

State of Arkansas AGENCY NAME
 COMMODITY/SERVICE
 RFP #: SP-21-0039
 Written Questions

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answer
1			Has Department established a budget for the Case Management System? If so, what is the budget allocation and funding source?	This information is not relevant to respond to the RFP.
2			What is the estimated cost for the Case Management System?	This information is not relevant to respond to the RFP.
3	None	None	Does the state have a specific budget for this solicitation?	This information is not relevant to respond to the RFP.
4			Does the State of Arkansas' adhere/accept the 'Interstate Cooperation Agreement' with Texas, known as State of Texas DIR-TSO-3996	This information is not relevant to respond to the RFP.
5	Page 1, Solicitation Information section	Solicitation Number: SP-21-0029	The RFP document states that this is Solicitation # SP-21-0029 and the Technical Proposal Packet says it is #SP-21-0039. On the DFA Website (https://www.arkansas.gov/tss/procurement/bids/index.php), under the "Current Solicitations — Office of State Procurement" section, it says SP-21-0039. Please confirm, which number the Department would like to be used as reference?	SP-21-0039 is the correct solicitation #. Please see updated RFP posting. https://www.arkansas.gov/tss/procurement/bids/index.php?_ga=2.119808577.838338840.1612791479-383499861.1603731091
6	Section 1 - General Information and Instructions	The system must Go-Live no later than October 1, 2022.	Are there options to adjust this date if the project requires it?	The Prospective Contractor may propose a plan by which the system goes live earlier than 10/01/2022.
7	Section 1.2	Live Proposal Opening; Zoom Meeting Link	Please confirm if this is the location for a meeting to occur 2:00 pm CST on February 26, 2021?	Confirmed. The bid opening will be held via zoom at this date and time.
8	Section 1.7		Would the state consider emailed submissions instead of printed hard copy and flash drive responses due to limited staffing in the office because of Covid?	No.
9	Section 1.7.A.1.	Responses within the Information for Evaluation and Exceptions sections must not contain the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses.	Please confirm that prospective contractors should not include their company or case management system names when responding to the itemized list (E.1 - E.22) in the Technical Proposal Packet? Narrative responses should not be submitted on company letterhead or include identifiers in the document header or footers.	Confirmed.
10	Section 1.7.A.	All Items 1-5	As a hard copy has been requested, we plan to submit in a 3-ring binder. Is it acceptable to include our company and/or case management system name on the cover of the binder?	Yes.
11	Section 1.7.A.3.b.ii	The Official Solicitation Price Sheet, including the hard copy and electronic copy, must be separately sealed from the Technical Proposal Packet and should be clearly marked as "Pricing."	Can we include our company name on the Official Solicitation Price Sheet and on the outside of the separately sealed packaging?	Yes.
12	Section 1.7.B.1. and B.2	1. Additional Copies of the Technical Proposal Packet a. One (1) electronic copies of the Technical Proposal Packet, preferably on flash drives and in PDF format. Do not send electronic copies via email or fax. 2. Additional Copies of the Official Solicitation Price Sheet a. Prospective Contractor should also submit one (1) electronic copy of the Official Solicitation Price Sheet, preferably on a flash drive and in PDF format. Do not send electronic copies via email or fax.	Please confirm that no additional paper copies of the Technical Proposal Packet or the Official Solicitation Price Sheet are required.	Confirmed. One hard copy original and one electronic copy of each are all the hard copies that are required.

13	Section 1.7	Response Documents	<p>You suggest there should be additional copies, please can you clarify the following questions for us?</p> <ol style="list-style-type: none"> 1. How many hard copies do you require? 2. How many individual flash drive electronic copies do you require? 3. Which hard copy documents may be joined with others and which may be separate? 4. Which electronic documents may be joined with others and which may be separate? 	<ol style="list-style-type: none"> 1. One (1) original of the Technical Proposal and the Price Sheet. 2. One (1) electronic copy on flashdrive of The technical proposal and the pricing. 3. Pricing must be sealed separately from the Technical Proposal. All other Technical Proposal Documents may be joined in the hardcopy. 4. Pricing must be sealed separately from the Technical Proposal. The State should have the ability to separate any documents with identifying information (such as the bid signature page) from the Information for Evaluation sections for evaluation purposes.
14	Section 1.8A	<p>Unless a Prospective Contractor expressly and conspicuously identifies any exception or exceptions to any of the Requirements in the Specifications Section(s) of this RFP by listing them on the Exceptions Form (See Technical Proposal Packet), Prospective Contractor understands its submission of a proposal to represent that its proposal meets all such Requirements.</p>	<p>How would ARS prefer we identify those requirements we do not or cannot meet in our responses within the Information for Evaluation section?</p>	<p>Prospective Contractor should identify requirement they cannot meet in both the Exceptions and Information for Evaluation sections. Exceptions to Requirements in the Specifications section of the RFP may cause the Prospective Contractor's proposal to be rejected.</p>
15	<p>Section 1.8 Acceptance of Requirements and Section 1.9 Additional terms and conditions</p> <p>Technical Proposal Packet, Page 2 Proposal Signature Page, Signature section</p>	<p>RFP Section 1.8 allows for exceptions to the Requirements and provides that a "proposal may be rejected if a Prospective Contractor takes exception to any Requirements in the Specifications Sections" of the RFP.</p> <p>Similarly, RFP Section 1.9 allows for exceptions to the Standard Services Contract. However, the Technical Proposal Packet on pg.2 provides that: "The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's proposal to be rejected."</p>	<p>To align the Technical Proposal Packet with the exceptions approach set out in RFP Sections 1.8 and 1.9, please modify the Technical Proposal Packet language to provide: "The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation may will cause the Prospective Contractor's proposal to be rejected."</p>	<p>Please see updated Technical Proposal Packet posting. https://www.arkansas.gov/tss/procurement/bids/index.php?_ga=2.119808577.838338840.1612791479-383499861.1603731091</p>
16	Section 2.0	ARS has 19 field offices across the state, serving all 75 counties.	You made reference to 300 concurrent ARS Users? Does this include only ARS users statewide?	Yes, this will be 300 concurrent ARS users statewide.
17	Section 2.1	The current Case Management System utilized by ARS is an Internet-based, Software-as-a-Service (SaaS) system.	<p>Are you currently using a single system to provide all of the services requested in the RFP or are you using multiple systems within a fragmented environment?</p> <p>Are you currently self-hosting?</p>	The current CMS is a single, cloud-hosted system. However, future local hosting may be considered as an alternative. Please see Section 2.4.J. of the RFP.
18	Section 2.1	The current Case Management System utilized by ARS is an Internet-based, Software-as-a-Service (SaaS) system.	Who is the case management system provider and what is name of the system?	The current CMS is designated as System Seven and is hosted by Libera Inc.
19	Section 2.1		What is the specific SaaS software solution used currently?	Please see #18.
20	Section 2.1		How do you categorize cases today? How do you prioritize cases today?	Cases are categorized by VR case statuses, (only eligible participants move forward) priority is by time in service following the RSA rules/guidance of the VR program.
21	Section 2.1		What methodology do you follow to assign cases to Support Agents?	Cases are assigned to Counselors and their assistants by the Regional Manager manually based on location and client need.

