

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 1 of 13**

TO: Vendor Listing  
FROM: Arkansas Department of Health  
DATE: August 7, 2015

SUBJECT: **DH-15-0004 Rural Health Clinic Survey Analysis**

The following change(s) to the above-referenced Request for Proposal for Arkansas Department of Health has been made as designated below:

- Change of specification(s)
- Additional specification(s)
- Change of bid opening time and date
- Cancellation of bid
- Other

**See attached second page for the beginning of vendor questions submitted, and agency responses.**

**The bid opening time and date will remain the same.**

The specifications by virtue of this addendum become a permanent addition to the above-referenced Invitation for Bid. **FAILURE TO RETURN THIS SIGNED ADDENDUM WILL RESULT IN REJECTION OF YOUR BID.**

**BIDS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE BID ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE BID NUMBER, DATE AND HOUR OF BID OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE ARKANSAS DEPARTMENT OF HEALTH.**

If you have questions, please contact the Issuing Officer at 501-280-4573.

\_\_\_\_\_  
VENDOR SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
COMPANY

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 2 of 13**

**DH-15-0004 - Questions and Answers**

**Question #1:**

**Section #2, page 6 – Is there a specific criterion already planned for identifying the 15 clinics?**

**Answer #1:**

There is no specific criterion planned for identifying the 15 clinics. The surveys will help determine the 15 clinics.

\*\*\*\*\*

**Question #2:**

**Section #2, page 6 – How was the decision reached to identify “15”?**

**Answer #2:**

The 15 clinics referenced in this RFP were a random number chosen by the ADH/ORHPC.

\*\*\*\*\*

**Question #3:**

**Section #2, page 6 – Is this overall process/RFP designed to respond to a specific federal request or requirement? Is this related to RHC certification criteria? Readiness for PCMH?**

**Answer #3:**

The overall process/RFP is designed to meet and/or fulfill a State Office of Rural Health (SORH) federal requirement. This RFP is not related to the CRHC certification criteria.

\*\*\*\*\*

**Question #4:**

**Section 3.1, page 7 – Online Survey : Is there an assessment tool that ADH prefers vendors to use?**

**Answer #4:**

The assessment tool will be developed by the successful Contractor in coordination with the ADH/ORHPC as stated in this RFP. The ADH/ORHPC does not prefer any identified assessment tool.

\*\*\*\*\*

**Question #5:**

**Section 3.4, page 8 – Does the *Deliverable* expectation to develop a Healthcare Service Delivery Improvement Plan for each of the selected CHRCs (max 15) mean development of a standardized plan to address the needs for selected CHRCs as a defined group with all working toward the same plan goal or does it mean development of separate plans tailored to meet the needs of each selected CHRCs individually?**

**Answer #5:**

The expectation of the ADH/ORHPC is that a separate Healthcare Service Delivery Improvement Plan (HSDIP) will be developed and tailored towards the needs of each individualized CRHC.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 3 of 13**

**DH-15-0004 - Questions and Answers**

**Question #6:**

**Attachment F, page 45 – What is your anticipated budget for this award?**

**Answer #6:**

The agency has a planned budget, but that number is available for this solicitation process.

\*\*\*\*\*

**Question #7:**

**What scope and features does the state require from the survey tool? Specifically:**

- **Should providers be able to save partial responses and return to complete the survey later?**
- **Does the state anticipate the need for providers to certify or otherwise electronically ‘sign’ their responses?**
- **Does the state anticipate the need for a dynamic tool that opens or closes future questions based on each answer?**

**Answer #7:**

The ADH/ORHPC scope and features of the survey tool will be developed by the successful Contractor in coordination with the ADH/ORHPC. The features addressed below do not encompass all requirements of the survey tool.

- a. Providers should be able to save partial responses and return to complete survey later?
- b. The ADH/ORHPC does not anticipate that the responses will need certification, but may need an electronic signature.
- c. The ADH/ORPHC anticipates that the survey tool may open and close based on the questions and should have that mechanism within the survey.

\*\*\*\*\*

**Question #8:**

**Does recommendations and resumes count as ancillary information? We are not sure if we should add that information.**

**Answer #8:**

Resumes will not be considered ancillary information.

