

Instructions

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.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1	General Question	Forms/Signatures	The RFP indicates ink or electronic signatures for some forms but not all. Must signatures be in ink or may the authorized signatory use DocuSign to record their signature?	According to ACA 19-11-203(29), "Signature" means a manual, an electronic, or a digital method executed or adopted by a party with the intent to be bound by or to authenticate a record which is: (A) Unique to the person using it; (B) Capable of verification; (C) Under the sole control of the person using it; and (D) Linked to data in such a manner that if the data are changed, the electronic signature is invalidated.
2	General Question	DTT Program/ Denials	Does the DTT program only transport Medicaid members or are other beneficiaries now included? Also, will DHS please confirm that the standard Medicaid denial process is acceptable?	Medicaid beneficiaries only that are being transported to and from EIDT and ADDT facilities. Refer also to section 2.3.5, page 18 of the solicitation.
3	Attachment C. Performance Based Contracting, Page 1 Section 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.	Will DHS consider revising this language? Performance based contracts customarily outline the specific performance criteria and required standards a contractor will be expected to meet, as well as the specific damages that will be applied if they fail to do so, throughout the life of the contract. The ability of the contractee to add standards and increase penalties at will, is contrary to performance based contracting methodology and simply unfair to the contractor.	This is standard language included in the Attachment C Performance Based Standards for all DHS service contracts. Any changes to performance indicators must be legislatively approved. Refer also to section 2.4, page 27 of the solicitation.
4	Attachment C. Performance Based Contracting	Acceptable performance is defined as one hundred percent (100%) compliance with all services criteria and standards for acceptable performance throughout the contract term as determined by the Arkansas Department of Human Services (DHS).	One hundred percent (100%) compliance with all service criteria and standards set forth in Attachment C is impossible for any Broker to achieve and puts the Broker in a position to continuously be under a CAP at all times. Would DHS please reconsider this extremely punitive and unrealistic standard?	Refer to sections 2.4.G, page 27 of the solicitation.

5	Attachment C. Performance Based Contracting		Performance based contracting is generally employed to improve performance in targeted areas and includes upside and downside risk. Attachment C does not follow standard performance based contracting methodology. Rather, it includes every component of the contract scope of work. Will DHS consider modifying this approach to focus on a targeted set of service criteria that would be most impactful to the program?	<i>Refer to sections 2.4.G, page 27 of the solicitation.</i>
6	Page 6, section 1.14	Subcontractors	Are transportation providers considered subcontractors in the context of this specific RFP section, as it relates to providing a list of subcontractors?	<i>Yes. Transportation providers and others hired by a broker to provide direct services as part of this solicitation are considered subcontractors.</i>
7	Page 6, section 1.14	Subcontractors	Are bidders required to report subcontractors who do not provide direct services under this contract, such as survey vendors, software vendors, etc.?	<i>No. Refer to Executive Order 98-04</i>
8	Page 11, Section 1.29	Mastercard Acceptance	In what instances would the Broker be required to accept a Mastercard Procurement Card payment?	<i>Section 1.29 is written specifically for state p-card purchases and is standard language applied to all solicitations. Section 1.29 is not applicable to this solicitation and was not written as a requirement. Payments will be made to the Contractor via electronic fund transfer.</i>
9	Page 14, section 2.3.2 B.	Call Center	Please confirm that call center metrics are only measured for calls taken during normal business hours?	<i>Section 2.3.2.B requires call center to be manned by operators while DTT services are being provided (i.e. from first pickup until last drop off). Call center metrics would apply during those hours of operations.</i>
10	Page 15, Section 2.3.2 5 a	95% of all calls must be answered within 3 rings or 15 seconds. The # of busy signals must not exceed 5% of the total incoming calls. The wait time in the queue must be no longer than 3 minutes for 95% of all incoming calls	The call center metrics cited are more stringent than those employed by the current contract. Will DHS consider matching the current metrics?	<i>No. Call center metrics will remain as written in the solicitation.</i>
11	Page 15, section 2.3.2 B.5.a.i.	Call Center	Does an IVR that answers calls within 3 rings meet the requirements for answering 95% of calls within 3 rings or 15 seconds?	<i>Yes.</i>
12	Page 15, section 2.3.2 B.5.a.iii	Call Center	Will DHS please confirm that the "wait time in queue requirement" refers to the wait time for a call to be answered by a live agent?	<i>Confirmed.</i>
13	Page 16, section C.2	Personnel Roster	Will DHS please clarify which employees are to be reported on the personnel roster? Does the state intend to be notified of changes to every position or just key operational positions?	<i>Personnel roster must include management, drivers, and attendants</i>
14	Page 16, Section 2.3.2, e.g.	Broker shall ensure that such other services are operated and maintained separately	Will DHS please specify what services supporting the DTT program must be operated and maintained separately?	<i>Refer to Addendum 1</i>

