

**State of Arkansas  
 Department of Veterans Affairs  
 501 Woodlane STE 230C  
 Little Rock, Arkansas 72201**

**REQUEST FOR  
 QUALIFICATIONS**

<b>RFQ Number:</b>	<b>DVA-16-0002</b>	<b>*Bid Opening Date:</b>	<b>07/18/2016</b>
<b>Commodity Description:</b>	<b>Auditing and Consulting Services</b>	<b>*Bid Opening Time:</b>	<b>2:30 pm CST</b>
<b>Agency</b>	<b>Arkansas Department of Veterans Affairs</b>		

PROPOSALS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE PROPOSAL ENVELOPE, INCLUDING THE OUTSIDE OF OVERNIGHT PACKAGES, MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFQ NUMBER, DATE AND HOUR OF RFQ OPENING AND CONTRACTOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE DEPT OF VETERANS SERVICES.

Contractors are responsible for delivery of their proposal documents to the Office of State Procurement prior to the scheduled time for opening of the particular RFQ. When appropriate, Contractors should consult with delivery providers to determine whether the proposal documents will be delivered to the OSP office street address prior to the scheduled time for RFQ opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

<b>AGENCY'S CONTACT INFORMATION</b>			
<b>Name:</b>	Marecia Griffin	<b>Phone:</b>	501-683-1630
<b>Fax:</b>	501-682-4833	<b>Email:</b>	Marecia.griffin@arkansas.gov

<b>MAILING ADDRESS:</b>	<b>BID OPENING LOCATION:</b>
Department of Veterans Affairs 501 Woodlane, STE 230C Little Rock, AR 72201  TELEPHONE NUMBER: 501-683-1630	Department of Veterans Affairs 501 Woodlane, STE 230C Little Rock, AR 72201

<b>CONTRACTOR INFORMATION</b>	
Company Name:	_____
Name (type or print):	_____ Title: _____
Address:	_____

STATE OF ARKANSAS  
COMPETITIVE BID

City: _____	State: _____	ZIP Code: _____	
Telephone Number: _____	Fax Number: _____		
E-Mail Address: _____			
<b>Signature:</b> _____			
<b>USE INK ONLY. UNSIGNED BIDS WILL NOT BE CONSIDERED</b>			
Business Designation (check one):	Individual [ ] Partnership [ ]	Sole Proprietorship [ ] Corporation [ ]	Public Service Corp [ ] Government/ Nonprofit [ ]

GENERAL DESCRIPTION:	Medicare & Ancillary Healthcare Insurance Billing, Consulting & Cost Reporting Services
TYPE OF CONTRACT:	Term
BUYER:	Marecia Griffin, Agency Fiscal Manager
AGENCY P.R. NUMBER	
MATERIAL GROUPS	Professional Services

**MINORITY BUSINESS POLICY**

Minority participation is encouraged in this and in all other procurements by state agencies. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this State who is: African American, Hispanic American, American Indian, Asian American, Pacific Islander American or a Service Disabled Veteran as designated by the United States Department of Veterans Affairs. The Arkansas Economic Development Commission conducts a certification process for minority business. Bidders unable to include minority-owned business as subcontractors “may explain the circumstances preventing minority inclusion”.

Check minority type:

African American\_\_\_\_ Hispanic American\_\_\_\_ American Indian\_\_\_\_ Asian American\_\_\_\_  
Pacific Islander American\_\_\_\_ Service Disabled Veteran\_\_\_\_

Arkansas Minority Certification Number\_\_\_\_\_

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

In compliance with Arkansas Code Annotated § 19-11-104, the Office of State Procurement is required to have a copy of the Contractor’s Equal Opportunity Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address: [eeopolicy.osp@dfa.arkansas.gov](mailto:eeopolicy.osp@dfa.arkansas.gov), or as a hard copy accompanying the solicitation response. The Office of State Procurement will maintain a file of all Contractor EO policies submitted in response to solicitations issued by this office. The submission is a one-time requirement, but Contractors are responsible for providing updates or changes to their respective policies, and for supplying EO policies upon request to other state agencies that must also comply with this statute. Contractors that do not have an established EO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.

**EMPLOYMENT OF ILLEGAL IMMIGRANTS:** Pursuant to, Arkansas Code Annotated § 19-11-105, all bidders must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in their contracts with the State. Bidders shall certify online at: <https://www.ark.org/dfa/immigrant/index.php/user/login>

**ALTERATION OF ORIGINAL RFQ DOCUMENTS:** The original written or electronic language of the RFQ documents shall not be changed or altered except by approved written addendum issued by the Office of State Procurement. This does not eliminate a Bidder from taking exception(s) to **non-mandatory** terms and conditions, but does clarify that the Bidder cannot change the original document's written or electronic language. If the Bidder wishes to make exception(s) to any of the original language, it must be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as "non-responsible" and the response shall not be considered

**REQUIREMENT OF AMENDMENT:** THIS RFQ MAY BE MODIFIED ONLY BY AMENDMENTS WRITTEN AND AUTHORIZED BY THE ARKANSAS DEPARTMENT OF VETERANS AFFAIRS (ADVA). Bidders are cautioned to ensure that they have received or obtained, and responded to, any and all amendments to the RFQ prior to submission. There will be no addendums to a RFQ 72 hours prior to the RFQ opening. It is the responsibility of the Contractor to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php> for any and all addendums up to that time.