22	Section 2.2.A.	The Prospective Contractor shall have at least five (5) years of experience in providing Case Management Systems of a similar size and scope as described in this RFP.	Is ARS open to Case Management systems currently being used for WIOA or Human Services departments and programs, and is configurable for Vocational Rehab use case, so long as it has a modern UX, is compliant with VR and can provide the necessary reporting?	Yes, provided all requirements of the RFP are satisfied.
23	Section 2.3.D.	"ARS will not provide dedicated bandwidth for the proposed solution and the system must not negatively impact or interfere with services from ARS's other existing systems."	For the contractor to understand the ARS system load and to avoid negative impact and interference on other systems, will the State confirm which existing systems ARS uses ?	The primary interface is to/from the the state financial system, AASIS. Please see Section 2.14 of the RFP for more information on Required Interfaces.
24	Section 2.3.D.	ARS will not provide dedicated bandwidth for the proposed solution and the system must not negatively impact or interfere with services from ARS's other existing systems.	Will ARS provide a steering committee available on a weekly basis to answer critical and decision making questions?	ARS staff will participate in the steering committee/implementation team along with the selected Contractor. The meeting times and durations will be discussed and decided upon with the successful Contractor.
25	Section 2.3.E.		How many total users are expected on the solution?	Currently, we have a total of 240 users, we have asked for the capacity to bring additional users, up to 300 in the future.
26	Section 2.3.E.	The system must be expandable to support additional users should ARS expand or combine with another agency.	What other agencies could use the system and how what data would they provide?	There are no current plans for ARS to combine with another agency. However, if ARS adds additional personnel in the future, we would like the ability to add those users to the system.
27	Section 2.4.C.	"The State prefers the proposed system be hosted on a private cloud or a virtual private cloud. For the purposes of this RFP, a private cloud is either a single-tenant environment where the hardware, storage, and network are dedicated to the State; or a virtual private cloud, a multi-tenant environment with network isolation and private subnets. Contractors may propose other types of cloud in their proposal, but preferential scoring will be given for private or virtual private cloud."	Does the State have a preferred hosting platform for the new system?	No.
28	Section 2.4.D.	The System must be FedRamp Compliant	Define Compliant please. For example would a solution that currently operates in a FedRamp Compliant Azure Cloud instance be considered acceptable?	Yes. A compliance of <u>FedRAMP-Moderate</u> would be considered as a acceptable criteria for a candidate system, as guided by FIPS 199 and the NIST 800 series.
29	Section 2.5.F.	The system must not require additional browser plug-ins, add-ons, or helper applications.	Does the State intend to include in this requirement industry standard helper applications such as JAWS and Dragon Dictation?	No, this requirement is solely focused on basic system access. Accessibility for persons with disabilities are covered in Section 2.5.H. of the RFP. The referenced helper applications will be acceptable to meet the requirements of 2.5.H.
30	Section 2.5.G.	The system must have a downloadable mobile phone application and/or a Responsive User Interface (RUI) and be accessible and function normally from mobile devices such as tablets, smartphones, and chrome books. This must include, but is not limited to, iPhones, iPads, and Android based phones and tablets.	How many staff, who work in the community, would utilize the disconnected mobile solution that would enable access to the new case management system?	All users must have the capability. Generally, only approximately 100 staff members will utilize this functionality on a regular basis.
31	Section 2.5.H.	The system must be accessible for end users with disabilities, including but not limited to sensory impairments such as hearing and visual impairment.	Are there specific software solutions that this system needs to interact with to support users with disabilities?	No, we are not requiring a specific type of software. See RFP for minimum accessibility requirements.