\*\*\*\*\*

**Question #9:**

**General – Was there a report or incident that exposed the need for further assessment and technical assistance for the CRHCs? If yes, please identify.**

**Answer #9:**

The ADH/ORHPC has not received a report nor had an incident to occur that necessitated the request for this service.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 4 of 13**

**DH-15-0004 - Questions and Answers**

**Question #10:**

**General – Does ADH/ORHPC anticipate a second RFP for an additional scope of work to help the CRHCs implement their HealthCare Service Delivery Implementation Plans?**

**Answer #10:**

The implementation of the HealthCare Service Delivery Plan is inclusive in this RFP. Please refer to section 3.4

“The successful contractor shall begin meetings (to ensure the success of the Healthcare Service Delivery Implementation Plan.

ADH/ORHPC anticipates that the successful contractor will present the HSDIP to the CRHC and provide training in how to implement the HSDIP. ADH/ORHPC views this process as implantation of the HSDIP and does not anticipate a second RFP at this time. Documentation detailing how each CRHC will implement the HSDIP for improvement will be required by the successful contractor.

\*\*\*\*\*

**Question #11:**

General - Does ADH/ORHPC have a budget for this project?

**Answer #11:**

The agency has a planned budget, but that number is available for this solicitation process.

\*\*\*\*\*

**Question #12 :**

**General – Could the state provide information about which clinic staff they anticipate will complete the survey?**

**Answer #12:**

The clinic staff will be identified after the awarding of this contract to the successful Contractor.

\*\*\*\*\*

**Question #13:**

**General – Could the state provide information about the average number of FTE at the RHCs?**

**Answer #13:**

The successful contractor will communicate with the CRHC Director or designee. ADH/ORHPC does not have an average number of FTE, but anticipates the number of FTE for each CRHC will be determined upon completion of the survey analysis tool.

\*\*\*\*\*

**Question #14:**

**Section 3.1 – Is this survey required by any regulation or statute? If yes, please specify.**

**Answer #14:**

The survey is not required to meet any regulation or statute, but the overall process/RFP is designed to meet and/or fulfill a State Office of Rural Health (SORH) federal requirement.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 5 of 13**

**DH-15-0004 - Questions and Answers**

**Question #15:**

**Section 3.1 – What incentives are there for the CHRCs to complete the survey? Can the contractor build any in-kind incentives into the proposal?**

**Answer #15:**

ADH/ORHPC anticipates the incentive will be the coordination of leverage resources from community partnerships and the formation of new CRHC networks. In-kind incentives cannot be built into this proposal.

\*\*\*\*\*

**Question #16:**

**Section 3.1 – Does ADH/ORHPC have an expectation for the percentage of CHRCs that will complete the survey?**

**Answer #16:**

ADH/ORPPC does not have an expectation for the percentage of CHRC that will complete the survey and does not foresee an issue with the participation of the survey analysis tool. Any issues that arise with the completion of the survey tool are expected to be coordinated with ADH/ORHPC to ensure participation continues.

\*\*\*\*\*

**Question #17:**

**Section 3.2 – Please clarify the expectations for the Online Training Webinar. The RFP states that the webinar will be “to assist in goals, education, training and completion of the online survey tool” but then goes on further to state that the webinar “will also be used to exchange information and relay results.” This seems to imply that there needs to be two webinars with two purposes (survey completion and disseminate results) at two separate times (prior to survey completion and after survey completion.)**

**Answer #17:**

One Training Webinar has been requested for training in this RFP to assist in the goals of the program, education and training and completion of the online survey tool.

Please refer to section, 3.1

“In coordination with ADH/ORHPC, the successful contractor will then disseminate the results of the online survey tool to each CRHC of Arkansas location.

ADH/ORHPC anticipates the successful contractor will disseminate the results of the survey analysis in an electronic format that is compatible to the systems of both ADH/ORHPC and the systems of the CRHC.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 6 of 13**

**DH-15-0004 - Questions and Answers**

**Question #18:**

**Section 3.4 – This section states that the contractor will develop a HSDIP for *each* of the selected 15 CHRCs but Section 3.5 refers to *the* HSDIP several times implying that there is one HSDIP that covers all 15 CHRCs. Please clarify is the contractor developing 15 separate HSDIP or one solitary plan that would address common needs identified amongst all 15 CHRCs.**

**Answer #18:**

The expectation of the ADH/ORHPC is that a separate Healthcare Service Delivery Improvement Plan will be developed and tailored towards the needs of each individualized CRHC.