**DELIVERY OF RESPONSE DOCUMENTS:** In accordance with the Arkansas Procurement Law and Rules, it is the responsibility of Contractors to submit bids at the place, and on or before the date and time, set in the bid solicitation documents. Bid documents received at ADVA after the date and time designated for bid opening are considered late bids and shall not be considered. Bid documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which bid the submission is intended

**ADDITIONAL TERMS AND CONDITIONS:** ADVA objects to, and shall not consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response **that conflict with mandatory terms and conditions required by law**. In signing and submitting his bid, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a bid, shall be grounds for rejecting a bid.

**8. ANTICIPATION TO AWARD:** After complete evaluation of the bid, the anticipated award will be posted on the ADVA website (<http://www.veterans.arkansas.gov>) as well as DF&A <http://www.arkansas.gov/dfa/procurement/bids/index.php>. The purpose of the posting is to establish a specific timeframe in which Contractors and agencies are aware of the anticipated award. The bid results will be posted for a period of fourteen (14) days prior to the issuance of any award. Contractors and agencies are cautioned that these are preliminary results only, and no official award will be issued prior to the end of the fourteen day posting period. Accordingly, any reliance on these preliminary results is at the agency's/contractor's own risk. ADVA reserves the right to waive the policy of Anticipation to Award when it is in the best interest of the State. Contractors are responsible for viewing the Anticipation to Award section of the ADVA web site at: <http://www.veterans.arkansas.gov>.

#### **PAST PERFORMANCE**

In accordance with Office of State Procurement Rule R7:19-11-230, Competitive Sealed Proposals - - Bid Evaluation: a Contractor's past performance with the state may be used in the evaluation of any bid made in response to this solicitation. The past performance should not be older than three years old and must be supported by written documentation on file in the Office of State Procurement at the time of the bid opening. Documentation may be in the form of a written or an electronic report, VPR (Vendor Performance Report), memo, file or any other appropriate authenticated notation of performance to the Contractor files.

#### **VISA ACCEPTANCE**

Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful bidder may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.

#### **METHOD OF PAYMENT**

Invoices for the preceding billing period shall be mailed or submitted electronically to ADVA no later than the 15<sup>th</sup> day of the month. All invoices must reference the ADVA assigned purchase order/contract number. Payment will be made in

accordance with applicable State of Arkansas accounting procedures upon written acceptance by ADVA of services and receipt of approved invoice. The payment of invoices will be made within forty-five (45) days from receipt of invoice. Invoices shall be sent to the following address:

**Arkansas Department of Veterans Affairs  
501 Woodlane Dr., Suite 230C  
Little Rock, AR 72201**

**GOVERNOR'S EXECUTIVE ORDER 98-04**

Bidders should complete the Disclosure Forms issued with this bid.

**RECORD RETENTION**

The contractor **shall** be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access will be granted upon request, to State or Federal Government entities or any of their duly authorized representatives.

Financial and accounting records **shall** be made available, upon request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

**CURRENCY:** All bid pricing must be United States dollars and cents.

**LANGUAGE:** Bids will only be accepted in the English language.

**SECTION 1 - GENERAL INFORMATION**

**1.1 Introduction**

The Arkansas Department of Veterans Affairs (ADVA) is issuing a Request for Qualifications (RFQ). ADVA is seeking a consultant to perform monthly billing of Medicare Part A and Part B claims and ancillary health insurance claims ; recover delinquent claim reimbursements, post claim receipts against accounts receivable, maintain and monitor accounts receivable, provide monthly revenue and accounts receivable reports, prepare annual Medicaid and Medicare cost reports; and provide related training and consulting services for the Arkansas State Veterans Homes which are licensed skilled nursing facilities located at Fayetteville, Arkansas and North Little Rock, Arkansas. (Facility). A List of Qualified Service Providers will be established.

**1.2 Issuing Agency**

The Arkansas Department of Veterans Affairs issues this Request for Qualifications (RFQ). The issuing office is the sole point of contact in the State of Arkansas for the selection process. Questions regarding RFQ related matters should be addressed to the Buyer at (501) 683-1630.

**1.3 RFQ Opening Location**

Arkansas Department of Veterans Affairs  
501 Woodlane Dr. Suite 230C  
Little Rock, AR 72201

**1.4 Reservation**

This RFQ does not commit ADVA to award a contract, to pay costs incurred in the preparation of response to this request, or to procure or contract for services or supplies.