32	Section 2.5.H.	The system must be accessible for end users with disabilities, including but not limited to sensory impairments such as hearing and visual impairment.	Will clients need access to the system beyond needing to be able to sign the application? For example, via a patient (client) portal.	Clients will need the ability to sign documents at various stages in the process. They will not need separate access through a client portal.
33	Section 2.6.A.	The system must authenticate and assign the appropriate level of access to users based on the appropriate user roles.	Is there a SAML based solution that the system should interact with for a single sign-on?	ARS does not have a required solution. The proposed Single Sign On Method must be approved by the Department of Information Systems. Information on currently approved solutions can be found at the following link: https://sso.arkansas.gov/signon/privacypolicy.html#:~:text=DIS%20collects%20a%20limited%20amount%20of%20data%20for,the%20SSO%20home%20page.%20INFORMATION%20COLLECTED%20BY%20DIS
34	Section 2.6.B.	"User roles must include but not be limited to the following user types: Counselor, Administrative Assistant, Administration, Managers, and System Administrators."	Please define the tasks expected of the System Administrator Role.	The System Administrator manages staff security templates, creates user roles, creates reporting structures, sets-up funds, budgets, plans and tests releases, has overall control and access to the system for database management purposes. Other System Administrator tasks include reporting and correcting errors, using the RSA 911 edit checker to verify federal reports, and submitting the RSA 911 reports.
35	Section 2.7	General Requirements	Do you wish to assign cases to individual agents based on their availability, skills, and workload?	Cases will be assigned based on security templates and user roles.
36	Section 2.7	General Requirements	How do you manage case escalations?	Cases are categorized by VR case statuses, priority is by time in service following the RSA rules/guidance of the VR program. The case management system should be able to address applicants in an Order of Selection should the agency require it.
37	Section 2.7	General Requirements	How do you track the progress of a case? What are the different statuses you have defined?	Please see https://www2.ed.gov/programs/rsabvrs/legislation.html for legislation, regulations and guidance on the Vocational Rehabilitation program including case statuses, timelines and requirements of the VR process.
38	Section 2.7	General Requirements	Do you have Service Level Agreements in place today? If yes, can you describe the SLA structure & high-level requirements?	This will include the performance standards included in Section 2.25 of the RFP. Any additional items will be negotiated with the successful Contractor.
39	Section 2.7	General Requirements	Does your support agent leverage the knowledge base to resolve customer issues?	No. The successful Contractor will be expected to address customer issues in accordance to the RFP.
40	Section 2.7	General Requirements	Do you have a process identified for survey management – how do you use them today?	No, ARS does not currently utilize surveys and it is not a requirement of this RFP.

41	Section 2.7	General Requirements	Do you have an omnichannel strategy in place today? Which channels do customers contact you through today - allowing customers to contact you/create cases through today - email, chat, social, self-service portal?	No. Current and potential clients contact VR personnel (including Counselors, Managers) via traditional phone calls, faxing and or/email.
42	Section 2.7	General Requirements	Will you be utilizing chat with customers?	We do not utilize this in the current Case Management System and it is not a required feature in the RFP.
43	Section 2.7	General Requirements	Is the goal to integrate with a solution such as DocuSign for digital signatures or is the desire for this functionality to be natively built within the software?	The goal is to have the most cost effective solution that allows a client to access and sign documents electronically. Please see Addendum #1.
44	Section 2.7.G.	The system must create payment queues for authorizations to vendors, as well as approve, reject, batch, and report vendor authorizations.	Do you have a payment process currently in place?	The process is: the Administrative Assistant creates a payment approval, which flows into a "queue"(or list) of payments ready to review and batch. Those (upon release) flow into "Approved, Awaiting batch" list (queue) until the interface runs. Any payment approval rejected at the review level is sent to a rejection list. Payments successfully batched to AASIS (State accounting system) then appear in the approved and batched listing. It is not check creation; the daily batches should interface into the State System where state warrants will be created. This is stored payment information.
45	Section 2.7.G.	The system must create payment queues for authorizations to vendors, as well as approve, reject, batch, and report vendor authorizations.	Is the goal to store general payment information? Is this ledger or is this an actual payment processing (i.e. check creation)? Could you provide an example of what you envision for this function?	The process is: the Administrative Assistant creates a payment approval, which flows into a "queue"(or list) of payments ready to review and batch. Those (upon release) flow into "Approved, Awaiting batch" list (queue) until the interface runs. Any payment approval rejected at the review level is sent to a rejection list. Payments successfully batched to AASIS (State accounting system) then appear in the approved and batched listing. It is not check creation; the daily batches should interface into the State System where state warrants will be created. This is stored payment information.
46	Section 2.8.A.1.	The system must provide referral forms customized for ARS, as well as for common intake of applicants to other WIOA programs	How many referral forms are you estimating to be customized?	We will need four (4) forms. A referral form for the Vocational Rehabilitation (VR) program, the Independent Living Program, the Supported Employment Program, and Services for the Deaf and Hard of Hearing Program.
47	Section 2.8.A.2.	The system must make referrals for VR services accessible to ARS staff working within non-VR programs.	How many non-VR programs do you currently have?	We currently have (3): the Independent Living Program, the Supported Employment Program, and Services for the Deaf and Hard of Hearing Program.
48	Section 2.8.B.1.	The system must include customizable fields for eligibility determination and extension of time to determine eligibility.	Will your system need clinical or medical assessments built in?	No.

