

State of Arkansas
 OFFICE OF STATE PROCUREMENT
 1509 West Seventh Street, Room 300
 Little Rock, Arkansas 72201-4222

REQUEST FOR QUALIFICATION

RFQ Number: SP-10-0243	Buyer: Camber Thompson
Commodity: Software and Services	RFQ Opening Date:, 2010
Date:, 2010	RFQ Opening Time: 2:30 PM CDT

RFQ RESPONSES WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE RFQ RESPONSE ENVELOPE **MUST** BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFQ NUMBER, DATE AND HOUR OF RFQ OPENING AND VENDOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

Vendors are responsible for delivery of their RFQ documents to the Office of State Procurement prior to the scheduled time for opening of the particular RFQ. When appropriate, vendors should consult with delivery providers to determine whether the RFQ documents will be delivered to the OSP office street address prior to the scheduled time for RFQ opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address, 1509 W. 7th Street, Room 300, Little Rock, AR 72201-4222, on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

MAILING ADDRESSES: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222	RFQ OPENING LOCATION: Office of State Procurement 1509 West Seventh Street, Room 300 Little Rock, AR 72201-4222
TELEPHONE NUMBER: 501-324-9316	

Company Name: _____

Name (type or print): _____

Title: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Signature: _____

USE INK ONLY; UNSIGNED RFQS WILL NOT BE CONSIDERED

Identification: _____

Federal Employer ID Number _____ Social Security Number _____

FAILURE TO PROVIDE TAXPAYER IDENTIFICATION NUMBER MAY RESULT IN RFQ REJECTION

Business (check one):	Designation	Individual *	Sole Proprietorship *	Public Service Corp *
		Partnership *	Corporation *	Government/ Nonprofit *

GENERAL DESCRIPTION:	Software and Services
TYPE OF CONTRACT:	Term
BUYER:	Camber Thompson
AGENCY P.R. NUMBER	1000502564

1. MINORITY BUSINESS POLICY: Minority participation is encouraged in this and in all other procurements by State agencies. "Minority" is defined by Arkansas Code Annotated § 1-2-503 as "black or African American, Hispanic American, American Indian or Native American, Asian, and Pacific Islander". The Arkansas Economic Development Commission conducts a certification process for minority businesses. Bidders unable to include minority-owned business as subcontractors "may explain the circumstances preventing minority inclusion".

Check minority type:

African American _____ Hispanic American _____ American Indian _____
 Native American _____ Asian _____ Pacific Islander _____

Certification number _____

2. EQUAL EMPLOYMENT OPPORTUNITY POLICY: In compliance with Act 2157 of 2005, the Office of State Procurement is required to have a copy of the vendor's Equal Opportunity Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address: eeopolicy.osp@dfa.state.ar.us, or as a hard copy accompanying the solicitation response. The Office of State Procurement will maintain a file of all vendor EO policies submitted in response to solicitations issued by this office. The submission is a one-time requirement, but vendors are responsible for providing updates or changes to their respective policies, and for supplying EO policies upon request to other state agencies that must also comply with this statute. Vendors that do not have an established EO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.

3. ACT 157 of 2007 EMPLOYMENT OF ILLEGAL IMMIGRANTS: Pursuant to Act 157 of 2007, all bidders must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in its contract with the State. Bidders shall certify online at:
<https://www.ark.org/dfa/immigrant/index.php/disclosure/submit/new>.

4. TECHNOLOGY ACCESS: The Vendor shall at all times comply with the provisions of Arkansas Code Annotated § 25. 26. 201 et seq., which expresses the policy of the State of Arkansas to provide individuals who are blind or visually impaired with access to information technology purchased in whole or part with state funds. The Vendor expressly acknowledges that state funds may not be expended in connection with the purchase of information technology unless that system meets certain statutory requirements, in accordance with the State of Arkansas technology policy standards, relating to accessibility by persons with visual impairments.

Accordingly, the Vendor represents and warrants to the State of Arkansas that the technology provided to the state for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:

- Providing equivalent access for effective use by both visual and non-visual means;
- Presenting information, including prompts used for interactive communications, in formats intended for non-visual use; and
- After being made accessible, integrating into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.

For purposes of this section, the phrase "equivalent access" means a substantially similar ability to communicate with, or make use of, the technology, either directly, by features incorporated within the technology, or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state and federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands or other means of navigating graphical displays, and customizable display appearance.