**1.5 Accounting Provisions**

In the event of any resulting contract, the contractor shall be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access will be granted upon request, to State or Federal Government entities or any of their duly authorized representatives. Financial and accounting records shall be made available, upon

request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

### **1.6 Proprietary Information**

- Proprietary information submitted in response to this RFQ will be processed in accordance with applicable State of Arkansas procurement procedures.
- Qualifications and documents pertaining to the RFQ become the property of the State and shall be open to public inspection subsequent to proposal opening.
- Should a firm require non-disclosure of any information, it must be clearly marked as proprietary information and be submitted separately, sealed from the proposal response

### **1.7 Publicity**

News releases pertaining to the RFQ or the services, study, data, or project to which it relates will not be made without prior written approval of the State Purchasing Director, and then only in accordance with the explicit written instructions from the Director. No results of the program are to be released without written approval from the State Purchasing Director, and then only to persons designated.

### **1.8 Cautions to Contractors**

- 1) For a RFQ to be considered, an official authorized to bind the contractor must sign the original proposal that is submitted.
- 2) ADVA reserves the right to reject a RFQ, if it is in the best interest of the State. Submissions will be rejected for one or more reasons not limited to the following:
  - Failure to provide licensure for services being bid upon.

### **1.9 Confidentiality**

The offeror shall be bound to confidentiality of any information that its employees may become aware of during the qualification process. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for disqualification.

### **1.10 Definition of Terms**

ADVA has made every effort to use industry-accepted terminology in this RFQ and will attempt to further clarify any point of item in question as indicated in "Clarification of RFQ". The words "respondent" "contractor" and "offeror" are used synonymously in this document. The word "contractor" refers to the contractor selected for any contract resulting from this RFQ. The word "Agency" or "Department" refers to the Arkansas Department of Veterans Affairs.

#### **1.1 RESPONSE SIGNATURE PAGE**

- A. An official authorized to bind the contractor(s) to a resultant contract **must** sign the *Response Signature Page* included in the *Response Packet*.
- B. Contractor's signature on this page **shall** signify contractor's agreement that either of the following **shall** cause the contractor's response to be disqualified:
  - Additional terms or conditions submitted intentionally or inadvertently.
  - Any exception that conflicts with a Requirement of this *Bid Solicitation*.

#### **1.2 AGREEMENT AND COMPLIANCE PAGES**

- A. Contractor **must** sign all *Agreement and Compliance Pages* relevant to each section of the *Bid Solicitation Document*. The *Agreement and Compliance Pages* are included in the *Response Packet*.
- B. Contractor's signature on these pages **shall** signify agreement to and compliance with all Requirements within the designated section.

### **1.11 Negotiations**

As provided in this Request for Qualifications and under regulations, discussions may be conducted with responsible offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of obtaining clarification of proposal response and negotiation for best and final offers.

### **1.12 Conditions of Contract**

In the event of a resulting contract the successful contractor(s) shall at all times observe and comply with federal and State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The successful contractor shall indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful contractor.

### **1.13 List Updates**

The original list shall be issued for one (1) year. Names may be added as qualified contractors are approved. The list shall be reviewed annually and upon mutual agreement shall be reissued for six (6) one (1) year periods or a portion thereof. In no case will the list be in place longer than seven (7) years from the original start date of the list.

### **1.14 Termination of Contract**

In the event the State no longer needs the services specified in the RFQ and any resulting contract or purchase order due to program changes, changes in laws, rules, or regulations, or relocation of offices, the State may cancel any resulting contract or purchase order by giving the contractor written notice of such cancellation thirty (30) days prior to the date of cancellation. Funding for any contract resulting from this RFQ is contingent upon availability and appropriation of funds.

### **1.15 Award Responsibility**

The ADVA Procurement Manager will be responsible for award and administration of any contract resulting from this RFQ.

## **SECTION 2 – SCOPE OF WORK**

### **2.1 Purpose**

ADVA issues this Request for Qualifications to obtain proposals and a contract for the Arkansas State Veterans Homes located at Fayetteville, currently in operation, and at North Little Rock, scheduled to open during 2016.

### **2.2 Target Population**

The target population consists of eligible male and female Veterans, eligible dependents, and Gold Star family members who require skilled nursing services.