\*\*\*\*\*

**Question #19:**

**Section 3.4 – Please clarify how much each CHRC will participate in the development of the HSDIP. The RFP states that the contractor will develop the plans and then meet with the CHRCs to discuss the plan. Is any revision of each of the HSDIPs anticipated after meeting with the CHRCs based on their feedback?**

**Answer #19:**

ADH/ORHPC cannot determine how much each CRHC will participate in development of the Healthcare Service Delivery Improvement Plan, but will assist in the coordination of the implementation of this program to ensure full participation occurs. ADH/ORHPC anticipates the coordination of completion and dissemination of the survey analysis tool by the successful contractor will provide insight into the needs for each identified CRHC and will reduce the probability of any revisions.

**Question #20:**

**Section 3.4 – Please clarify the expected relationship between the contractor and each of the selected CHRCs. Is the contractor expected to assist CHRCs in implementing the plan?**

**Answer #20:**

ADH/ORHPC expectation is that the successful Contractor is to assist the CRHC in implementing the plan as stated in the RFP. Implementation will consist of meeting with each designated contact person or persons identified for each of the CRHC, via phone, computer or through site visit to present the HSDIP and ensure the HSDIP is conducive to the prospective CRHC. ADH/ORHPC expects the CRHC to provide technical assistance if necessary to ensure the CRHC understands the goals of HSDIP and has the knowledge to implement the HSDIP.

\*\*\*\*\*

**Question #21:**

**Section 3.5, #3 – Please clarify what is meant by submitting an analysis report in a “format that is compatible to ASDH/ORHPC and the CHRC systems”. Does this refer to specific software program? Is there a standard format that ADH prefers?**

**Answer #21:**

Software should be compatible to ADH/ORHPC and the CRHC systems. ADH/ORHPC does not have a standard format.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 7 of 13**

**DH-15-0004 - Questions and Answers**

**Question #22:**

**Section 5.23, #4 – Section states, “Healthcare Services Delivery Improvement Plan implementation *with training*”. Please clarify what training is expected. Section 3.4 refers to *meeting* with the selected CHRCs but does not outline any training expectations.**

**Answer #22:**

\*\*\*\*\*

ADH/ORHPC expectation is implementation will consist of meetings with each designated contact person or persons identified for the CRHC, via phone, computer or through site visit to present the HSDIP and ensure the HSDIP is conducive to the prospective CRHC. ADH/ORHPC expects the CRHC to provide technical assistance if necessary to ensure the CRHC understands the HSDIP and has the knowledge to implement the HSDIP. Farther coordination of this training project will be coordinated with the successful contractor.

**Question #23:**

**Section 5.24, #6 of the RFP states “Submission of an action plan due no later than the 20<sup>th</sup> day of June 2016 to outline communications of data results.” This appears to be an additional deliverable that is not discussed in the RFP. Can ADH/ORHPC elaborate on the *action plan*? What should be included? To whom are the results being communicated?**

**Answer #23:**

This is the same report requested under sub-title # 3.5, Reports, #7.

\*\*\*\*\*

*Section 1.1: Purpose - “The Arkansas Department of Health (ADH) is issuing this Request for Proposal (RFP) to solicit responses from qualified and experienced contractors to assess and analyze organizational needs (both financial and operational) to the Certified Rural Health Clinics (CRHC) of Arkansas on behalf of the Arkansas Department of Health/Office of Rural Health and Primary Care (ADH/ORHPC). Technical assistance efforts by the successful vendor will focus on assessing Rural Health Clinic (RHC) needs and developing a plan of action for improvements based on the outcome of the evaluation.”*

**Question #24:**

**Section 1.1 - CRHC and RHC are listed separately in the acronym list. This implies that the two terms are used interchangeably. Is that an accurate assumption or does the CRHC designation indicate these particular clinics have been certified by the Centers for Medicare & Medicaid Services (CMS) organization?**

**Answer #24:**

The CRHC indicate theses clinic have been certified by the Centers for Medicare & Medicaid Services.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 8 of 13**

**DH-15-0004 - Questions and Answers**

**Question #25:**

**Section 1.1 – What is the nature of the relationship between the ADH/ORHPC and the CRHCs, such as the culture and working rapport? (The answer to this questions could shape participation in the survey and successful implementation of the program.)**

**Answer #25:**

ADH/ORHPC is seeking to improve and establish its relationship with the CRHC to improve the healthcare delivery system of Arkansas. The RFP was released for this purpose.

\*\*\*\*\*

**Question #26:**

**Section 3.3: Communications with RHC – “The successful contractor will be required to provide communications with the RHC Directors or designee to explain the purpose of this project, the process to be utilized, and the expectations associated with this project.” Is this a one-time communication?**

**Answer #26:**

\*\*\*\*\*

ADH/ORHPC expects the successful contractor to establish an open forum of communication with the CRHC to attain success of this project. The successful contractor is expected to communicate throughout this project period to guarantee the achievement of the deliverables in this RFP.

