHS to ensure elements align with the State's vision.	5 points
F. Describe your approach to training CSC staff and DHS staff on CSC system additions during expansion. Your response should address training development methodology, stakeholder engagement, and training schedules.	5 points
G. Prospective Contractors may propose additional CSC expansion services (i.e. services the CSC can perform for customers) beyond those contemplated by Table 2. If proposing additional CSC expansion services please indicate clearly what the services are, why they would be beneficial in line with your proposed solution, how you propose to offer these services, and any detail from previous implementations of these services you are able to provide.	5 points
E.12 Artificial Intelligence	**10**
A. Describe your prior experience with designing, implementing, and managing artificial intelligence functionality and tools on projects of a similar size and scope.	5 points
B. Provide a high-level description of your proposed artificial intelligence implementation plan, in line with the standards outlined in Section 2.3.2.3.3. Please include proposed AI innovations to the CSC space to implement over the course of the contract, as well as how the artificial intelligence lead outlined in Attachment I will carry out the implementation plan.	5 points
E.13 Attachment I – Key Personnel	**25**
A. Provide a draft or summary Staffing Management Plan which details how you will identify and complete staffing requirements within the appropriate timeframe. This Plan should address the Key Personnel requirements outlined in Attachment I and identify how the Contractor will ensure appropriate staffing with expertise to meet the needs of DHS.	5 points
B. Provide a list and description of Key Personnel that will be performing the services rendered by this Contract. For each Key Person proposed, furnish a Key Personnel Profile Summary as outlined in Attachment I.	5 points
C. Describe your overall staff management approach, including internal standards, policies and procedures regarding hiring, professional development, and human resource management.	5 points
D. Describe your process and methodology for retaining personnel and ensuring that Key Personnel are consistently engaged on this contract. Please also discuss steps you plan to take to minimize staff turnover.	5 points
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 RFP. 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 period.	5 points
E.14 Attachment N - Requirements	**95**

A. The Respondent shall indicate if each requirement in Attachment N, category Business Continuity can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
B. The Respondent shall indicate if each requirement in Attachment N, category Change Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
C. The Respondent shall indicate if each requirement in Attachment N, category Certification can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
D. The Respondent shall indicate if each requirement in Attachment N, category Contract Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
E. The Respondent shall indicate if each requirement in Attachment N, category Customer Service can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
F. The Respondent shall indicate if each requirement in Attachment N, category Defect Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
G. The Respondent shall indicate if each requirement in Attachment N, category Documentation Management can be met and how.	5 points

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Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.	
H. The Respondent shall indicate if each requirement in Attachment N, category Data Management/Governance can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
I. The Respondent shall indicate if each requirement in Attachment N, category General Technical Standards can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
J. The Respondent shall indicate if each requirement in Attachment N, category Interface and Integration can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
K. The Respondent shall indicate if each requirement in Attachment N, category Performance Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
L. The Respondent shall indicate if each requirement in Attachment N, category Reporting Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
M. The Respondent shall indicate if each requirement in Attachment N, category Security Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
N. The Respondent shall indicate if each requirement in Attachment N, category Standards and Conditions can be met and how.	5 points

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Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.	
O. The Respondent shall indicate if each requirement in Attachment N, category Staffing Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
P. The Respondent shall indicate if each requirement in Attachment N, category Turnover & Closeout can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
Q. The Respondent shall indicate if each requirement in Attachment N, category Training Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
R. The Respondent shall indicate if each requirement in Attachment N, category Testing Management can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
S. The Respondent shall indicate if each requirement in Attachment N, category CSC System can be met and how. *Responses that fail to address all requirements in this category will be considered unresponsive during the Evaluation phase and may result in the disqualification of a proposal.*	5 points
E.15 Attachment C – Performance Standards	**10**
A. Confirm your ability to meet the performance standards outlined in Attachment C.	5 points
B. Provide an example of dashboards or other tools you would use to communicate performance relative to contract performance standards.	5 points
E.16 Data and Reporting	**15**

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A. Describe how you will provide data extracts to DHS for incorporation into the Arkansas Decision Support System (DSS).	5 points
B. Describe how you will meet the reporting requirements of this RFP, including the development of new, recurring, and ad hoc reports. Propose other reports for the State's consideration.	5 points
C. Please provide at least three (3) sample reports or report templates submitted for similar projects.	5 points
E.17 Contract Close Out	**5**
A. Describe how you will work to ensure seamless handover upon contract close out. Identify your approaches to maintaining data, logging progress, processes, and procedures to support the contract closure turnover plan deliverable. Describe your experience conducting contract close out activities for projects with similar scope.	5 points

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