### **2.3 Services**

- Assist in implementing procedures at the specified homes, herein known as "Facility", to help ensure timely and accurate accumulation of billing source documentation by the facility's employees.
- Assimilate necessary information for Medicare claims as well as related non-private coinsurance claims.
- Prepare and submit Medicare Part A and Medicare B claims each month.
- Prepare and submit Medicare required monthly compliance claims, including no stay skilled claims, benefits exhaust claims and Medicare Advantage informational claims based on information provided by the facility.
- Maintain tracking systems for Medicare required "no-pay" (non-skilled care) claims based on Facility census reports and other communication; bill "no-pay" claims to Medicare as required.
- Prepare and submit related no-private coinsurance and deductible claims to appropriate third-party payers upon receipt of payment notices from Medicare.
- Track coinsurance/co-pay amounts owed by beneficiaries. Provide to the facility a listing of privately owed coinsurance/co-pay balances at the request of the facility.
- Prepare and submit annual claims for vaccines and vaccine administration at the request of the facility.
- Prepare and maintain Medicare Part A and Part B detail and summary logs by month for management review and cost report preparation.
- Prepare and maintain fiscal year Medicare days by RUG report containing key indicators and national average information for management review.

- Provide month-end reports containing relevant financial and operational information related to Medicare and other insurance billing.
- Prepare quarterly Medicare credit balance reports relative to claims billed by successful Contractor upon our record of amounts owed and payments received.
- Perform error correction and resubmission of claims denied due to billing errors.
- Assist the facility with appeals of claims denied by intermediary of insurance company.
- Document collection efforts related to claims billed and pursue collection of claims billed.
- Take reasonable steps to ensure data integrity in computer systems used for electronic data transfer.
- Provide consulting on a variety of billing related topics including benefit periods, billable items, consolidated billing, assessment payment periods, Medicare secondary payer requirements, impact of Hospice care and other similar matters.
- Prepare annual Medicaid and Medicare cost reports.

**2.4 Performance Standards**

- State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. The table below identifies expected performance measures or outcomes; and defines the acceptable standards a contractor must meet in order to avoid assessment of damages.
- The State may be open to negotiations of Performance Standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration.
- The State shall have the right to modify, add, or delete Performance Standards throughout the term of the contract, should the State determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith following acceptable industry standards, and may include the input of the contractor so as to establish standards that are reasonably achievable.
- All changes made to the Performance Standards shall become an official part of the contract.
- Performance Standards shall continue throughout the term of the contract.
- Failure to meet the minimum Performance Standards as specified shall result in the assessment of damages.
- In the event a Performance Standard is not met, the contractor will have the opportunity to defend or respond to the insufficiency. The State shall have the right to waive damages if it determines there were extenuating factors beyond the control of the contractor that hindered the performance of services. In these instances, the State shall have final determination of the performance acceptability.
- Should any compensation be owed to the agency due to the assessment of damages, the contractor shall follow the directives of the agency as to the required compensation process.

<b>Service Criteria</b>	<b>Acceptable Performance</b>	<b>Damages for insufficient Performance</b>
Timely billing of claims and Medicaid and Medicare cost reports submission.	Billing of Medicaid and Medicare insurance claims and cost report submissions must be accomplished in a timely manner to avoid delay or loss of revenue and avoid penalties.	Untimely submissions due to conditions within contractor's control will result in the contractor's fee being reduced by 5% for that month's billing. If billing is untimely for a period of 60 days due to conditions within the contractor's control ADVA has the right to impose an additional 5% penalty for each 60 day occurrence thereafter.
Re-filing of claims	Claims denied must be re-submitted within 2 weeks of notification of denial. A claim that has to be re-filed due to administrative/clerkal errors will be considered an untimely submission until accurately refiled and	Claims denied due to administrative/clerkal error made by the contractor's team will accrue a 5% fee penalty and will be fined a 5% fee reduction for every 30 days that the error is not resolved.

	may be subject to penalties defined in above section under Timely Billing.	
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**2.5 Schedule of Events**

**A. Timetable**

The following schedule of events is provided for preliminary planning and to convey the understanding of the critical events and milestones for this engagement only. This schedule of events is subject to change without notice and it is the responsibility of the consultant to contact ADVA and to check the ADVA website (<http://www.veterans.arkansas.gov/>) or the OSP website (<http://www.arkansas.gov/dfa/procurement/bids/index.php>). This schedule will be reviewed and revised for each step of the process up to and including the negotiation of the consulting services contract, legislative approval, purchase order issued and the study period.

<b>Date</b>	<b>Procurement Event or Activity</b>
<b>Sunday, 7/01/2016</b>	<b>ADVA advertises the RFQ with submission deadline</b>
<b>Monday, 7/18/2016</b>	<b>Deadline for submittal of qualifications to ADVA</b>
<b>Wednesday, 7/20/2016</b>	<b>Preliminary Selection Screening Committee will review and evaluate all responses</b>
<b>Monday, 7/25/2016</b>	<b>Set up interviews with the finalists (6 working days allowed to prepare)</b>
<b>Tuesday, 8/02/2016</b>	<b>Finalists present oral presentations and interviews via conference Call or in person at ADVA Business offices, TBD.</b>
<b>Wednesday, 8/03/2016</b>	<b>Finalist is selected</b>
<b>Thursday, 8/04/2016</b>	<b>ADVA notifies all finalists of firm selected for negotiation</b>
<b>Wednesday, 8/10/2016</b>	<b>Complete the contract negotiation with the finalist</b>
<b>Wednesday, 8/17/2016</b>	<b>Submit contract to OSP (Regular Contracts) for processing</b>
<b>TBD</b>	<b>Contract approved by DF&amp;A</b>
<b>TBD</b>	<b>Contract executed and purchase order issued</b>

