

Technical and General Services - Executed Contracts

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Reporting Purposes Only (Renewals/Extensions with no material change)

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/21/2019	TIMBER INVESTMENT MANAGERS LLC	4600033238	To	Invitation for Bid	\$153,336.00	\$306,672.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0400	AR Agriculture Department		AARON WILLIAMS	870-836-5882	aaron.williams@agriculture.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE, AERIAL APPL, LIQ,>5GAL/AC	00001	Lump Sum	\$153,336.00	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/29/2019	ADVANTAGE BUSINESS SOLUTIONS	4600043351	10/01/2018 To 09/30/2019	Invitation for Bid	\$238,618.50	\$1,670,329.50
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0400	AR Agriculture Department		Julia Shackelford	501-371-6079	Julia.Shackelford@dfa.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE, LAB SPECIMEN TRANSPORT	00001	Lump sum	\$238,618.50	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/30/2019	THE HOWARD GROUP	4600033468	To	Competitive Bid	\$306,266.00	\$386,266.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Children & Family Services	BRANDI BENSON	501-320-6476	brandi.benson@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	FEE, TESTING, DRUG	00001	Each	\$306,266.00	
Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/14/2019	AR SPANISH INTERPRETERS & TRANSLATORS	4600038377	10/01/2016 To 09/30/2017	Invitation for Bid	\$618,469.00	\$2,225,541.50
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Office of Procurement	Mary Cruz	501-682-6565	mary.cruz@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE, TRANSCRIPTION	00001	Each	\$618,469.00	

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Date Submitted 08/14/2019	Vendor Name TALX CORPORATION	Contract No. 4600040360	Contract Period 07/01/2017 To 06/30/2020	Method of Procurement Invitation for Bid	Initial Contract Amount \$3,128,250.00	Total Projected Amount \$8,481,750.01
Agency # 0710	Agency Name Arkansas Department of Human Services	Division Division of County Operations	Agency Contact Name BRANDI BENSON	Agency Contact Phone No. 501-320-6476	Agency Contact E-mail Address dhs.rmu@arkansas.gov	
Item # 00002	Category Services	Short Description TECH SERVICE, DATABASE ADMIN SERVICES		Quantity 00001	UM Description Each	Cost \$3,128,250.00

Date Submitted 08/22/2019	Vendor Name E&G CONSUTLING INC	Contract No. 4600042036	Contract Period 05/21/2018 To 09/30/2018	Method of Procurement Invitation for Bid	Initial Contract Amount \$204,456.60	Total Projected Amount \$658,804.60
Agency # 0710	Agency Name Arkansas Department of Human Services	Division Division of Developmental	Agency Contact Name BRANDI BENSON	Agency Contact Phone No. 501-320-6476	Agency Contact E-mail Address dhs.rmu@dhs.arkansas.gov	
Item # 00001	Category Services	Short Description TECH SERVICE, ADMINISTRATIVE		Quantity 00001	UM Description Lump Sum	Cost \$204,456.60

Professional Consultant Services - Executed Contracts

Reporting Purposes Only (Renewals/Extensions with no material change)

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/06/2019	T SCOTT SIMMONS	4600045288	08/23/2019 To 08/19/2020	Competitive Bid	\$42,000.00	\$294,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0385	Department of Veteran Affairs		0385 VA Purchasing	501-683-1862	Phoua.Lee@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, MEDICAL DOCTOR	00001	Lump Sum	\$42,000.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/29/2019	ARKANSAS FOUNDATION FOR MEDICAL CARE	4600039555	To	Request for Proposal	\$443,592.48	\$591,456.65
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0645	Arkansas Department of Health		NICHOLE BREWE	501-280-4603	nichole.brewer@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, CONSULTANT, MANAGEMENT	00001	Lump Sum	\$591,456.64	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/03/2019	UNIVERSITY OF ARKANSAS-MEDICAL SCIENCES	4600042041	07/01/2018 To 06/30/2019	Intergovernmental	\$483,395.00	\$507,656.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Aging Adults & Behavioral	BRANDI BENSEN	501 320 6476	dhs.rmu@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, COMPENSATION FEE	00001	Each	\$428,770.00	
00002	Expense	PRO SERVICE, REIMBURSABLE EXPENSES	00001	Each	\$54,625.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/27/2019	ARKANSAS FOUNDATION FOR MEDICAL CARE	4600043670	01/01/2019 To 06/30/2019	Invitation for Bid	\$3,448,262.00	24,137,834
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Medical Services	BRANDI BENSEN	501-320-6476	dhs.rmu@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, MEDICAL	00001	Lump Sum	\$7,546,048.00	