These specifications do not prohibit the purchase or use of an information technology product that does not meet these standards if the information manipulated or presented by the product is inherently visual in nature, so that its meaning cannot be conveyed non-visually.

5. COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM: The respondent's solution must comply with the state's shared Technical Architecture Program which is a set of policies and standards that can be viewed at: www.dis.arkansas.gov/poli_stan_bestpract/policies.htm. Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.

6. ALTERATION OF ORIGINAL RFQ DOCUMENTS: The original written or electronic language of the RFQ documents shall not be changed or altered except by approved written addendum issued by the Office of State Procurement. This does not eliminate an Offeror from taking exception(s) to non-mandatory terms and conditions, but does clarify that the Offeror cannot change the original document's written or electronic language. If the Offeror wishes to make exception(s) to any of the original language, it must be submitted by the Offeror in separate written or electronic language in a manner that clearly explains the exception(s). If Offeror's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Offeror's response may be declared as "non-responsible" and the response shall not be considered.

7. REQUIREMENT OF AMENDMENT: THIS IFB MAY BE MODIFIED ONLY BY ADDENDUMS WRITTEN AND AUTHORIZED BY THE OFFICE OF STATE PROCUREMENT. Vendors are cautioned to ensure they have received or obtained and responded to any and all addendums to the bid prior to submission. There will be no addendums to a bid 72 hours prior to the bid opening. It is the responsibility of the vendor to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php> for any and all addendums up to that time.

8. DELIVERY OF RESPONSE DOCUMENTS: In accordance with the Arkansas Procurement Law and Regulations, it is the responsibility of vendors to submit bids at the place, and on or before the date and time, set in the bid solicitation documents. RFQ documents received at the Office of State Procurement after the date and time designated for bid opening are considered late bids and shall not be considered. Bid documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which bid the submission is intended.

9. ADDITIONAL TERMS AND CONDITIONS: The Office of State Procurement objects to, and shall not consider, any additional terms or conditions submitted by a bidder, including any appearing in documents attached as part of a bidder's response. In signing and submitting his bid, a bidder agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a bid, shall be grounds for rejecting a RFQ.

11. PAST PERFORMANCE: In accordance with provisions of The State Procurement Law, R7: 19-11-229 Competitive Sealed Bidding - Bid Evaluation paragraph (E)(i) & (ii): a vendor's past performance with the state may be used in the evaluation of any offer made in response to this solicitation. The past performance should not be greater than three years old and must be supported by written documentation on file in the Office of State Procurement at the time of the bid opening. Documentation may be in the form of either a written or electronic report, VPR, memo, file or any other appropriate authenticated notation of performance to the vendor files.

12. VISA ACCEPTANCE: Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful bidder may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.

13. EO-98-04 GOVERNOR'S EXECUTIVE ORDER: Bidders should complete the Disclosure Forms posted with this RFQ.

SECTION I GENERAL INFORMATION

1.0 INTRODUCTION

The Department of Human Services Division of Aging and Adult Services (DAAS) seek a qualified vendor to direct a joint development team to provide analysis, design, and development of the Arkansas Universal Assessment.

1.1 ISSUING AGENCY

The issuing office is the sole point of contact in the State for the selection process. Vendor questions regarding RFQ related matters should be made through the State's buyer, Camber Thompson at 501- 683-0084. For technical information related matters, vendors may contact Chorsie Burns at Chorsie.burns@arkansas.gov. Vendor's questions will be answered as a courtesy and at vendor's own risk.

1.2 CAUTION TO VENDORS

1. During the time between the RFQ opening and vendor qualification, any contact concerning this RFQ will be initiated by the issuing office or requesting entity and not the vendor. Specifically, the person(s) named herein will initiate all contact.
2. Vendors **must** submit:
 - a. One (1) hard copy signed original RFQ response on or before the date specified on page one of this RFQ.
 - b. Failure to submit the required number of copies with the RFQ response may be cause for rejection.
3. Vendor should submit:
 - a. Three (3) complete hard copies (marked copy) of the signed RFQ response.
 - b. Four (4) electronic versions of the signed technical RFQ response, preferably in MS Word/Excel format, on CD or flash drive.
 - c. If the Office of State Procurement requests additional copies of the RFQ response, they **must** be delivered within twenty-four (24) hours of request.
4. For a response to be considered, an official authorized to bind the vendor to a resultant contract **must** have signed the RFQ response.
5. All official documents and correspondence shall be included as part of any resultant contract.
6. The State Procurement Official reserves the right to award a contract or reject a response for any or all line items of a response received as a result of this RFQ, if it is in the best interest of the State to do so. Responses will be rejected for one or more reasons not limited to the following:
 - a. Failure of the vendor to submit his response(s) on or before the deadline established by the issuing office.
 - b. Failure of the vendor to respond to a requirement for oral/written clarification, presentation, or demonstration.
 - c. Failure to sign an Official RFQ Document.
 - d. Any wording by the vendor in their response to this RFQ, or in subsequent correspondence, which conflicts with or takes exception to a requirement in the RFQ.
 - e. Failure of any proposed software/services to meet or exceed specifications.