**A. Submittal Information**

1. Provide five (5) hard copies and one (1) electronic copy in portable Document format (PDF) of the Statement of Qualifications addressed to the Selection Screening Committee Facilitator at :

**Marecia Griffin, Selection Screening Committee Facilitator**  
**Arkansas Department of Veterans Affairs**  
**501 Woodlane Dr. Suite 230C**  
**Little Rock, AR 72201**

2. Submittals must be received at the above address on or before 2:30 PM CST, on Monday, 07/18/2016. Failure to meet this requirement will result in automatic disqualification for consideration under this RFQ.
3. **Envelopes should state "Statement of Qualifications for Arkansas Department of Veterans Affairs Medicare/Medicaid Auditing, RFQ #ADVA2016-02"**
4. Firms are responsible for delivery of their RFQ documents to the address shown above prior to the scheduled time. When appropriate, firms should consult with delivery providers to determine whether the RFQ documents will be delivered to the street address prior to the scheduled time for submittal deadline.
5. In accordance with the policies of the State of Arkansas concerning recycling of paper products, the Statement of Qualifications should be printed on recycled paper or on paper suitable for recycling. Do not include plastic laminated sheets or covers.
6. The submittal should be bound in a plastic comb binder, tape binder, three-ring binder or other similar methods suitable for ease of removal for recycling.
7. The Statement of Qualifications should contain the information listed in Section III, B contents. Please note the submittal page limitations (maximum) as applicable. Unused pages in one section of the response may not be substituted for additional pages in another section. Failure to adhere to the maximum page limitations will result in disqualification of the submittal.
8. A page shall consist of one typewritten, graphic or photo representation on standard 8 1/2" X 11" paper. Double sided print on standard 8 1/2" X 11" paper will count as two pages. Other paper sizes or blank filler pages are discouraged. It is not necessary to prepare a response to this solicitation using elaborate brochures and artwork, expensive paper, and bindings or other expensive visual presentation aids.
9. Submittal brochures should be tabbed and indexed to correspond to the numbering and labeling shown in Section III, B. Contents.
10. No information concerning the Statement of Qualification, evaluation scores, or the identity of the evaluators will be released by ADVA until all ratings have been summarized and approved by the appropriate procurement official of ADVA.

**B. Contents**

1. Transmittal letter (one page)

This is to serve only as the document addressing transmittal of the Statement of Qualifications. The letter should provide the name, title, taxpayer identification number, address, telephone number and email address of the official contact and an alternate contact. These individuals should be available to be reached by telephone or email and attend any required meetings, to provide clarification on the Statement of Qualifications. A brief summary of the consultant's qualifications may be provided within the body of the letter. The letter should be signed by a principal or corporate officer of the contractor.

2. Key Personnel (10 page maximum)

Provide a description of the key personnel to be used on the team, including outside consultants. Provide a brief description of the qualifications including education and licenses. The descriptions should detail the role each individual will play, along with brief examples of similar engagements where this individual served in the same or a similar capacity. Descriptions should also indicate how long the person has been with the current firm and where the individual has worked (if other than the current firm) in the last five (5) years and in what capacity.

Discuss the special qualifications/certifications held by the key personnel on your team and how these certifications or special qualifications will provide additional value or expertise to the engagement. Key personnel must hold a Certified Public Accountant (CPA) certification.

The successful contractor shall be required to submit background checks on all key personnel. These background checks will be at the contractor's expense.

3. Experience (12 pages maximum)

Provide detailed descriptions of Medicare/Medicaid billing and claims processes performed at other facilities. Examples should be similar or as closely matched to this type of engagement as possible.

4. Management Plan (6 pages maximum)

Describe your firm's management approach for engagements of this size and nature. The description should demonstrate an ability to acquire and disseminate the types of information required in an engagement of this size and nature in an expedient and efficient manner. Provide a description of the format(s) that will be used to gather, document, distribute and follow up on engagement requirements and milestones. Provide a description of the quality control methods used by your firm to document and track the engagement requirements to ensure compliance with the owner's engagement requirements and all regulatory review, agency submittal and approval requirements.

5. Schedule (3 pages maximum)

Describe your team's current workload and, if awarded the contract for this engagement, describe how your firm will structure your team's activities to meet the added demand.