Professional Consultant Services - Executed Contracts

Total Projected Cost >= \$50,000.00

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
09/03/2019	CENTERS FOR YOUTH AND FAMILIES INC	4600044363	07/01/2019 To 06/30/2020	Request for Qualifications	\$1,977,586.85	13,843,107.95
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0710	Arkansas Department of Human Services	Division of Aging Adults & Behavioral	BRANDI BENSEN	501 320.6476	dhs.rmu@dhs.arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, ASSESSMENT, MENTAL HEALTH	00001	Each	\$1,977,586.85	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/28/2019	SAVE THE CHILDREN FEDERATION INC	4600043158	09/01/2018 To 06/30/2019	Request for Proposal	\$570,165.00	\$4,550,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0810	Department of Workforce Services		JENNIFER SHIPLEY	501-683-0007	jennifer.shipley@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Personnel	PRO SERVICE, EDUCATION	00001	Lump Sum	\$125,905.00	
00001	Expense	PRO SERVICE, EDUCATION	00001	Lump Sum	\$444,260.00	

Medicaid Non-Emergency Transportation Legislative Report

July 2019

Medicaid Non-Emergency Transportation Legislative Report July 2019

As the NET Monitoring Contractor, the Arkansas Foundation for Medical Care (AFMC), is responsible for working with the state to manage and monitor NET services.

Effective February 1, 2019, region-specific broker and county service area information was as follows:

- Region A: Transportation services for beneficiaries residing in Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, and Washington counties were provided by Southeastrans.
- Region B: Transportation services for beneficiaries residing in Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, and Woodruff counties were provided by Southeastrans.
- Region C: Transportation services for beneficiaries residing in Clay, Craighead, Crittenden, Cross, Greene, Lawrence, Mississippi, Poinsett, Randolph, and St. Francis counties were provided by Southeastrans.
- Region D: Transportation services for beneficiaries residing in Conway, Crawford, Franklin, Johnson, Logan, Perry, Polk, Pope, Scott, Sebastian, and Yell counties were provided by Southeastrans.
- Region E: Transportation services for beneficiaries residing in Calhoun, Clark, Columbia, Dallas, Garland, Hempstead, Hot Spring, Howard, Lafayette, Little River, Miller, Montgomery, Nevada, Ouachita, Pike, Saline, Sevier, and Union counties were provided by Central Arkansas Development Council.
- Region F: Transportation services for beneficiaries residing in Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, Lee, Lincoln, Monroe, Phillips, and Prairie counties were provided by Area Agency on Aging of Southeast Arkansas.
- Region G: Transportation services for beneficiaries residing in Faulkner, Lonoke, and Pulaski counties were provided by Southeastrans.

NET Complaints by Region and Contract Type

July 1 through July 31, 2019

NET complaints received through the NET Helpline by region and contract type.

		NET Region							Grand Total
DTT - EIDT/ADDT Facility	NET Topics	A	B	C	D	E	F	G	
Yes	Late Pickup at Residence	0	0	0	0	0	0	3	3
	No Pickup at Residence	0	0	0	0	0	0	1	1
	No Provider/Driver Available	0	1	0	2	0	0	1	4
	Other	1	0	0	0	0	0	0	1
	Subtotal	1	1	0	2	0	0	5	9
No	CSR Rudeness	0	1	0	0	1	0	0	2
	Driver Rudeness	0	0	0	0	0	0	1	1
	Gas Reimbursement	2	0	0	1	0	0	0	3
	Late Drop Off to Appointment	0	0	0	0	0	0	1	1
	Late Pickup at Appointment	1	0	0	0	0	0	0	1
	Late Pickup at Residence	0	1	1	0	0	0	2	4
	Lengthy Trip	0	0	0	0	1	0	1	2
	No Pickup at Residence	4	1	4	2	0	1	4	16
	No Provider/Driver Available	10	4	4	6	0	0	8	32
	Other	1	1	1	0	0	0	0	3
	Pickup at Facility Too Early	0	1	0	1	0	0	0	2
	Pickup at Residence Too Early	1	0	1	0	0	0	0	2
	Reckless Driving	0	0	0	0	2	0	1	3
	Scheduling Miscommunication	1	0	0	1	0	0	0	2
	Transportation Refused by the Broker	0	0	2	0	0	0	0	2
	Subtotal	20	9	13	11	4	1	18	76
Grand Total		21	10	13	13	4	1	23	85

NET Vehicle Inspections and Redlined With Camera Installation by Region July 2019

The Vehicle Monitor conducted vehicle inspections, examination of safety programs, child safety buzzers, and wheelchair lifts in all regions. Inspections took place across the state. Three vehicles were redlined in July. The deficiencies were identified as defective tires.