49	Section 2.8.C.	Vocational Rehabilitation Plan Status	Is there a source system for the fee schedules, billing codes, and other codes?	The agency follows it's fee schedules promulgated in the Policy and Procedure Manual, which will be provided to the successful Contractor.
50	Section 2.8.D.	"The system must provide notifications to counselor's supervisor or approving party as needed, and notification of decisions from supervisor."	Can the State confirm the type of notification for tasks required on cases? For example, does the State expect the notification to be passive (a report or dashboard) or active (email or system pop-up)? Is this notification type expected for all notifications throughout the system?	Currently, we have a color-coded dashboard alert system and it works well. We would also consider reports.
51	SECTION 2.9.A. and Section 2.11.A.	The system must include modules separate from VR for all Pre-ETS activities required and authorized. The system must provide a module separate from other case types for Services for the Deaf & Hard of Hearing.	Can you clarify what is intended by "modules separate from..."? How do you envision these modules be separated? For example, are you requesting separation based on user permissions and access?	We would like a case service type/area in the case management system (CMS) to collect data that includes Pre-Employment Transition only. We envision a separate section in the CMS to house these clients and the services provided and purchased.
52	Section 2.9	The system must include modules separate from VR for all Pre-ETS activities required and authorized.	Who is the user type to use this module? Would this user have the same access as other ARS staff?	Counselors assigned to Pre-ETS will input information on this module. Yes they will have the same type of general access.
53	Section 2.12.A.	The system must provide a wage interface between the VR module and the Ticket Tracker software program administered by Morrow Consulting, LLC to report Social Security Ticket to Work benefit reimbursement.	We understand your funding is federal under WIOA, as well as through SSA reimbursements, will your system need to verify/process any Medicaid information for reimbursement?	No
54	Section 2.12.A.	The system must provide a wage interface between the VR module and the Ticket Tracker software program administered by Morrow Consulting, LLC to report Social Security Ticket to Work benefit reimbursements.	Is there a web services API for the Ticket Tracker software? Is this software a SaaS/internet accessible solution?	No API is currently used. Current methods include secure data transfer, such as Secure Email.
55	Section 2.12.B.	The system must generate Assignment/Unassignment reports in the format required for uploading to the SSA Portal	Is there a web services API for uploading reimbursement files to the SSA portal?	Please see #54.
56	Section 2.13.B.	B. The system must produce all Federal and State required financial reports, including, but not limited to, the RSA-911, RSA-17, and RSA-425.	Can the Department please provide the list of current state and federally mandated reports?	Per the RFP, the RSA-911, RSA-17, and RSA-425, ETA-9169, additionally, the system will need to maintain additional requirements set by RSA.
57	Section 2.14. A-G.	Required Interfaces	Are there specific costs associated per interface?	Prospective Contractor should include pricing for all interfaces required by the RFP on the Official Bid Price Sheet. Costs for additional interfaces will be determined at the time those interfaces are requested.

58	PAGE 14, SECTION 2.14, PARAGRAPH A-G		What are the varying degrees of interfacing with each of these systems? For example, types and quantities of data that are exchanged.	<p>Data is currently exchanged as CSV files and the quantities are as follows per year: 12,000 cases for the DWS wage interface, 4,800 cases for Ticket to Work, 5,000 for the National Student Clearinghouse, 5,000 sets of application data per year for the Common Intake, and 50,000 payment line items from the CMS to the State Accounting System each year.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
		Required Interfaces		
59	Page 14. 2.14		Can you explain each interaction with the required interfaces mentioned? ie; entering data, pushing data, uploading data. Does every user currently have access to all of these systems mentioned? Does each interface have a technical resource you work with now?	<p>The interactions are pushing data (to the State Accounting System) or uploading data from (National Student Clearinghouse, the Common Intake, DWS/Wage interface. Currently, our finance division has an interface with AASIS.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
		Required Interfaces		
60				<p>The Prospective Contractor should assume a potential API interface using the REST architecture. However, the proposed system must also support a non-realtime interface, such as SFTP (Secure File Transfer Protocol).</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
	Section 2.14. A.	The system must interface with AASIS, Arkansas's SAP ERP system, especially for purposes of payment export and warrant import.	What type of APIs exist for interacting with the ERP system?	
61				<p>The Prospective Contractor should assume a potential API interface using the REST architecture. However, the proposed system must also support a non-realtime interface, such as SFTP (Secure File Transfer Protocol).</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
	Section 2.14.B.	The system must interface directly with databases maintained by the Arkansas Division of Workforce Services for wage information and unemployment claims.	What type of APIs exist for interacting with the Division of Workforce services system?	