6. Previously Awarded Arkansas State/Federal Contracts ( 3 pages Maximum)

Provide a complete listing of all Arkansas State/Federal contracts that the firm has had within the previous 24 months, including all current contracts. Listing should show the agency with whom you had or have a contract, the type of contract, term of the contract (beginning and ending dates), amount of the contract, and the name, phone number, and email address of the point of contact (person having operational knowledge of the contract) within the agency.

7. Proof of Registration ( No Page limit)

All Professionals, whether prime or serving as consultants to the prime, shall be licensed as Certified public Accountants who shall be capable of reviewing and approving subordinates work.

Submit evidence of proof of registration by the appropriate board having jurisdiction for each of the key personnel. Failure to provide proper evidence for all registered team members known at the time of this

submittal will be grounds for rejection of the submittal of qualifications. The firm selected for award under this RFQ may add or replace team members at any time during the course of the engagement subject to new members being properly licensed.

8. Equal Employment Opportunity Policy (EEO) (No page limit)

The firm shall submit a copy of their EEO or statement which is currently on file with the Arkansas Department of Finance and Administration – Office of State Procurement (OSP). Omission of this requirement will be grounds for rejection of the submittal qualifications.

9. Employment of Illegal Immigrants (No page limit)

Pursuant to Act 157 of 2007, all consultants must certify prior to award of contract that they do not employ or contract with any illegal immigrants in its contract with the State. Omission of this requirement will be grounds for rejection of the submittal of qualifications. Consultants shall certify online at <https://www.ark.org/dfa/immigrant/index.php/user/welcome> and submit a screen shot of the online form with the Statement of Qualifications response.

10. Disclosure (2 pages)

The firm must complete and submit the Contract and Grant Disclosure and Certification form as required by Governor's Executive Order 98-04. Omission of this requirement will be grounds for rejection of the submittal of qualifications. The form is located at <http://www.dfa.arkansas.gov/offices/procurement/documents/congrantform.pdf>.

11. Taxpayer identification Number (1 page)

The firm must complete and submit the form W-9 Department of Treasury Request for Taxpayer Identification Number and Certification Form. Omission of this requirement will be grounds for rejection of the submittal of qualifications. The form is located at <http://www.dfa.arkansas.gov/offices/procurement/Documents/vendorMaintenance.pdf>.

## SECTION 4 – EVALUATION OF RESPONSES AND SELECTION CRITERIA

### A. General

The following provides a general overview of the evaluation process and describes the scoring criteria to be used in this evaluation process. The statements of qualifications will first be screened to determine that the submittals meet the guidelines and requirements of this RFQ.

Submittals which do not fully comply with these requirements will be disqualified from consideration by the committee.

All compliant submittals will be distributed to the Preliminary Selection Committee members for evaluation. After each committee member has completed his or her evaluation and scoring, the committee will convene to discuss each submittal and total the scoring from all members.

The evaluation team will be comprised of three (3) or more representatives from ADVA and other agencies. Voting members will have subject matter expertise in the areas of accounting and Medicare/Medicaid billing.

### B. Evaluation Criteria and Scoring

Responses to this RFQ should include sufficient information to demonstrate that the consultant has:

- Extensive experience and expertise regarding services listed under **Section 2 – Scope of Work**.

1. Transmittal Letter

No points awarded for the transmittal letter; however omission of the letter will be grounds for rejection of the submittal of qualifications.

2. Key Personnel

Key personnel will be evaluated on their experience relative to the capacity in which they will serve on the team. A maximum of thirty (30) points will be assigned to this category. Experience on engagements of the same or similar nature as this engagement will be the primary consideration. If a member is designated as a lead, previous experience in lead roles is considered desirable. If this is the person's first engagement in a lead position, this will not automatically disqualify that individual but the relative importance of that position to the overall success of the engagement will be considered and points may be deducted for lack of adequate experience. The length of employment with the firm will be considered as well as employment history during the past five (5) years. Individuals should have been employed by their current employer at least six (6) months and should not have had more than three (3) different employers during the past five (5) years.

3. Experience

Experience will be evaluated on its relevance to this engagement's requirements. A maximum of forty (40) points will be assigned to this category. Experience on engagements of a similar nature will be the primary consideration. Experience of a general nature demonstrating an understanding of the needs involved will be considered relevant.

4. Management Plan

The respondent will be scored based upon technical proficiency in the development and implementation of an effective management plan. A maximum of ten (10) points will be assigned to this category.

The firm's/team's management approach to gathering, disseminating and tracking critical information will be evaluated against the needs and requirements of this engagement.

The firm's/team's quality control procedures, organization and use of key personnel throughout the entire engagement will be evaluated for skill, proficiency, continuity and project management.

5. Schedule

The respondent will be evaluated on demonstrated ability to meet the engagement schedule outlined in **Section 2** of this RFQ. A maximum of ten (10) points will be assigned to this category.

The firm's/team's current workload will be evaluated to determine that the team has adequate personnel and resources available to meet the proposed engagement schedule. In addition, the respondent's discussion of major obstacles and possible solutions will be a primary consideration.

