

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answers
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.

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.