1.3 RFQ FORMAT

Any statement in this document that contains the word "**must**" or "**shall**" or "**will**" means that compliance with the intent of the statement is mandatory, and failure by the bidder to satisfy that intent will cause the RFQ response to be rejected. **It is recommended that bidders respond to each item or paragraph of the RFQ in sequence.** Items not needing a specific vendor statement may be responded to by concurrence or acknowledgement; no response will be interpreted as an affirmative response or agreement to the State conditions. Reference to handbooks or other technical materials as part of a response **must** not constitute the entire response and vendor **must** identify the specific page and paragraph being referenced.

1.4 TYPE OF CONTRACT

In the event a contract is issued to the qualified vendor, it is strongly preferred that the deliverables be completed 18 months from the contract execution date.

1.5 PROPRIETARY INFORMATION

Proprietary information submitted in response to this (RFQ) will be processed in accordance with applicable State of Arkansas procurement procedures. Bids and documents pertaining to the (RFQ) become the property of the State and shall be open to public inspection subsequent to bid opening. It is the responsibility of the Vendor to identify all proprietary information. **The vendor must submit one complete copy of the RFQ response from which any**

proprietary information has been removed, i.e., a redacted copy. The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and be **submitted on a CD or flash drive ONLY**. Except for the redacted information, the CD/flash drive **must** be identical to the original hard copy. The vendor is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted data.

1.6 RESERVATION

This RFQ does not commit the State Procurement Official to award a contract, to pay costs incurred in the preparation of a RFQ in response to this request, or to procure or contract for a messaging system. The State reserves the right to accept or reject, in part or in its entirety, any or all RFQ responses received as a result of the RFQ, if it is in the best interest of the State to do so.

1.7 CLARIFICATION OF RFQ AND QUESTIONS

If additional information is necessary to enable bidders to better interpret the information contained in the RFQ, written questions will be accepted until the close of business on , **2010**. Vendor questions submitted in writing will be consolidated and responded to by the State. The consolidated written State response will be posted on the OSP website on or before the close of business on , **2010**. Answers to verbal questions may be given as a matter of courtesy and must be evaluated at vendor's risk. Questions should be sent to Camber Thompson at camber.thompson@dfa.arkansas.gov.

1.8 RFQ EVALUATION

OSP will evaluate all responses to ensure all requirements are met. The qualifying vendor shall be chosen on the basis of the response that receives the highest cumulative point total as defined in the evaluation criteria.

1.9 PRIME CONTRACTOR RESPONSIBILITY

In the event that a contract is issued as a result of this RFQ, the qualifying vendor will be required to assume prime contractor responsibility and will be the sole point of contact for any resulting contracts.

1.10 ORAL AND/OR WRITTEN PRESENTATIONS/DEMONSTRATIONS

Vendor may, at the discretion of the DHS evaluation committee, make oral and/or written presentations to comply with the requirement.

The RFQ evaluation committee chairperson will schedule the time and location for each demonstration or presentation. All presentations are subject to be recorded.

All expenses associated with the initial demonstration except travel, meals, and lodging for State personnel, will be borne by the vendor.

1.11 CONTRACT INFORMATION

Should the State issue a contract as a result of this RFQ, the following shall apply:

1. The State of Arkansas may not contract with another party:
 - a. To lease any equipment or software for a period of time which continues past the end of a fiscal year unless the contract allows cancellation by the State Procurement Official upon 30 days written notice whenever there are no funded appropriations for the equipment or software.
 - b. To indemnify and defend that party for any liability and damages. However, the State Procurement Official may agree to hold the other party harmless from any loss or claim resulting directly from and attributable to the State's use or possession of equipment or software and reimburse that party for the loss caused solely by the State's uses or possession.
 - c. Upon default, to pay all sums to become due under a contract.
 - d. To pay damages, legal expenses or other costs and expenses of any party.
 - e. To continue a contract once the equipment has been repossessed.
 - f. To conduct litigation in a place other than Pulaski County, Arkansas
 - g. To agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
2. A party wishing to contract with the State of Arkansas should:
 - a. Remove any language from its contract which grants to it any remedies other than:
 - i. The right to possession.
 - ii. The right to accrued payments.
 - iii. The right to expenses of de-installation.
 - iv. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.