15	Page 17, section 2.3.4 F	Operational Requirements	Will DHS please confirm that the Department is not intending for Brokers to physically provide telecommunication equipment for beneficiaries' use but to have the infrastructure in place to accommodate communications with hearing and speech impaired individuals via a third party service such as TDD?	<i>Correct, contractors are required to have infrastructure in place to accommodate communications with hearing and speech impaired individuals.</i>
16	Page 18, Section 2.3.5 A and Page 20, Section 2.3.7 D	Scheduling Requirements and Appropriate Mode of Transportation	In Section 2.3.5 A.1, Brokers are to ask if there is a vehicle in the home and if there are funds available to operate the vehicle. If the member has a vehicle, but doesn't have funds to operate it, is it to be understood that that the broker should then offer mileage reimbursement to the member? In Section 2.3.7 D, DHS indicates that mileage reimbursement shall only be provided for 30 days without DHS approval. Is the state intending to limit beneficiaries with a functioning vehicle, who do not have funds to operate it, to only 30 days of mileage reimbursement?	<i>The intent of 2.3.5.A.1 is to determine if the beneficiary has the resources to provide their own transportation. Contractor would be required to provide transportation if they do not. In 2.3.7.D DHS is intending to temporarily allow mileage reimbursement as an option to allow contractor time to establish contractor owned/subcontracted transportation to a beneficiary in an unforeseen/emergency circumstances.</i>
17	Page 14, Section 2.3.2, 3	The central business office must maintain normal business hours of at least 8:00 a.m. until 5:00 p.m. Central Time, Monday through Friday, except on State holidays. Calls received after hours must have the option to leave a voice message and all after hours messages received must be returned the next business day.	If we have live operators 24/7 do we need voicemail?	<i>No, as presumably there would be no "after hours" if central business office line was staffed 24/7.</i>
18	page 15, section 2.3.2, 5.a.iv and vi	iv. All calls requiring a call back must be returned within one (1) business day. vs. vi. All calls received during business hours must be answered or returned before close of business the same day.	These two requirements are contradictory. Are we required to return calls within one business day or during the same business day?	<i>Calls received during business hours must be returned before close of business same day. (iv) would apply to calls outside of business hours, which are required to be returned by next business day.</i>
19	Page 19, Section 2.3.6 B	Beneficiary Residence-In and Outside DTT service Region	Are beneficiaries required to go to the closest facility or have a referral to go outside the region they reside in?	<i>Beneficiaries attend the licensed provider of their choice which is not necessarily the closest program to their residence. Beneficiaries are not referred to a specific program.</i>

