

Arkansas Insurance Department (AID) – Senior Health Insurance Information Program (SHIIP) Division  
 RFQ #: SP-20-0005 - SHIIP and MIPPA Medicare Beneficiary Assessment Services  
 State's Response to Template O-1 - Written Questions

Question ID	RFQ Reference (page number, section number, paragraph)	Specific RFQ Language	Question	State Response
1	N/A	N/A	If SHIIP and MIPPA are combined, will Contractors still receive separate funding for each service or will Contractors receive a new rate for the program?	<p>While the RFQ covers both SHIIP and MIPPA programs, the programs are funded by two different federal grants.</p> <p>Prospective Contractor may propose to provide services under one program or both SHIIP and MIPPA (or SHIIP MINI and MIPPA). If a Prospective Contractor wishes to provide services under both programs, the Prospective Contractor <b>shall</b> submit separate <i>Response Packets</i> tailored to each program.</p> <p>Refer to <i>Attachment 7: Rate Sheet</i> for SHIIP, SHIIP MINI, and MIPPA program rates.</p>
2	RFQ page 11, Section 2.2(C)	Contractors <b>shall not</b> receive federal grant funding from another Arkansas State Agency for providing services similar to those described in this RFQ (i.e. Medicare assessment services). Prospective Contractors proposing to provide services under this RFQ <b>shall</b> identify federal grants they are a recipient of in the Response Packet. Prior to being listed on the Qualified Vendors List (QVL) resulting from the RFQ, Prospective Contractor <b>shall</b> cancel any conflicting contracts.	Will I continue to send the MIPPA reports to DHS?	<p>DHS and AID have MIPPA contracts. This RFQ applies to AID only.</p> <p>AID's MIPPA Contractors <b>shall not</b> receive federal grant funding from another Arkansas State Agency (i.e. DHS) for providing services similar to those described in this RFQ. Prior to being listed on the Qualified Vendors List (QVL) resulting from the RFQ, Prospective Contractor <b>shall</b> cancel any conflicting contracts.</p>

3	RFQ page 13, Section 2.5(D)(1)(a-b)	<p>New Hire packets <b>must</b> include:</p> <ul style="list-style-type: none"> <li>-Completed and signed Individual Confidentiality and Non-Disclosure Form (Refer to Attachment 4: Individual CNDA)</li> <li>-Completed and signed Individual Record Check Form providing consent for Arkansas State Police to conduct a criminal record search and release any results to AID. (Refer to Attachment 5: Individual Record Check Form)</li> </ul>	<p>Will each staff member have to complete the Individual Record Check Form and Individual Confidentiality and Non-Disclosure Form or is it just for the Prospective Contractor?</p>	<p>Prior to an individual operating under the Contractor's direction, Contractor <b>shall</b> submit New Hire Packet to AID-SHIIP Division and receive approval. New Hire Packets must include all items listed under <i>RFQ Section 2.5(D)</i> .</p> <p>New Hire Packets are not due with Prospective Contractor's <i>Response Packet(s)</i> . Contractor will submit New Hire Packets at time of contract award. AID has the right to waive this requirement if an individual's information has been recently verified by AID on a current SHIIP or MIPPA contract.</p> <p>Keep in mind - a Qualified Vendors List (QVL) will result from this RFQ. The QVL will replace all of AID's current QVLs and contracts for SHIIP and MIPPA services. Being listed on the QVL is not a guarantee to Contractors that they will be contacted to provide the services, however, AID intends to issue contracts to multiple Contractors listed on the QVL.</p>
4	RFQ page 13, Section 2.5(D)(1)(d) & (D)(2)	<p>For volunteers, Contractors <b>shall</b> also include the following documentation provided in <i>Attachment 6: Volunteer Documents</i> . Contractors <b>shall</b> report staff and volunteer changes to AID-SHIIP Division with monthly invoices.</p>	<p>Is it mandatory that Contractor have volunteers work the program?</p>	<p>It is not mandatory that Prospective Contractors utilize volunteers. Per <i>RFQ Section 2.5(A)</i> , Contractor <b>shall</b> employ one full-time employee at minimum. The Contractor's additional staff may consist of full or part-time paid employees and/or volunteers.</p>
5	Revised Response Packet page 5, Section E.4 Leadership	<p>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:</p> <ol style="list-style-type: none"> <li>1. Description of functional experience with the proposed program in the past five (5) years</li> <li>2. Resume - each resume should demonstrate experiences, qualifications and credentials</li> </ol>	<p>Does the State need resumes on everyone or just the Prospective Contractor?</p>	<p>Provide a resume for each key personnel on Prospective Contractor's staff (e.g. CEO, President, Director, Manager).</p>