- v. The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
 - b. Include in its contract that the laws of the State of Arkansas govern the contract.
 - c. Acknowledge that contracts become effective when awarded by the State Procurement Official.
3. The State of Arkansas may contract with another party:
- a. To accept the risk of loss of the equipment or software and pay for any destruction, loss or damage of the equipment or software while the State has such risk, when the extent of liability for such risk is based upon the purchase price of the equipment or software at the time of any loss and the contract has required the State to carry insurance for such risk.
 - b. To lease any hardware or software for a period of time which continues past the end of a fiscal year provided that in the event funds are not appropriated for the equipment/software described in the contract, the State Procurement Official may, upon 30 days written notice to the vendor/lessor, cancel the contract regarding that equipment/software for which no appropriations were made, or, in the event that there are no funded appropriations from which payment can be made for the equipment/software described in the contract, the State Procurement Official may upon 30 days written notice to the vendor/lessor, cancel the contract as to that equipment/software for which there are no funded appropriations from which payment can be made for the equipment/software.

1.12 DEFINITION OF TERMS

The State Procurement Official has made every effort to use industry-accepted terminology in this RFQ and will attempt to further clarify any point of item in question as indicated in “Clarification of RFQ”. The words “bidder” and “vendor” are used as synonyms in this document.

AR-UA: Arkansas Universal Assessment

DAAS: Arkansas Department of Human Services Division of Aging and Adult Services

DHS: Arkansas Department of Human Services

interRAI: Collaborative network of researchers in over 30 countries committed to improving health care for persons who are elderly, frail, or disabled.

1.13 CONDITIONS OF CONTRACT

In the event a contract is issued to a qualifying vendor as a result of this RFQ, that vendor **shall** at all times observe and comply with federal and State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The qualified vendor **shall** indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful vendor.

1.14 STATEMENT OF LIABILITY

The State will demonstrate reasonable care but shall not be liable in the event of loss, destruction, or theft of contractor-owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The qualified vendor is required to retain total liability for equipment, software, and technical literature until the deliverables have been accepted by the “authorized agency official.” At no time will the State be responsible for or accept liability for any vendor-owned items.

1.15 QUALIFICATION

The DHS Evaluation Team will be responsible for qualifying the vendor for this RFQ.

1.16 PUBLICITY

New release(s) by a vendor pertaining to this RFQ or any portion of the project **shall** not be made without prior written approval of the State Procurement Official. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the vendor’s RFQ response. The State Procurement Official will not initiate any publicity relating to this procurement action before the qualification process is completed and any resulting contract is issued.

1.17 CONFIDENTIALITY

The qualified vendor **shall** be bound to confidentiality of any information that its employees may become aware of during the course of performance of contracted tasks in the event a contract is awarded. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract.

1.18 CANCELLATION

In the event the State issues a contract as a result of this RFQ, but finds it no longer needs the qualified vendor for the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, or relocation of offices, the State may cancel the contract or purchase order by giving the contractor written notice of such cancellation 30 days prior to the date of cancellation.

1.19 NEGOTIATIONS

As provided in this request for qualifications and under regulations, discussions may be conducted with the top qualified vendor who submits a response determined to be reasonably susceptible of being selected for award for the purpose of obtaining clarification of response and negotiation for best and final offers.

SECTION 2 SPECIFIC REQUIREMENTS

2.0 PROJECT CONCEPT

The Department of Human Services Division of Aging and Adult Services (DAAS) seek a qualified vendor to direct a joint development team to provide analysis, design, and development of the Arkansas Universal Assessment.

2.1 PROJECT OVERVIEW

The Arkansas Universal Assessment and Plan of Care Development Suite **shall** be an all inclusive tool. This functional decomposition will serve as the outline for the scope of work to be developed between the qualified vendor and DHS. Other Arkansas Universal Assessment and Plan of Care Development Suite requirements may be added as suggested by the qualified vendor during the design process. The sections below may be combined as determined by the qualified vendor and DAAS for best functionality.

