

TECHNICAL RESPONSE PACKET
710-22-0018

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"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <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				
Provide contact information to be used for solicitation related matters.				
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.**

VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in sections 1 – 4 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: _____

VENDOR AGREEMENT AND COMPLIANCE

- *The Contractor and/or subcontractors, shall not be direct service providers of any Medicaid services. The use of a payroll reporting agent is prohibited.*
- *The Contractor shall provide (in the space below) their current Federal Employer Identification Number (FEIN) by execution of IRS Form SS-4 Application for Employer Identification Number with IRS approval to act as the agent of the Medicaid recipient and to whom the FEIN is registered: _____*

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 Transitioning, Project Organization, and Management	
A. Provide a sample MOU meeting the requirements in Sections 2.5.2 and 2.5.3 of the RFP.	5 Points
B. Propose a mechanism for tracking and verifying Employees' compliance with the background checks and clearances required in this scope of work as part of its technical response.	5 Points
C. Describe the Proposed Contractor's process for developing and ensuring backup plans.	5 Points
E.2 Staffing	
A. Prospective Contractor must provide Prospective Contractor's proposed job description and minimum qualifications, as defined under Operations Team, for the contract manager as part of its technical response to this RFP.	5 Points
B. Provide a detailed organizational chart meeting the requirements in this section and including all key personnel proposed for this contract. Technical proposal shall also include resumes for all members of Contractor's Leadership, Operations, and Enrollment teams.	5 Points
C. Describe the Proposed Contractor's experience in self-directed services. Include, at minimum, the following: years of experience, names of similar programs or services provided, number of participants, contracts, states served, and provide a list of all external certifications obtained by the organization.	5 Points
E.3 Work Plan	
Provide a comprehensive Work Plan that demonstrates the Proposed Contractor's strategy to meet the requirements of the RFP. The Work Plan must include, at minimum, the following:	
A. Operational policies, procedures, processes, and internal controls	5 Points
B. An implementation plan including a sequential list of tasks. For each task, identify the number of days required to complete the task, personnel for each team proposed to perform the task, and the number of work hours for each person.	5 Points
C. Describe the proposed approach how the Prospective Contractor will ensure all requirements set forth in the RFP are met. This should include how the Prospective Contractor will track, monitor, and manage the contract and deviations.	5 Points
D. Describe the Prospective Contractor approach to user acceptance testing.	5 Points
E. Describe the approach to system support including the product release schedule, the future product roadmap, and how future releases will be implemented, including testing and training.	5 Points
F. Describe the Proposed Contractor's EVV mobile applications including a description of functionality and support.	5 Points
G. Describe how the proposed system will store, receive, and transmit data to the state agency system.	5 Points
H. Describe your customer service and enrollment team's processes, methods, and training of staff.	5 Points
E.4 Readiness, Training, and Implementation	
A. Provide a detailed training plan for executing the requirements specified in section 2.5.7	5 Points
B. Describe the Prospective Contractor's approach to providing orientation and skills training on using Contractor's automated interface system for individual/designated representatives and DHS contacts as part of its technical response to this RFP.	5 Points
E.5 Enrollment	
A. Describe the process of enrolling individuals in the self-directed program.	5 Points
B. Provide a sample Beneficiary/Employer enrollment packet as part of its technical response meeting the requirements in section 2.5.9.	5 Points