62	Section 2.14.C.	The system must interface directly with databases maintained by the National Student Clearing House.	What type of databases would this system be interacting with (SQL Server, Oracle, other)? How many different databases would be connected?	<p>A general SQL database should be expected. This will likely be one connection through a secure FTP interface.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
63	Section 2.14.D.	The system must be able to interface with referral/application forms established by other WIOA programs for the purposes of common intake	What is the format of these forms? Are they PDF, word, or online forms that are housed in another system?	<p>This process is in development. It will be part of the Case Management System that will be connected through America's Job Link to all of the Core WIOA partner agency application/common intake forms.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
64	Pg. 14 Section 2.14 - D	The system must be able to interface with referral/application forms established by other WIOA programs for the purposes of common intake.	Can you please explain the process to be able to interface with these forms? Is this interface already defined?	<p>This process is in development. It will be part of the Case Management System that will be connected through America's Job Link to all of the Core WIOA partner agency application/common intake forms.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
65	Section 2.14.E.	The system must interface with the Department of Labor's America's Job Link database for common intake purposes.	What type of databases would this system be interacting with (SQL Server, Oracle, other)? Is this a single database and table to be connected to?	<p>The prospective Contractor should assume a standard SQL-compatible database interface.</p> <p>Any additional requirements gathering for building the required interfaces will be the responsibility of the Successful Contractor during the design phase of Implementation.</p>
66	Pg. 14 Section 2.14 - G	The system must interface with the Ticket Tracker software program administered by Morrow Consulting, LLC.	Is it a mandate to use the Morrow product for SSR or could an alternative solution be proposed.	Please see addendum #1.
67	Section 2.14.H.	The system must fully integrate with Microsoft Outlook.	Can the State give detail on what it means by "fully integrate"? By way of example, what features does the State expect to have integrated and/or what functionality does the State expect to achieve?	Fully integrate means that email and calendar functionality from Microsoft Outlook must be fully integrated into the proposed system.
68	Section 2 - Specifications 2.14 H	The system must fully integrate with Microsoft Outlook.	Would ARS further explain what is meant by "fully integrate with Microsoft Outlook"? What functionality does ARS expect as part of this integration?	Please see #67.
69	Section 2.14.H.	The system must fully integrate with Microsoft Outlook.	Can you please specify the specific requirements with this integration? Is this for just emailing, or also for other functions?	Please see #67.
70	Section 2.14.	Required Interfaces	Do you have Integration Subject Matter Experts (SMEs) that can assist in the definition and/or development of the Integrations with this software?	Yes.

71	Section 2.15.A.	A. The Contractor shall be responsible for converting approximately 40GB of historical data including scanned and electronic documents and approximately 145,000 participant files. Data is stored in AWS GovCloud to be converted in csv file format. There are several dozen tables and each table may have a dozen to several dozen data points. B. The converted data must be available for use at time of Go Live as if that information had been originally captured by the system.	Does this mean you have about 145K Participant files that need to come over as Attachments? Or, does this mean that you have about 145K participants in the system currently?	Yes, 145K participants currently in the system.
72	Section 2.15.A.	A. The Contractor shall be responsible for converting approximately 40GB of historical data including scanned and electronic documents and approximately 145,000 participant files. Data is stored in AWS GovCloud to be converted in csv file format. There are several dozen tables and each table may have a dozen to several dozen data points. B. The converted data must be available for use at time of Go Live as if that information had been originally captured by the system.	How many Case Types will you convert and what are they?	We will need (4) four case types: the Vocational Rehabilitation (VR) program, the Independent Living Program, the Supported Employment Program, and Services for the Deaf and Hard of Hearing Program.
73	Section 2.15.A.	A. The Contractor shall be responsible for converting approximately 40GB of historical data including scanned and electronic documents and approximately 145,000 participant files. Data is stored in AWS GovCloud to be converted in csv file format. There are several dozen tables and each table may have a dozen to several dozen data points. B. The converted data must be available for use at time of Go Live as if that information had been originally captured by the system.	What is the total number of cases to convert?	Please see #71.
74	Section 2.15.A.	The Contractor shall be responsible for converting approximately 40GB of historical data including scanned and electronic documents and approximately 145,000 participant files. Data is stored in AWS GovCloud to be converted in csv file format. There are several dozen tables and each table may have a dozen to several dozen data points.	Can the Department provide the various formats used and the storage mediums for the electronic documents?	Specific data formats may be refined at a later date. However, a character-separated (Comma, for example) data file can be assumed for commonality of data-transfer operations
75	Section 2.15.A-B.	"The Contractor shall be responsible for converting approximately 40GB of historical data including scanned and electronic documents and approximately 145,000 participant files. Data is stored in AWS GovCloud to be converted in csv file format. There are several dozen tables and each table may have a dozen to several dozen data points." "The converted data must be available for use at time of Go Live as if that information had been originally captured by the system."	To ensure an accurate pricing estimate for Data Conversion, please provide additional detail about the expectations of data conversion, as follows: 1. How many years of VR case data will be migrated to the new system? 2. Will migrated data include attachments? 3. Are attachments stored in the existing system or are they stored in a separate database? 4. Please identify all systems that currently house VR data destined for conversion to the new system. 6. Does the data conversion scope include financial records and case notes? 7. Does the State have access to the systems and records for migration to the new system? 8. Does the State have access to the Data Model and Data Dictionary for the system(s) that currently houses the data to be converted to the new system?	1. The system must maintain seven (7) years of backups for all historical data sets post migration. 2. Yes, attachments are in the file. Scanned attachments are primarily Adobe or Word ; document types of ".pdf" or ".doc" 3. Yes, attachments are stored in the existing system. 4. Libera System 7 currently houses the VR data. 6.. Yes, financial records and case notes are part of the electronic file. . 7. Yes, we have access to the records being converted. . 8. No, the State does not currently have access to this information.

