

| Question ID | RFP Reference (page number, section number, paragraph) | Specific RFP Language | Question | Answers |
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| Example | Page 5, Paragraph 1, Section 1.1 | <i>This Request for Proposals (RFP) is issued by the State of Arkansas (State) Department of Human Services (DHS)</i> | <i>Please confirm the issuing entity of this RFP is the Department of Human Services.</i> | |
| 1 | Section 2.7.2 | | Does AR wish to have role-based users for the all of the following? <ul style="list-style-type: none">• Billing• Executive• Front Desk• System Administrator• Clinician | ASH wishes to have role-based users. For a general overview of user types, please see section 2.7.2.B. |
| 2 | Section 2.7.2 | | How many users will access the system for the Billing category? | 400 users are anticipated (see Section 2.7.2.B). The number of users may be adjusted. |
| 3 | Section 2.7.2 | | How many users will access the system for the Executive category? | See answer to question 2. |
| 4 | Section 2.7.2 | | How many users will access the system for the Front Desk category? | See answer to question 2. |
| 5 | Section 2.7.2 | | How many users will access the system for the System Administrator category? | See answer to question 2. |
| 6 | Section 2.7.2 | | How many users will access the system for the Clinician category? | See answer to question 2. |
| 7 | General Question | | How many beds at the relevant facilities? | ASH is licensed for 222 beds (see Section 2.3). |
| 8 | Section 2..7.7 | | To what extent is AR wishing to implement a Client Funds Management system? | ASH currently uses QuickBooks (see Section 2.7.2.F for more information). |
| 9 | Section 2.7.2 | | Which functionalities listed below does AR need for Billing? <ul style="list-style-type: none">• Major billing formats to include paper HCFA, paper UB, and paper Self Pay? | All of the listed are applicable. Please see Template T-4 Tab 2 Patient Acct and Billing Requirement #10. |
| 10 | Section 2.7.2 | | Which functionalities listed below does AR need for Billing? <ul style="list-style-type: none">• 837P & 837I? | Both are applicable. Please see Template T-4 Tab 2 Patient Acct and Billing Requirement #11. |
| 11 | Section 2.7.2 | | How many sliding fee scales are needed? | Arkansas does not use sliding fee scales. |
| 12 | Section 2.7.8 | | What Reports will be required? | See Section 2.7.8.B for reporting requirements. Additionally, sample reports have been included in the Procurement Library. |
| 13 | General Question | | Is tracking / reporting Methadone dispensing required? | ASH does not have any special requirements for the dispensing of methadone. All controlled substances are tracked/reported in a similar manner. |
| 14 | Sections 2.4-2.7 | | Does AR need to track/ collect inbound referrals? | Yes. Arkansas collects and tracks inbound referrals. Please see Template T-4 Tab 1, requirement #142. |

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| 15 | Section 2.7.8 | | What Scheduling reports / configuration are required? | The system must be able to run reports in batches and at scheduled times. Please see Template T-4 Tab 1, requirement #172 and Template T-4 Tab 2, requirement #48. |
| 16 | General Question | | Will the State need support / resources to assist with Crystal Report Writing? | The State does not specify Crystal Report Writer in the RFP. However, use of the Report Writing feature should be a part of the Vendor's training plan and ongoing support should be available via 24/7 Telephone/Email Support. |
| 17 | Template T-4 | | Does the client already have a particular antivirus software in use? Which? | Currently, ASH uses System Center Endpoint Protection. |
| 18 | Template T-4 | | Is the client interested in having panel and protocol (grouped) orders as well as individual ‘favorites’? | This is not a required function. |
| 19 | Template T-4 | | How does the client route documents for signature today? | Currently, documents are routed manually or by fax. |
| 20 | Template T-4 | | Is it desirable to add/delete group members on a session by session basis? | This is not a required function. |
| 21 | Section 2.7.8 | | In addition to reports, would client be interested in data analytics views that allow them to explore ‘reports’ to drill down to root causes? | This is out of scope for this project at this time. |
| 22 | General Question | | Outside of the State’s four walls, are there any HIEs, hospitals or other health systems the State wants to participate in and coordinate care together? | HIE interfacing will be required in the future, but not at time of initial deployment. Cost for this interface should NOT be included in Template C-1. This will be negotiated at a future date. Please see section 2.7.3.C and T-5. |
| 23 | General Question | | Which State departments use the MEDITECH, GE and Epic systems? | Information is not relevant to respond to this RFP. |
| 24 | General Question | | What are the State’s goals or strategies around adopting potential value based care models, such as health homes, ACOs, CCBHCs? | This is out of scope for this project at this time. |
| 25 | | | Would it be acceptable to propose a completely integrated CPOE rx eMAR solution since it would provide for better integration and smoother operations? | The Vendor's proposed solution must interface with existing ASH systems as outlined in Section 2.7.3.A. |
| 26 | not referenced in the RFP | Will DHS select a project manager from the department to work with the vendor project manager to oversee project tasks, timelines,milestones, etc. Or will this role also go through the bidding process? | DHS is the issuing agency of RFP SP-17-0116. | AR has a PMO in place to provide Project Manager functionality. |
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