

RESPONSE PACKET
710-23-074
Eligibility Support Services

RESPONSE SIGNATURE PAGE

Type or print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:			
Address:			
City:		State:	Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit
Minority and Women Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service-Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>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.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and shall not employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel and shall not boycott Israel during the term of a contract awarded as a result of this solicitation.			
<input type="checkbox"/> Prospective Contractor does not and shall not boycott Israel.			

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: _____

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

☐ **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.

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

Authorized Signature: _____

Use Ink Only.

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.

	Maximum RAW Score Available
E.1 Technical Approach and Solutions	
A. Provide a timeline and milestones for meeting requirements outlined in the solicitation.	5 points
B. Provide a detailed description of how the Prospective Contractor will implement services when the contract is signed.	5 points
C. Provide a list and description of reports provided in a previous project of similar size and scope such as staffing level reports, quality control reports, case and task processing, productivity monitoring and status reports.	5 points
D. Provide a Security Plan as outlined in section 2.8 of the solicitation.	5 points
E. Provide a detailed training plan including the amount of time for a new worker to be fully trained, maximum number of students per class, list of classes each person will take, passing scores, number of attempts to pass, how new policies and procedures will be trained, and approach to training new workers.	5 points
F. Provide a quality improvement plan that describes the Prospective Contractor's approach to quality assurance to meet 95% accuracy including quality control processes for monitoring the quality of performance, communicating deficiencies, and obtaining feedback.	5 points
E.2 Background, Experience and Qualifications	
A. Complete Attachment Client History Form (Question #1)	5 points
B. Provide resumes for all proposed key personnel which shall include relevant projects (past and current) that each individual has supported for state human service programs such as Medicaid, CHIP, SNAP, and TANF. Resumes shall not exceed four (4) pages and must demonstrate past eligibility support services work on at least one (1) eligibility system that supported multiple benefit programs. Resumes shall include the following information: <ol style="list-style-type: none"> 1. Client organization names. 2. Time periods worked. 3. Role of the proposed individual within each project. 4. Brief summary of the project scope. 5. Names, positions, and current telephone numbers of persons who can provide information on the proposed individuals' performance on at least two (2) projects. 6. Years of experience working with eligibility systems for state human services programs. 7. Formal education including degrees completed (Note: Formal education will not be substituted for experience). 8. Any technical certifications relevant to this project. 	5 points
C. Complete Attachment I Client History Form (Question #2)	5 points
E.3 Project Management, Organization and Staffing	
A. Provide an organizational chart that displays the overall business structure including proposed personnel job titles and lines of supervision	5 points
B. Describe the approach to project management and project control methods including the following:	

1. How the contract will be managed	5 points
2. How contract activities will be controlled	5 points
C. Describe the approach to project staffing:	
1. The screening and selection process for meeting staffing requirements	5 points
2. Staff management and support to ensure high retention rates	5 points
D. Provide a staffing continuity plan that allows for staffing need changes throughout the contract, including the ability to scale up or down quickly	5 points