76	Section 2.18.C.	The Contractor shall provide training for approximately 300 ARS staff	Approximately how many of 300 staff would you expect need group or one on one training? Are there existing LMS tools that ARS would like to use in supporting training?	We expect that the System Administrators, Finance Personnel, and Field Leadership will need more intensive and direct one-on-one training. That is approximately 20 people. The remaining staff can be done in groups as per the Contractor's plan.
77	Section 2.18.C.	The Contractor shall provide training for approximately 300 ARS staff	Is this a Multilanguage implementation? If so, what languages need to be supported?	No
78	Section 2.18.C.	The Contractor shall provide training for approximately 300 ARS staff.	Please confirm that the prospective contractor will be expected to train all 300 of ARS' end users during implementation?	Confirmed.
79	Section 2.18.D. & G.	"Training may be conducted via teleconference in either group or one on one sessions." "Web-based tutorials or instructional videos that must be available for the life of the contract."	Training Materials Accessibility: Does the State REQUIRE that all training videos require Closed Caption? Will live or web-based training need interpreters or live captioning as well? Please confirm that the State will pay the additional cost for these accessibility measures.	We can ensure that materials are accessible to our staff. ARS can provide interpreters.
80	Section 2.19.B.1	Have three (3) years of project management experience working with the implementation of a Migrant Student System of similar size and scope to this RFP.	Is the reference to "Migrant Student System" accurate? Or should that be "Vocational Rehabilitation Case Management System"	This should read "Case Management System". Please see Addendum #1.
81	Section 2.18.C.	C. "The Contractor shall provide training for approximately 300 ARS staff." and E. "Contractor shall provide training that consists of "Train the Trainer" type sessions, so that Users trained directly by the Contractor may go out and serve as Trainers for other Users"	1. Can the State confirm that both 300 user training and "train the trainer" training is required? And 2. Can the State provide as estimate of how many "train the trainer" user trainers and how many "train the trainer" administration trainers the contractor will be expected to train?	Yes, both are required. The train the trainer should include higher level functions for system administrators, finance, etc. Estimate: 20 individuals, for train the trainer, all of which can be done at one time.
82	Section 2.18.H.	"In the event that the Contractor makes any material alterations to the solution, the Contractor shall be required to update the training materials accordingly. The State and the Contractor shall mutually agree on what constitutes a "material alteration." The Contractor shall provide updated training materials at no additional cost to the State"	Clarify what, for the State, constitutes "material alteration". 1. For instance, will a new, for-fee module or customization specifically for Arkansas be considered material alteration and need training documentation without cost to the State? 2. Will updates to core functionality because of RSA-required reporting updates require updated training materials? 3. Please describe what types of changes the State is considering that must be provided without further cost to the State.	The State and the Successful Contractor will agree to the definition of "material alteration" prior to contract award.
83	Section 2.19 B.1	Project Manager must have 3 years of PM experience working with the implementation of Migrant Student System of similar size and scope to this RFP.	Would ARS consider revising this requirement to match the minimum qualifications of the prospective contractor – 3 years of experience working with the implementation of case management systems of similar size and scope to this RFP.	Yes, please see Addendum #1.
84	Section 2.19 B.1	Have three (3) years of project management experience working with the implementation of a Migrant Student System of similar size and scope to this RFP.	Can the Department confirm the term "Migrant Student System" in reference to Project Management experience is relevant for the Case Management System in scope for this RFP.	Please see Addendum #1.
85	Section 2.19 B.1	"The Contractor shall include in the Staffing Plan a Project Manager. The Project Manager shall, at a minimum: 1. Have three (3) years of project management experience working with the implementation of a Migrant Student System of similar size and scope to this RFP."	Would ARS correct or clarify if "Migrant Student System" is the phrase that was meant in this requirement?	Please see Addendum #1.
86	Section 2.19.B.1.	Have three (3) years of project management experience working with the implementation of a Migrant Student System of similar size and scope to this RFP	Did the State intend for experience in this section to cite a specific system requirement of "Migrant Student System"? If not, can the State give the specific system implementation requirement or does the state intend for the experience to be, "...implementation of a System of similar size and scope...."?	Please see addendum #1.

