State of Arkansas Department of Human Services
710-18-1005 Actuarial Services
Supplemental

**Written Questions and Answers**

| **Instructions** |
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| This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.<br><br>**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text. |

| Question ID | IFB Reference (page number, section number, paragraph) | Specific IFB Language | Question | Response |
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| *Example* | | | | |
| 1 | Section 2.4 | | How do the immediate and future requirements compare to the recent scope of work for the current actuarial contractor? | See Question 43 of the Original Q&A. |
| 2 | Official Bid Price Sheet | | How was the hours distribution between positions developed? | Information was gathered from other State issued procurements. Hours listed are for evaluation purposes only. |
| 3 | Official Bid Price Sheet | | Could you make available the hours and billings of the current actuarial vendor for each of several recent years? | See Question 43 of the Original Q&A. |
| 4 | Section 1.7.A.3.d; Section 1.17.A.1 | "Documentation that vendor meets the minimum qualifications outlined in this IFB." "Bidders must meet minimum qualifications." | Will determination of meeting minimum qualifications be solely judged against Section 2.3 Minimum Qualifications, or will evaluation include qualification against all of Section 2 background, scope, roles and standards? | Just Section 2.3 |
| 5 | Page 24 versus Attachment C, page 3 | | The "Damages for Insufficient Performance" vary between these portions of the IFB. Which terms will be in force for this contract? | The Performance Based Standard listed in the IFB. |
| 6 | January 2, 2018 amendments | | Was the only change to the IFB for this amendment the addition of attachments? If not, would you be able to outline the changes made to the original documents? | There were no changes made to the IFB, only the listed attachements were added to the posting. |
| 7 | Attachment C, page 2, "Damages for Insufficient Performance" | "Vendor shall be fined two-hundred and fifty thousand dollars ($250,000) per day for each day beyond the June 30, 2018 deadline the Vendor fails to meet all Service Criteria and Acceptable Performance standards. " | Given the substantial fine for missing the June 30, 2018 deadline, what assurances can DHS give that the vendor will receive all data, policy guidance, and applicable feedback from DHS according to a mutually agreed upon schedule set at the start of the contract? | See Section 2.6 Performance Standards Items B, C, F, and G. |
| 8 | Attachment C, page 2, "Damages for Insufficient Performance" | "Vendor shall be fined two-hundred and fifty thousand dollars ($250,000) per day for each day beyond the June 30, 2018 deadline the Vendor fails to meet all Service Criteria and Acceptable Performance standards. " | If there are delays in receiving necessary information from DHS according to a mutually agreed upon schedule set at the start of the contract, how will the June 30, 2018 deadline be adjusted to factor in these delays? | See Answer to Question 7 above. |
| 9 | Attachment C, page 3-9, "Damages for Insufficient Performance" | "1st Incident: An acceptable Corrective Action Plan will be due to DHS within twenty (5) business days of the request." | There appears to be a typographical error in this language. Please clarify whether the Corrective Action Plan is due within twenty days or within five days. | 20 Days |

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| 10 | Attachment C, page 1, Item IV | "IV. 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 vendor so as to establish standards that are reasonably achievable." | There are significant penalties invoked for non-performance under the terms in Attachment C. The current language gives DHS the unilateral right to modify performance standards even if the Vendor believes they are not achieveable or create an undue financial risk. Will DHS modify this language so that any future changes to the performance standards are subject to the mutual agreement of DHS and the Vendor? | No, all amendments bust be agreed to by the vendor. |
| 11 | Attachment C | | What performance standards are included in the current contract between DHS and its actuarial vendor? | See Question 43 of the Original Q&A. |
| 12 | Attachment C | | Please provide a summary of any penalties or actions taken against the current actuarial vendor in the last 5 years for nonperformance under the current contract between DHS and its actuarial vendor. | See Question 43 of the Original Q&A. |