Staffing patterns, staff utilization and staff productivity for the firm will be evaluated to determine if an adequate number of key and support personnel are assigned or available to perform the engagement in a timely manner. The organizational structure of the team will be evaluated to ensure that the appropriate mix of talent and expertise is available.

6. Previously Awarded Arkansas State Contracts

The respondent's current and recent contracting history will be evaluated to ensure that all qualified firms have an equitable opportunity for State contracts. A maximum of ten (10) points will be assigned to this category.

**C. Summary of Statement of Qualifications Scoring**

**Preliminary Selection Screening**

	<b>Category</b>	<b>Maximum Points</b>
<b>1</b>	<b>Transmittal letter</b>	<b>0</b>
<b>2</b>	<b>Key personnel</b>	<b>30</b>
<b>3</b>	<b>Experience</b>	<b>40</b>
<b>4</b>	<b>Management Plan</b>	<b>10</b>
<b>5</b>	<b>Schedule</b>	<b>10</b>
<b>6</b>	<b>Previous Arkansas Engagements</b>	<b>10</b>
	<b>Total</b>	<b>100</b>

**D. Notification of Results**

ADVA shall notify all responding consultants by mail of the selection results, naming the finalists selected for interview.

**SECTION 5 – SELECTION OF CONSULTANTS FOR INTERVIEWS**

- A.** A Maximum of three (3) respondents will be identified as the most responsively qualified and will be selected for the oral presentation and interview phase. The total scores from all evaluators will be averaged to arrive at a ranking for each submittal. The firms having the highest average scores will be selected for interviews. In the event of tie scores for any position of ranking, the ties will be broken by coin toss elimination. The firm winning the coin toss will be placed in the ranking above the loser of the toss. The coin toss will be conducted by the evaluation committee chair and witnessed by the evaluation committee facilitator.
- B.** The order of the scheduled times for interviews will be determined by random drawing. The names of the firms selected for interview will be placed in a container and the names will be drawn one at a time from the container, by the evaluation committee facilitator. The order of the schedule will be as follows: the first name drawn will have the first time slot; the second name draw will have the second time slot; and so forth until all names are drawn. All interviews will be scheduled to take place on two consecutive days at the same location.
- C.** Should ADVA receive only one response to this solicitation, then ADVA may waive the interview phase and proceed directly to the negotiation of contract with the single respondent or ADVA may re-evaluate the services requested and re-advertise the solicitation. If ADVA elects to request the waiver, the committee must complete the evaluation of the one response and average the scores to ensure the respondent meets the minimum qualifications and expectations.

**SECTION 6 – ORAL PRESENTATIONS AND INTERVIEWS**

**A. General**

- 1. Each respondent selected will be notified in writing of their selection and scheduled for oral presentations and interviews. Respondents will be given no less than six (6) working days to prepare for this meeting. Respondents should be prepared to answer questions concerning the qualifications and capabilities of their proposed team. The respondent will be given approximately sixty (60) minutes to discuss their unique qualifications, team structure, and to [resent examples of their previous works. Approximately thirty (30)

minutes will be allocated for the committee to ask questions relevant to the proposed team and the engagement. After the question and answer period, approximately five (5) minutes will be allocated for the consultant to make a brief closing statement regarding why he/she believes his/her firm/team is the best qualified for this engagement.

2. Interviews will be conducted at the business offices of ADVA or via conference call, as shown in the letter of notification. The respondent may use WebEx, photographic slides, PowerPoint presentations or poster board displays for visual aids during the presentation. It will be the responsibility of the consultant to bring necessary equipment (laptop, notebook computer) for this presentation. ADVA will provide projector and screen for the consultant in the case of on-site interview.
3. The consultant may elect to provide electronic copies of visual aids to the committee for later review, by emailing an electronic file to the facilitator. A maximum of two (2) copies of printed materials will be permitted. Both copies will be presented to the evaluation committee facilitator. Materials should be bound in a folder labeled in a similar manner to that of the initial response to the request for qualifications. The consultant may use photographic quality matte paper, color paper, and other non-recyclable paper for this portion only. This material will be used as a reference only during the evaluation. It is not necessary to prepare elaborate exhibits, displays or presentations with high end audio or graphics. No points will be awarded or deducted for handout materials whether presented or not. Presentation materials may be submitted as printed copy and electronic copy on a compact disk (CD) or USB Flash Drive, labeled with the firm's name. Electronic copies should be in PDF format.

## **B. Contents of the oral presentation**

### **1. Key Personnel**

The consultant should present an overview of the proposed team structure. If changes to the proposed team are necessary since the submittal of the written Statement of Quotations, disclose the nature of the changes and present the qualifications of the new members at this time. This will also be the opportunity to expand or elaborate on the special qualifications of any of the personnel assigned to this engagement. Team leaders should be available to discuss their roles and responsibilities regarding this engagement as well as the unique or special talents they bring to the team.