**Question #27:**

**4.1 Procurement Timelines - “Closing date and time for receipt of proposals – also opening of received responses: 2pm August 18, 2015”. In order to prepare a proposal that is responsive to the needs of the state, our team of consultants is working 100% on this task. A due date of approximately 10 days after our questions are addressed is a pretty aggressive time frame. Is the selection committee willing to consider a deadline extension?**

**Answer #27:**

ADH/ORHPC will not consider extensions at this time.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 9 of 13**

**DH-15-0004 - Questions and Answers**

3.1 Online Survey – *“The successful contractor shall develop, prepare and utilize a tool to conduct an online survey of the CRHC in coordination with the ADH/ORHPC. The survey tool will allow collection of baseline data regarding organizational needs, both financial and operational, for 76 CRHC of Arkansas locations. The contractor will then provide to ADH/ORHPC an analysis of the data developed by the survey tool within two months of the contract award date.”*

**Question #28:**

**Has ADH/ORHPC determined the specific metrics that should be collected in the online survey? If so, what are they?**

**Answer #28:**

The successful Contractor will develop the on line survey tool in consultation with ADH/ORHPC.

\*\*\*\*\*

**Question #29:**

**Are there any specific requirements for statistical treatment of the survey data? If so, what are they?**

**Answer #29:**

The specific requirements for statistical treatment of survey data will be coordinated with the successful Contractor and ADH/ORHPC.

\*\*\*\*\*

**Question #30:**

**Is there a specific survey product or authoring tool required by ADH/ORHPC? If so, what is it?**

**Answer #30:**

\*\*\*\*\*

ADH/ORHPC has no specific survey product or authoring tool required.

**Question #31:**

**Have the CRHCs taken online surveys prior to this project? If so, for what purposes and with what response rates? What tool(s) were used?**

**Answer #31:**

ADH/ORHPC does not know of any specific survey projects performed within the CRHC.

\*\*\*\*\*

**Question #32:**

**Do all CRHCs have the equipment required to receive the survey and submit responses?**

**Answer #32:**

ADH/ORHPC does not know if all CRHC have the required equipment to receive a survey and submit responses. The successful Contractor is expected to relay information/data that is compatible to CRHC systems.

\*\*\*\*\*

State of Arkansas  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
501-280-4573

**ADDENDUM #1 - Page 10 of 13**

**DH-15-0004 - Questions and Answers**

**Question #33:**

**Will subject-matter experts (SMEs) be available to answer questions and provide local expertise while the survey is being developed?**

**Answer #33:**

ADH/ORHPC will be available to answer questions.

\*\*\*\*\*

*3.2 Online Training Webinar – “The successful contractor shall develop an online Training Webinar to assist in goals, education, training and completion of the online survey tool. The successful contractor shall provide technical assistance and training that meets with the approval of the ADH/ORHPC.”*

**Question #34:**

**Is it accurate to assume that the primary purpose of the online training webinar is to ensure that all CRHCs respond to the survey? If so, is each respondent free to propose methods other than webinars (for example, a communications campaign) to ensure this objective?**

**Answer #34:**

\*\*\*\*\*

ADH/ORHPC expectation is the successful contractor performs within the confines of this RFP. Coordination of this project will occur with the successful contractor.

**Question #35:**

**If the webinar is expected to accomplish training objectives, what will the learner be trained to do? For example, is operating the survey one of the training objectives?**

**Answer #35:**

The successful Contractor is expected to train the CRHC utilizing a webinar to assist in the goals of the program, education and training and completion of the online survey tool as established in the RFP. The provider will need to know how to complete the survey; therefore, operating the survey is a training objective.

\*\*\*\*\*

**Question #36:**

**Does ADH/ORHPC have an existing webinar platform or will each respondent recommend/provide a platform to use?**

**Answer #36:**

\*\*\*\*\*

ADH/ORHPC does not have an existing webinar platform. The successful Contractor is expected to develop a webinar as established in this RFP.

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 11 of 13**  
**DH-15-0004 - Questions and Answers**

6.2.8 *Financial Disclosure* – “The respondent shall, upon written request from ADH, provide evidence of financial status and the financial ability to carry out the project. Such a request will cause the respondent to provide sufficient information relevant to the **last year (12 months)** for the respondent and any subcontractors.”