	# of Vehicle Inspections	# of Cameras Installed	Number of Vehicles Redlined
Region A – Southeastrans	17	17	0
Region B – Southeastrans	6	6	0
Region C – Southeastrans	2	2	0
Region D – Southeastrans	27	27	0
Region E – CADDC	10	10	0
Region F – AAA of SE AR	25	25	1
Region G – Southeastrans	10	10	2
Total	97	97	3

NET Driver Audit from Vehicle Inspections July 2019

The NET Vehicle Monitor performs monthly scheduled and unscheduled vehicle inspections. The name of the driver operating the vehicle is recorded on the vehicle inspection. Not all inspections have drivers present. The date and driver's name are compared against the driver's hire date in the NET Portal. This audit validates if drivers and/or attendants are providing NET services prior to the NET Monitoring Contractor receiving and approving compliance documents through the NET Portal. 45 drivers were present at the time of the inspection. 45 hire dates were validated. One driver was found non-compliant in Region A; Southeastrans was notified. 98% of drivers audit were found compliant.

	# of Vehicle Inspections	# of Validated Driver's Hire Dates
July	97	45

NET Driver and Attendant Report July 2019

NET brokers submitted information for 848 approved drivers and attendants as of the last day of the reporting month, 7/31/2019.

	# of Eligible Drivers and Attendants
Region A – Southeastern	69
Region B – Southeastern	97
Region C – Southeastern	46
Region D – Southeastern	111
Region E – CADC	180
Region F – AAA of SE AR	130
Region G – Southeastern	215
Total	848

NET Vehicle Report July 2019

NET brokers submitted information for 731 approved vehicles as of the last day of the reporting month, 7/31/2019.

	# of Active Vehicles
Region A – Southeastern	74
Region B – Southeastern	83
Region C – Southeastern	31
Region D – Southeastern	106
Region E – CADC	153
Region F – AAA of SE AR	156
Region G – Southeastern	128
Total	731

All vehicles operating in the NET program have cameras installed.

NET Monthly Call Center Metrics Report July 2019

Region	Calls Received	Calls Answered	Calls Abandoned	% Calls Abandoned	Average Speed to Answer (mm:ss)	Average Talk Time (mm:ss)	Average Number of CSRs
A	3,811	3,664	138	3.62%	00:33	4:34	23
B	3,736	3,565	159	4.26%	00:34	4:24	23
C	6,298	5,989	273	4.33%	00:33	4:11	23
D	6,374	6,075	253	3.97%	00:34	4:13	23
E	6,582	6,054	138	5.43%	00:20	2:31	11
F	18,044	16,106	1,937	10%	00:49	3:11	10
G	7,725	7,344	320	4.14%	00:37	6:16	23

*Regions A, B, C, D and G customer service representatives are available to answer multiple queues.

NET Monthly Denial Report July 2019

NET broker must provide the beneficiary written notice when transportation services are denied. A denial notice is sent to the beneficiary and a copy to the NET Monitoring Contractor. 296 denial notices were issued to Medicaid beneficiaries for “No Provider/Subcontractor Available” to transport the beneficiary to their scheduled medical appointments in July 2019. This is a 7% decrease from the previous month.

	No Provider/Subcontractor Available
Region A – Southeasterns	132
Region B – Southeasterns	61
Region C – Southeasterns	38
Region D – Southeasterns	56
Region E – CADAC	0
Region F – AAA of SE AR	0
Region G – Southeasterns	9
Total	296

*Data is based on the beneficiary’s medical appointment date given at the time of the reservation.

Technical and General Services - Executed Contracts

Reporting Purposes Only (\$25,000 - \$49,999.99)

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/05/2019	COMPUTER AID INC	RA20190060UAF	07/01/2019 To 07/01/2020	Cooperative Contract	\$75,000.00	\$75,000.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0135	University of Arkansas at Fayetteville	UA Fayetteville	ELLEN FERGUSON	479-575-5314	ellenf@uark.edu	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	SAP S/4 HANA Admin Support	00001	Years	\$75,000.00	

Date Submitted	Vendor Name	Contract No.	Contract Period	Method of Procurement	Initial Contract Amount	Total Projected Amount
08/07/2019	SECURITY MENTOR INC	4501893975	08/01/2019 To 07/31/2020	Competitive Bid	\$39,490.00	\$39,490.00
Agency #	Agency Name	Division	Agency Contact Name	Agency Contact Phone No.	Agency Contact E-mail Address	
0470	Department of Information Systems		PHYLLIS RICHEY	501-682-4040	phyllis.ricehy@arkansas.gov	
Item #	Category	Short Description	Quantity	UM Description	Cost	
00001	Services	TECH SERVICE, SOFTWARE DEVELOPMENT	00003	Hours	\$350.00	
00001	Commodities	LICENSE, PORTAL, COURSEWARE	00001	each	\$38,440.00	