C. Provide a sample employee employment packet as part of its technical response meeting the specifications in 2.5.9 G, H, F	5 Points
E.6 Data Access and Maintenance	
A. Describe the proposed web-based portal, or a comparable mechanism, meeting the requirements of Section 2.5.3 to store service documentation and monthly summaries for the Beneficiaries/Employers, including the ability to upload service documentation and monthly summaries to the Contractor's system. The proposed mechanism must be accessible to DHS for the purposes of reviewing service documentation and monthly summaries.	5 Points
E.7 Cash Expenditure Plan	
A. Prospective Contractor shall provide detail on its approach to meeting the Cash Expenditure Plan/authorized Plan of Care budget requirements as to section 2.5.11.	5 Points
E.8 Payroll Processing	
A. Explain the organization's approach to meeting the payroll processing requirements of this RFP.	5 Points
B. Provide a detailed plan processing payroll in the event of a system outage. The plan must be EVV compliant and provide information equivalent to what is captured in the EVV system.	5 Points
C. Describe the organization's solution for approving employee time if a client/representative passes away after receiving services, but prior to the authorization of time worked by employee. The solution must be EVV compliant and provide information equivalent to what is captured in the EVV system.	5 Points
D. Describe your process for facilitating off-cycle payments and reporting.	5 Points
E.9 Customer Service	
A. Describe the Prospective Contractor's quality assurance methods for customer service representative performance per the requirement of this section as part of its technical response to section 2.5.14	5 Points
B. Provide the Prospective Contractor's approach to customer service training for Contractor staff dedicated to this contract as part of its technical response to section 2.5.14	5 Points
C. Provide the method for receiving, returning, tracking, listening to and auditing calls and emails from Beneficiary/Employers, Employees, DHS primary contacts or designated contacts during and after extended business hours as part of its technical response to section 2.5.14	5 Points
D. Provide the method for receiving, responding to, and tracking complaints and/or grievances from Beneficiaries, Employers, Employees, DHS primary contacts or designated contacts by the end of the next business day per the requirement of this section as part of its technical response to section 2.5.14	5 Points
E. Provide the Prospective Contractor's method for receiving, responding to, and tracking call statistics including, but not limited to, call volume, average call times and hold times per the requirement of this section as part of its technical response to this RFP.	5 Points
E.10 Education and Outreach	
A. Prospective Contractor must provide the approach for outreach and education to potential Employer/Beneficiaries as part of its technical response to this RFP.	5 Points
E.11 Fraud and Abuse Compliance Plan	
A. Prospective Contractor must provide proposed compliance plan for fraud and abuse. The proposed compliance plan must address, at minimum, all requirements outlined for Employers per Section 2.5.16 as part of its technical response to this RFP.	5 Points
E.12 Record Management Process and Miscellaneous	
A. Prospective Contractor must provide Prospective Contractor's proposed Continuity of Operations Plan (COOP) as part of its technical response to section 2.5.17.	5 Points
B. Prospective Contractor must propose an identification system that provides active Beneficiaries a unique identifier for the purposes of this scope of work as part of its technical response to this RFP.	5 Points
C. Prospective Contractor must propose an approach for ongoing compliance with federal and State rules and regulations regarding Fiscal/Employer agents and Household Employers per Section 2.5.17.D as part of its technical response to this RFP.	5 Points
D. Describe how the Prospective Contractor will capture all interactions between the Contractor, Program Participants, and employees.	5 Points

E.13 Electronic Visit Verification	
A. Describe the Prospective Contractor's electronic visit verification (EVV) system and provide a completed Arkansas Third-Party EVV System Declaration Form.	5 Points
B. Describe the proposed hosting environment.	5 Points
C. In detail, describe the security measures of the EVV system including safeguards to protect against fraudulent activities.	5 points
D. Explain how the proposed EVV system meets the needs of Arkansas for self-direction.	5 Points
E. Describe how the system will provide account management for users to access the system.	5 Points
F. Describe integrations with EVV aggregators successfully completed by the Prospective Contractor.	5 Points
E.14 Quality Control	
A. Describe how satisfaction of caregivers is monitored (such as satisfaction survey).	5 Points
B. Describe the process for reviewing services prior to payment and what actions are taken when an issue is found.	5 Points
C. Outline the pro-active strategies used to identify and flag unusual activity for review.	5 Points
D. Describe the Prospective Contractor's approach to ensure timely and accurate payroll processing.	5 Points
E. Describe the Prospective Contractor's methodology for analyzing data to detect quality concerns.	5 Points
F. Describe the Prospective Contractor's tracking mechanism used to track and monitor customer support.	5 Points
E.15 Security	
A. Describe the Prospective Contractor's steps designed to prevent unauthorized access, misuses, reuses, or disclosures of confidential information including safeguards and protocols; Include how relevant federal and State confidentiality standards and requirements will be met.	5 Points
B. Describe your approach to reestablishing operations in the event of a catastrophe, as well your envisioned approach to developing a disaster recovery plan for the State. Include the required components, configurations, and procedures to enable a recovery.	5 Points
C. Describe all privacy and security incidences (i.e. a breach, improper disclosure) affecting the information of over 10,000 individuals that have occurred in systems implemented or maintained by the Respondent (its subsidiaries and affiliates) or any subcontractor within the past five years. Describe how you handled the incident(s)	5 Points
D. Provide specifications and security standards for storage and transmission of electronic documentation.	5 Points
E. Provide a copy of your disaster recovery plan, that includes both operations and technology plans, and results of the latest test. If the prospective contractor elects to use a cloud based, third-party EVV system, a disaster recovery plan from the EVV system vendor must also be submitted.	5 Points