**Question #37:**

**What financial documents are required (for example, financial statements for the past two years, etc)?**

**Answer #37:**

The financial documents referenced in the bottom half of 6.2.8 will be required if requested of the apparent winning contractor.

\*\*\*\*\*

**Question #38 :**

**3.5 Reports - “...provide confidentiality, for each CHRC, of all information and reports generated through this contract...” What manner of proof of confidentiality does ADH/ORHPC require (for example, a non-disclosure agreement)?**

**Answer #38:**

ADH/ORHPC will coordinate proof of confidentiality with the successful contractor.

\*\*\*\*\*

**Question #39:**

**3.5 Reports - Are there specific security requirements for the computers and other devices on which confidential information is stored that the successful contract must meet?**

**Answer #39:**

ADH/ORHPC will coordinate specific security requirements for the computers and other devices with the successful Contractor.

\*\*\*\*\*

**Question #40:**

**3.5 Reports - “...submit a separate analysis report for each CRHC in a format that is compatible to ADH/ORHPC and the CRHC systems.” What are the specifications for this format? Do you have a preferred reporting software (for example, Crystal Reports, Microsoft Access, etc.) or specific technology compatibility requirements?**

**Answer #40:**

ADH/ORHPC does not have a preferred reporting software format and all information relayed should be compatible to ADH/ORHPC and the CRHC systems.

\*\*\*\*\*

**Question #41:**

**3.5 Reports - After the project is completed, who will maintain these reports, and will those personnel need to be trained on how to use the reporting software?**

**Answer #41:**

The successful Contractor will communicate with the CRHC directors or designated contact as established in the RFP. ADH/ORHPC will coordinate with the successful contractor the designated person or personnel for maintenance of the reports. Technical assistance to be provided as designated in the RFP for any software training. All software is to be compatible to the CRHC systems.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 12 of 13**

**DH-15-0004 - Questions and Answers**

**Question #42:**

**Are there specific HIPAA, PHI, ADA, or 508-compliance requirements for some or all aspects of this project? (For example, do the surveys need to be compatible with screen readers, is closed captioning needed for the training webinars, etc.)**

**Answer #42:**

ADH/ORHPC will coordinate with the successful contractor any HIPAA, PHI and ADA. Surveys do not have to be compatible with screen readers or closed captioning.

\*\*\*\*\*

**Question #43:**

**Will any of the materials or training webinars need to be available in a language other than English (for example, in Spanish)?**

**Answer #43:**

No.

\*\*\*\*\*

**Question #44:**

**Are there any metrics proposed to measure the success of this program? If so, what are those metrics and how quickly are results anticipated?**

**Answer #44:**

Section 5:24 outlines the metrics proposed for the success of this program. ADH/ORHPC will coordinate any additional metrics with the successful contractor should adherence to the proposed RFP occur.

\*\*\*\*\*

**Question #45:**

**What is the approval process for deliverables?**

**Answer #45:**

The approval process are outlined in the reports and monitoring sections of this RFP.

\*\*\*\*\*

**Question #46:**

**Is there a long-term plan after this project to apply process improvements to CRHCs beyond the 15 clinics chosen for this implementation?**

**Answer #46:**

The ADH/ORHPC goal is to eventually improve the healthcare delivery system in Arkansas through surveying the disparities that exist in the CRHC of Arkansas. Deliverance of surveys performed within these 15 clinics, will assist the ADH/ORHPC in obtaining this goal.

\*\*\*\*\*

**State of Arkansas**  
Arkansas Department of Health  
4815 West Markham, Slot H58  
Little Rock, Arkansas 72205  
**501-280-4573**

**ADDENDUM #1 - Page 13 of 13**

**DH-15-0004 - Questions and Answers**

**Question #47:**

**“The ADH/ORHPC requests the contractor to submit as part of the RFP response a statement addressing the following:”**

- **“Provide outline of statewide or national experience at providing technical assistance to CRHCs regarding operational and financial needs assessments, service delivery improvement, and marketing.”**
- **“Provide outline of statewide or national experience with data collection & analysis, program evaluation, report & survey preparation and assessment, and action plan development.”**
- **Provide outline of statewide or national experience utilizing webinar technology for training purposes.”**

**Has the ADH or the state worked with a firm that has provided the above services within the past four years? If so, can you provide the name of the firm?**

**Answer #47:**

The ORHPC has not worked with a firm to perform the above services with the CRHC of Arkansas  
\*\*\*\*\*

**THIS CONCLUDES THE QUESTION AND ANSWER PERIOD FOR RFP DH-15-0004.**