### **2. Experience**

The consultant should present an overview of previous Medicare/Medicaid billing and claims that illustrates the capabilities and expertise of the proposed team. The range and types of challenges the firm has encountered on previous engagements that might occur on this engagement should be discussed as well as how the firm overcame the challenges. Any recognition or awards that the consultant have received for this type of engagement can be discussed at this time.

### **3. Schedules and project Management**

The consultant should discuss the proposed timeline and identify critical events that may adversely impact ADVA objectives. Examples of previous experiences meeting similar timelines and objectives should be noted. Previous engagements that illustrate the firm's ability to deliver on-time results can be discussed.

### **4. Management Plan**

The consultant should identify the primary and secondary points of contacts to be used by ADVA. These individuals should be present at the presentation. The consultant should describe the proposed organization of team members and support staff as required to meet the challenges and delivery time of this engagement.

C. Summary of Oral Presentation Scoring

<b>Final Selection – Oral Presentation Scoring</b>		
	<b>Category</b>	<b>Maximum Points</b>
1	<b>Key personnel</b>	<b>15</b>
2	<b>Experience</b>	<b>20</b>
3	<b>Schedule/plan control</b>	<b>10</b>
4	<b>Management Plan</b>	<b>5</b>
	<b>Total</b>	<b>50</b>

**SECTION 7 – SELECTION OF CONSULTANT**

- A.** The interview scores from each evaluator will be averaged to arrive at a ranking for each respondent. These average scores will be numerically added to the average score for the same respondent's statement of qualification evaluations. The scores will be ranked from highest to lowest (i.e. highest score receives on (1) rank position and second highest the number two (2) position, etc.). In the event of a tie score(s), the tie(s) will be broken by coin toss elimination. The coin toss will be conducted by the evaluation committee chair and witnessed by the evaluation committee facilitator. The consultant winning the coin toss will be placed in the ranking above the loser of the toss. The respondent having the highest total score (ranking) will be selected for negotiation.
- B.** All respondents interviewed will be notified if the rankings and the name of the consultant initially selected for negotiation.
- C.** The consultant selected for negotiation will immediately submit a proposed scope of basic services to be provided for this engagement along with a copy of all proposed attachments to the contract, including a schedule of the proposed fees and anticipated reimbursable expenses. If services above and beyond the customary basic services are anticipated, submit a description of the proposed services and the proposed fees. Documentation of the proposed services, schedule, fees, etc. must be submitted as printed copy and electronic copy on a compact disk (CD) or USB flash drive, labeled with the firm's name. Electronic copies should be in PDF format.
- D.** ADVA will schedule a meeting as soon as possible with the top-ranked consultant to discuss the details and requirements of full scope of work. All contracts shall be on the forms approved by the Office of State Procurement in the Arkansas Department of Finance and Administration. Attachments to this form are permissible and necessary to fully define the terms and conditions of the proposed contract. All attachments shall be edited as required to be in compliance with Arkansas State Laws, Office of State Procurement Rules and Regulations governing professional service contracts.
- E.** In the event that ADVA cannot successfully negotiate a contract with the first consultant selected, ADVA may terminate the negotiation process and undertake negotiations with the second highest ranked consultant. If the second negotiation is unsuccessful, ADVA will terminate negotiation and move to the third ranked and so forth. If ADVA is unable to successfully negotiate a contract with any of the consultants interviewed, the selection process shall be terminated. ADVA shall re-evaluate the scope of work required or the need to continue with this engagement and cancel the engagement or begin a new RFQ selection process. Under no circumstances will ADVA undertake negotiations with any of the respondents not selected for the oral presentation and interview phase of this solicitation.
- F.** ADVA and the State of Arkansas shall not be financially obligated for any consultant's expenses associated with the negotiation process, whether successful or not.

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: \_\_\_\_\_ SUBCONTRACTOR NAME: \_\_\_\_\_

Yes  No

IS THIS FOR:

Goods?  Services?  Both?

TAXPAYER ID NAME: \_\_\_\_\_

YOUR LAST NAME: \_\_\_\_\_

M.I.: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

**FOR INDIVIDUALS \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YYYY	To MM/YYYY		
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

**FOR AN ENTITY (BUSINESS) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YYYY	To MM/YYYY	Person's Name(s)	Ownership Interest (%) / Position of Control
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

None of the above applies

## Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  
  
*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Vendor Contact Person \_\_\_\_\_ Title \_\_\_\_\_ Phone No. \_\_\_\_\_

*Agency use only*

Agency Number \_\_\_\_\_ Agency Name \_\_\_\_\_ Agency Contact Person \_\_\_\_\_ Agency Contact Phone No. \_\_\_\_\_ Contract or Grant No. \_\_\_\_\_