87	Section 2.20.C.6.	A plan by which the system will Go-Live no later than October 1, 2022	What is your timeline for this project? Is the go-live date supposed to be October of 2022 or October of 2021? Should the implementation span more than a year?	The requirement is to go live no later than October 2022. The Contractor may propose a plan in which the system goes live sooner.
88	Section 2.20.C.6.	A plan by which the system will Go-Live no later than October 1, 2022	What is your desired rollout approach (regional/functional/"big bang")?	Our preferred approach is to conduct testing according to 2.21(B.5) with the old and new case management systems, then to implement the "big bang" approach for the actual Go-Live into Production.
89	Section 2.20.C.6.	A plan by which the system will Go-Live no later than October 1, 2022	Is there a preferred project management methodology (Agile, Waterfall, Hybrid)?	No. However, the selected method must support clear, concise project milestones along with a well-documented development method with a written, repeatable verification strategy.
90	p.18, section 2.21.B.	The Testing Plan must address all forms of system testing	Are there testing management tools that ARS uses today that should be utilized for this project?	No. However, the selected method must support clear, concise project milestones along with a well-documented development method with a written, repeatable verification strategy.
91	Section 2.23.	Data Security	Are there any controls around the visibility of cases based on the business location where Customer Service is being delivered should a customer be able to discuss a case with an agent at another location or with a centralized service desk?	The relationship of the question to Section 2.3 "Data Security" is not clear. However, this RFP does not have <i>location-specific</i> access requirements. Instead, a <i>role-based</i> access model should be followed, even across any help desk access.
92	Section 2.25.A.	State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services provided that a Contractor shall meet in order to avoid assessment of damages.	Do you report on Meaningful Use Measures?	No.
93	Section 2.25. Figure 1	"\$1,000 for each day the data conversion is not complete after Go-Live."	Data Conversion requires access to the data for migration. Will the State include a stipulation that contractor will not be responsible for or penalized for data conversion delays because we cannot access State-owned data due to State or third-party access, timing, or scheduling challenges?	Penalties will be assessed consistent with the performance standard requirements of the RFP. Penalties will only be assessed for damages caused by the contractor's failure to perform.
94	Section 2.25. Figure 1	"Contractor shall only be responsible for reporting errors that result from system malfunction. Contractor will not be responsible for data entered by ARS staff in error."	RSA-911 Reporting: Please confirm that for the purpose of a assessing a penalty, compliance is determined by the published Policy Directive and Edit Specification including all amendments to date. Also please confirm that the State will assess one penalty per quarter, if the issue is not resolved before the end of the submission deadline.	Reporting standards required for the system are the most recent requirements established by RSA. Penalties will be assessed consistent with the performance standard requirement of the RFP. In this case, the penalty would only be assessed once per quarter.
95	Section 2.25. Figure 1	"\$1,000.00 per interface, per day for each day that the Go-Live date required in Section 1.1 of the RFP is delayed, until each required interface is fully functional." "\$500.00 per interface, per week for each week that the interface is not functional."	The contractor should not be held responsible or penalized for changes or delays by the state or other contractors that support the system the CMS is interfacing to. Will the state add a stipulation that an interface delay affecting Go-Live caused by State or other State contractor of the other system will not result in a Penalty to the VR CMS contractor? Also, please add a stipulation that the State will not assess Penalties after Go-Live due to delays caused by changes made by the State or the State contractor of the third party system interfaced to the new system.	Penalties will be assessed consistent with the performance standard requirements of the RFP. Penalties will only be assessed for damages caused by the contractor's failure to perform.

96	Technical Proposal Packet	Confidential/Proprietary Information	How will ARS be handling confidential proprietary information that is being requested in the RFP? Is ARS open to higher level overviews to enable not providing confidential proprietary information?	Please see Section 6 of the Solicitation Terms & Conditions at the following link: https://www.transform.ar.gov/procurement/agencies/forms-and-reporting/
97	Technical Proposal Packet	Required plans and standards	The Technical Proposal Packet requests several plan and standards documents that are proprietary or intellectual property. These documents are provided to our customers under a non-disclosure agreement or contract. Would ARS accept a high-level overview of these documents, their content, and their intent in lieu of the plan document itself?	The State will accept a narrative description as a proposed plan for evaluation purposes. The narrative description will be scored against the requirements set forth in the RFP. The narrative description must describe a plan substantially similar to what will be provided in the actual plan if the Prospective Contractor is awarded the contract.
98	Technical Proposal Packet Section E.1.	TECHNICAL PROPOSAL PACKET: Provide contract details for at a least five (5) government entities in the United States for whom you have successfully provided services of a similar size and scope as those described in this RFP in the last five (5) years. Government entities should be identified generically, for example, "State Government Agency", "Federal Government Agency" "City Government", etc.	As the question indicates that the government entity should be referred to "generically," please confirm that you are not requesting contact information for each of these entities? And, that you are not requesting to contact them to conduct a reference check?	Confirmed. The State will request this information at a later date if there is determined to be a need to contact references.
99	Technical Proposal Packet Section E.1.	TECHNICAL PROPOSAL PACKET: Provide contract details for at a least five (5) government entities in the United States for whom you have successfully provided services of a similar size and scope as those described in this RFP in the last five (5) years. Government entities should be identified generically, for example, "State Government Agency", "Federal Government Agency" "City Government", etc.	We have several county government clients scheduled to go live on our platform in 2021 and 2022. In addition, we provide a modern, case management technology solution for public entities that are Community Mental Health Centers (CMHCs), Federally Qualified Health Centers (FQHCs), and Certified Community Behavioral Health Clinics (CCBHCs) who are similar in size and scope to ARS. Will our experience with CMHCs, FQHCs and CCBHCs align with your request for the prospective contractor to have experience with government entities?	The entities listed appear to be government entities. If so, and they are of similar size and scope, then yes, they would align with the experience requirements.
100	Technical Proposal Packet Section E.1.	RFP: The Prospective Contractor's proposed Case Management System must be currently in use by and have been implemented in the last five (5) years by at least three (3) public entities of similar size and scope as described in this RFP. TECHNICAL PROPOSAL PACKET: Provide contract details for at a least five (5) government entities in the United States for whom you have successfully provided services of a similar size and scope as those described in this RFP in the last five (5) years. Government entities should be identified generically, for example, "State Government Agency", "Federal Government Agency" "City Government", etc.	Can you clarify the minimum qualifications discrepancies between RFP & Technical Proposal Packet? Section 2.2 asks for 3 public entities, while E.1 in the Technical Proposal Packet asks for 5 government entities. Which does your organization hold as priority?	This should be three (3) public entities. Please see Addendum #1.
101	Technical Proposal Packet Section E.6.4.	Describe the system's ability to collect electronic signatures through the use of signature pads.	Are approaches such as utilizing touch screens and online signature tools acceptable instead of counselors needing specific pads to perform signatures.	Yes, please see Addendum #1.

