

RESPONSE PACKET
SP-20-0005

RESPONSE SIGNATURE PAGE

 SHIIP

 MIPPA

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"/> African American	<input type="checkbox"/> American Indian <input type="checkbox"/> Hispanic American	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> Women-Owned
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid 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 Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input type="checkbox"/> Prospective Contractor does not and will 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 *Bid Solicitation* will cause the Prospective Contractor's response to be rejected.

Authorized Signature: _____ **Title:** _____
Use Ink Only.

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.

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.
- *Prospective Contractors who propose to provide services under both programs (SHIIP and MIPPA) **shall** submit a separate Response Packet for each program.*

E.1 Minimum Qualifications

Per RFQ Section 2.2, the following Prospective Contractors are **ineligible** for consideration of RFQ award:

1. Prospective Contractors who are health insurance issuers, subsidiaries of a health insurance issuer, or professional associations that include members of or lobbies on behalf of the insurance industry.
2. Prospective Contractors who are licensed agents or brokers or work on behalf of the insurance industry.
3. Prospective Contractors who are presently a recipient of federal grant funds for providing similar services to those described in the RFQ to another state agency.

Instructions: Clearly state whether the Prospective Contractor meets the minimum qualifications as described in RFQ Section 2.2. List any federal grant funds the Prospective Contractor is presently a recipient of.

Note: Prospective Contractors that fail to provide clear, sufficient evidence that they meet the Minimum Mandatory Qualifications may be subject to rejection. The State may ask for additional clarifications relating to the Minimum Mandatory Qualifications prior to determination of compliance.

<Response>

E.2 Background and Experience

Instructions: Identify which program (MIPPA, or SHIIP) the Prospective Contractor is proposing to provide services for. Describe the Prospective Contractor's experience providing these services. At minimum, include the following information:

1. Date established;
2. Address of corporate office;
3. Addresses/Locations where services will be provided to clients;
4. An organizational chart displaying the overall business structure;
5. Total number of certified counselors on staff; and

*Note: If the Prospective Contractor proposes to provide services under both programs (SHIIP and MIPPA), the Prospective Contractor **shall** submit a separate Response Packet for each program.*

<Response>

E.3 Arkansas Counties

Instructions: List the Arkansas counties the Prospective Contractor proposes to serve. (*Refer to Attachment 1: Arkansas Counties.*) Describe any unique challenges the Prospective Contractor sees within the counties identified. Describe how the Prospective Contractor will address these challenges.

<Response>

E.4 Leadership

Instructions: Identify the Prospective Contractor's key personnel (e.g. CEO, President, Director, Manager). Identify which of these individuals will be considered AID-SHIIP Division's primary point of contact. Provide the following information for each individual:

1. Description of functional experience with the proposed program in the past five (5) years
2. Resume – each resume should demonstrate experience, qualifications and credentials

<Response>

E.5 Proposed Services

Instructions: Describe the services Prospective Contractor will make available to clients and prospective clients to meet the requirements in *RFQ Section 2.4 General Requirements*. Identify any electronic records systems utilized by counselors and describe how client information is captured. List any client information that is captured that differs from the Beneficiary Client Contact (BCC) form. For SHIIP describe how Prospective Contractor will meet the requirements in *RFQ Section 2.6 Outreach and Education*.

<Response>

E.6 Staffing Plan

Instructions: Describe the Prospective Contractor's staffing plan. At minimum, include the following information for each individual:

1. Name;
2. Status (full-time employee, part time employee, or volunteer);
3. Role (e.g. certified counselor, support services, manager, etc.); and
4. Years of experience in role.

<Response>

E.7 Staff Recruitment, Training and Development

Instructions: Describe Prospective Contractor's policies and procedures for training staff/volunteers. At minimum, include the following information:

1. Describe how Prospective Contractor will develop and utilize employees and volunteers within the counties/regions the Prospective Contractor proposes to serve.
2. Describe Prospective Contractor's efforts to ensure all staff/volunteers are good stewards of State and federal funds.
3. Describe how Prospective Contractor will track training requirements and ensure all counselors maintain certification status.

<Response>

E.8 Marketing Plan

Instructions: Describe how Prospective Contractor will promote and enhance awareness in the proposed counties/regions. Describe Prospective Contractor's use of technology to support Prospective Contractor's marketing plan.

<Response>

E.9 Accessibility

Instructions: Describe how Prospective Contractor will provide information in a manner that is culturally and linguistically appropriate to the needs of the Medicare population, including individuals with limited English proficiency; and ensure accessibility and usability of tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.

<Response>

E.10 STARS Reporting Tool

Instructions: Describe Prospective Contractor's knowledge and background utilizing SHIP Tracking and Reporting System (STARS) 2019 Centers for Medicare and Medicaid Service (CMS) reporting tool. At minimum, include the following information:

1. Describe methods used when collecting and keying information
 - For MIPPA: Beneficiary Client Contact (BCC) form
 - For SHIP: BCC form, Group Outreach and Education (GOE), and Media Outreach and Education (MOE).
2. Provide names and associated roles of Prospective Contractor staff who have previously accessed STARS. Indicate if the staff is currently an active or inactive user in the system.

<Response>

E.11 Confidentiality Compliance

Instructions: Describe Prospective Contractor's record retention and disposal practices. Describe how Prospective Contractor will meet State and federal requirements to ensure client information remains within HIPAA and other confidentiality-related guidelines.

<Response>

E.12 Insurance

Instructions: Describe the Prospective Contractor's comprehensive general liability insurance and property insurance, and any other insurance the Prospective Contractor maintains. Include copies of insurance policies (including coverage amounts) and bond policies (including coverage amount).

<Response>

E.13 Reporting and Invoicing

Instructions: Describe how Prospective Contractor will comply with the reporting and invoicing requirements set forth in *RFQ Section 2.7 and Section 4.1*.

<Response>

E.14 Value-Added Attributes

Instructions: Identify any unique value-added attributes the Prospective Contractor has proposed at no cost to the State.

<Response>