20	Page 19, Section 2.3.5 B.1	Broker must arrange DTT services into and out of other regions in cases where a beneficiary must travel outside the region of residence to receive ADDT and EIDT services.	Who makes this determination? Is an authorization required? Who issues the authorization?	<i>This is up to the Broker. As long as the client residing in the Brokers region is transported to their ADDT/EIDT facility in accordance with the solicitation /contract requirements, then it is up to the Broker. Primary intent of this section is to put Broker on notice that transportation must be provided to any client residing within its region, even if the ADDT/EIDT facility is not within the region.</i>
21	Page 19, Section 2.3.5 C.2	Broker must establish a scheduled pick-up date and time at the time the request for DTT services is made.	Is it acceptable to offer a pickup time window instead of a pickup time? Example - instead of stating the pickup time is 8:15, state the pickup will occur between 7:45 and 8:45.	<i>No. EIDT and ADDT have set schedules therefore the set pick up time must remain. Refer to Section 2.3.5.C.3 of the solicitation</i>
22	Performance Based Contracting, Service Criteria B.1.c.ii	Complaints	Will DHS please confirm that complaints received by the call center will be referred to and are the responsibility of the DTT Monitoring Contractor for tracking and investigation?	<i>Yes. While best practice would be for Broker to perform its own tracking and investigation of any complaint, the only scope of work requirement for a call center complaint is to refer the complaint to the DTT Monitoring Contractor.</i>
23	Page 22, Section L, 2(f)	Record the interior of the vehicle 360 degrees to monitor passenger activity including onboarding and offloading of beneficiaries.	Providers currently do not have cameras with 360 degree monitoring capabilities. Transportation providers would be required to update their camera systems. Will there be any financial consideration to subsidize the provider's expense? Is there a list of approved or recommended camera systems? Will DHS work with the Broker to develop a mutually agreeable transition period from existing cameras to the newly required model?	<i>Refer to Addendum 1</i>
24	Page 22, Section 2.3.10, A (b, c)	Child and adult maltreatments check every 2 years	The current NEMT contract requires adult and child maltreatment checks to be performed every 3 years. Will DHS consider mirroring the Medicaid NEMT contract and require checks every 2 years? This will require transportation providers to incur additional costs.	<i>No. Child and adult maltreatment checks will remain as every two (2) years.</i>
25	Page 22, Section 2.3.10	Driver/Attendant requirements	Will the Department provide a current listing of all DTT facilities with NPI and Medicaid PIN?	<i>No. ADDT and EIDT physical locations will be provided.</i>
26	Page 22, Section 2.3.10	Driver/Attendant requirements	What is the current population utilizing DDT services?	<i>DHS can provide the number of clients currently enrolled in ADDT and EIDT. However, not all clients enrolled receive DTT services.</i>
27	Page 23, Section B, e	Drivers have successfully completed annual training courses: defensive driving, child passenger safety, w/c lift operation and w/c securement	CTAA and defensive driving require a two-year certification, not an annual certification. Will DHS allow the training to mirror the course recertification timeline? Currently, the DHS contract requirement is every two years. This change will require transportation providers to incur additional costs.	<i>Refer to Addendum 1</i>

28	Page 24, Section c	Attendants have successfully completed annual training courses: defensive driving, child passenger safety, w/c lift operation and w/c securement	CTAA and defensive driving require a two-year certification, not an annual certification. Will DHS allow the training to mirror the course recertification timeline? Currently, the DHS contract requirement is every two years. This change will require transportation providers to incur additional costs.	<i>Refer to Addendum 1</i>
29	Official Bid Price Sheet	The State has commissioned an actuarial analysis of the required services specified in the solicitation. The analysis identified a maximum rate of \$2.02 per person per mile payable for these services.	Does the actuarial study include the increased cost of the more expensive cameras and video access and storage?	<i>Not applicable. Refer to updated price sheet.</i>
30	Official Bid Price Sheet	The State has commissioned an actuarial analysis of the required services specified in the solicitation. The analysis identified a maximum rate of \$2.02 per person per mile payable for these services.	Does the actuarial study include the increased cost of the change in attendant ratio for transporting children under age 3?	<i>Not applicable. Refer to updated price sheet.</i>
31	Official Bid Price Sheet	The State has commissioned an actuarial analysis of the required services specified in the solicitation. The analysis identified a maximum rate of \$2.02 per person per mile payable for these services.	Does the actuarial study include the cost of moving the high historical mileage reimbursement utilization to utilization through the higher cost provider network?	<i>Not applicable. Refer to updated price sheet.</i>
32	Official Bid Price Sheet	The State has commissioned an actuarial analysis of the required services specified in the solicitation. The analysis identified a maximum rate of \$2.02 per person per mile payable for these services.	Does the actuarial study include the cost of increasing the required provider network training to annually for drivers and attendants?	<i>Not applicable. Refer to updated price sheet.</i>