102	Technical Proposal Packet Section E.6.5.	Describe the system's ability to create payment queues for authorizations to vendors, as well as approve, reject, batch, and report vendor authorizations.	Can you please provide more specifics on the word "payment queues" in the question.	Payment "queues" are lists of payments that have been generated at the Field Service level and are pending review and release for batching, or if the review process finds errors, they are rejected. See responses to questions 44 and 45.
103	Technical Proposal Packet Section E.18.	Provide a proposed Staffing Plan. Include key staff members required by Section 2.19 of the RFP and any additional key staff being proposed by the Contractor. Provide resumes for all key staff members. Proposed plan must at minimum meet all requirements set forth in Section 2.19 of the RFP.	Will the State allow identifying information for Staffing and Key Personnel in order to convey the level of education and extensive experience with certain staff?	No. Prospective Contractors should be able to convey level of education and experience without identifying staff members.
104	Technical Proposal Packet Section E.19.	Provide an Implementation Plan. The Implementation Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to seamlessly implement the proposed system. The proposed Implementation Plan must meet or exceed all requirements set forth in Section 2.20 of the RFP.	Generally, these plans are provided at the time of implementation. Can the State provide a level of detail that is expected in answering these questions?	The State will accept a narrative description as a proposed plan for evaluation purposes. The narrative description will be scored against the requirements set forth in the RFP. The narrative description must describe a plan substantially similar to what will be provided in the actual plan if the Prospective Contractor is awarded the contract.
105	Technical Proposal Packet Section E.20.	Provide a proposed Testing Plan. The Testing Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities required to effectively test the proposed system. Testing Plan must at meet or exceed all requirements set forth in Section 2.21 of the RFP.	Generally, these plans are provided at the time of implementation. Can the State provide a level of detail that is expected in answering these questions?	The State will accept a narrative description as a proposed plan for evaluation purposes. The narrative description will be scored against the requirements set forth in the RFP. The narrative description must describe a plan substantially similar to what will be provided in the actual plan if the Prospective Contractor is awarded the contract.
106	Technical Proposal Packet Section E.21.	Provide a proposed Disaster Recovery Plan. The proposed Disaster Recovery Plan should demonstrate that the Prospective Contractor has a thorough understanding of all activities necessary for disaster recovery and meet or exceed all requirements in Section 2.22 of the RFP.	Generally, these plans are provided at the time of implementation. Can the State provide a level of detail that is expected in answering these questions?	The State will accept a narrative description as a proposed plan for evaluation purposes. The narrative description will be scored against the requirements set forth in the RFP. The narrative description must describe a plan substantially similar to what will be provided in the actual plan if the Prospective Contractor is awarded the contract.
107	Technical Proposal Packet Section E.22.	Provide a proposed Data Security Plan. Provide details on how the proposed plan meets or exceeds the requirements set forth in Section 2.23 of the RFP.	Generally, these plans are provided at the time of implementation. Can the State provide a level of detail that is expected in answering these questions?	The State will accept a narrative description as a proposed plan for evaluation purposes. The narrative description will be scored against the requirements set forth in the RFP. The narrative description must describe a plan substantially similar to what will be provided in the actual plan if the Prospective Contractor is awarded the contract.

108	Official Bid Pricing Sheet; Table 1, Table 2, and Table 3	<p>Table 1: "Provide the total, one time cost (including travel expenses) for all implementation activities necessary to fully implement the system. The cost proposed will be an all-inclusive cost in order for the Contractor to successfully complete all implementation activities in order for the system to Go-Live."</p> <p>Table 2: "Provide the annual cost for licensing, maintenance, and user & technical support as required by the RFP. "</p> <p>Table 3: "Provide the total, on time cost for completing all training activities as required by the RFP."</p>	<p>Please confirm the following assumptions about the pricing tables and the 7-year contract.</p> <ol style="list-style-type: none"> 1. Contract Year 1 includes the start of the Implementation Phase (12 months). 2. Contract Year 2 includes the end of the Implementation Phase (6 months) and the start of the Annual Maintenance and Support period (6 months). 3. Subsequent Contract Years (3-7) include Annual Maintenance, Hosting, and Support. <p>Please also confirm the following pricing assumptions.</p> <ol style="list-style-type: none"> 4. Table 1 should INCLUDE pricing for all Implementation services, through Go-Live, for Contract Years 1 and 2. 5. Table 1 should NOT INCLUDE pricing for Licensing, Maintenance, User & Technical Support that is necessary during Implementation. These pricing elements should be entered in Table 2, Years 1 and 2 as appropriate. 6. Table 1 should NOT INCLUDE pricing for Training necessary during the Implementation. All Training pricing necessary for Implementation should be entered in Table 3 as a total Training price for the entire contract term. 	<ol style="list-style-type: none"> 1. Year #1 includes implementation. The length of the implementation phase will depend on the proposed plan of the successful Contractor. All Implementation costs should be included in Table 1. 2. For a contractor proposing an 18 month implementation, this would be correct. All Implementaiton costs should be included in Table #1. 3. Correct. 4. This is correct, with the exception of Data Conversion and Training, which have their own fields. ARS & successful Contractor will negotiate a Milestone Payment plan for implementation services. 5. Correct. 6. Correct.
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