Functional Component	Requirements
Log-in (and User password change)	Users will be allowed to type in their log-in ID and password for authentication to the system and will also be able to change their password.
Data download/upload	Will allow the user to download the person(s) and case data from the central database to the laptop and subsequently upload the same data to the central database.
Client Demographics	Screens included in this section shall be as follows: Person Search, Name, Address, Identification Numbers, DOB, Sex, Marital Status, Contacts, Education, Employment, Financial, etc.
Assigned Workers	Will enable the assignment of one or more workers to a case. Additionally, a worker can be assigned multiple roles, e.g. financial, eligibility.
Case Overview	Will show some key information regarding the assessment case, e.g. key person information, assigned workers, historical assessments based on the MDS-HC 2.0 + custom fields, RUG levels, CAPs, etc.
Case Transfer	Will allow the transfer of one or more cases from one worker to another.
Client Assessment	Will be conducted to include MDS-iHC + custom fields directed by Arkansas DAAS. Selected qualified vendor will build the capability to save snapshots of assessments, i.e. keep historical records of assessments.
Client Care Planning	Shall include the following: Plan of Care Options, Provider Search , Resource Search , Resource Details, Care Planning, Need Summary, Service Summary (& In-home Service), Equipment/Environment/Physical Concerns/, Community Alerts, Goals, Referrals.
Narratives	<p>Will allow workers to record “service episodes”. The worker can enter text and make modifications only while the case is open; after the case is closed that text cannot be edited or deleted. Further text can be added and appended to the existing text. Two different qualifiers can be attached to the text (in addition to date and user-id), e.g. type of service.</p> <p>The rich-text-format functions (like bold, italics, underline typefaces) will not be included and it is assumed that text entry will be in the native database format, e.g. regular ASCII text.</p> <p>Spell check functionality will be provided through calls to external (third-party) spell check routines.</p>
Forms	Shall provide access to at least the following three forms – Client Plan, Assessment Summary, and a Provider form.
Reporting/Auditing	Shall list the reports and will provide access to individual reporting, populations/group reporting, audit materials, complaint reporting, provider/client service reporting, and individual and group cost reporting.
Other	<p>Shall show the number of waiver slots available, taken, available, and the waiting list numbers for each.</p> <p>Shall provide pre-eligibility determination screen.</p> <p>Shall display automated notifications, reminders, and ticklers upon entering a client’s record.</p> <p>Shall provide assessment complete/not-complete indicators.</p> <p>Shall provide triggers/appointment reminder that can be sent to mobile devices.</p>

Functional Component	Requirements
Algorithms	Will be high-complexity algorithms (more than 15 logic statements) and low- or medium-complexity algorithms, for Plan of Care development and budget management (individual and client base).
Reporting Requirements	The following reports shall be included: Number of Assessments (per program, if still separate), Number of Reassessments (per program, if still separate), Number of Pending Reassessments for the next month, APS referrals, Queries for specific diagnosis such as dementia, demographic data, tier levels, Tier levels for ALF payment, Queries for waiver services by type, Queries for individual nurses, Service Summary Report
Auto Populate	Will auto populate fields across all sections.
Change Log	Will track changes made within the assessment.
Comments	Functionality will be provided to enter text comments on assessment screens; however, selected qualified vendor will not develop a screen to allow viewing all comments in a consolidated manner.
Daily Feed	Daily feed from most current MMIS data must be provided for the provider selection and case management purposes.
Electronic Signature	Will allow for the capability for all parties involved (clients/representatives, general care providers, physicians, assessors, case managers, etc.)
Risk Indicators	From the care planning section
Notifications	Will include automated email, reminders and ticklers.

Technical Functionality	Requirements
Application built for laptops in a disconnected mode	Three different types of operation will be available: 1. View and edit pre-determined data set 2. Only view data 3. View data and create and append new narrative records to existing records. The existing narrative records will be available for viewing only. In this mode, however, multiple users working on the same case will be able to create and append narrative records.
Audit	Data warehouse system will have database row-level audit whereby the worker id and timestamp corresponding to the most recent edit(s) will be recorded.
Connected mode functionality	The only functions available in the connected mode (i.e. connected to the central consolidated database) will be the following: 1. Perform person search, create new person if needed 2. Log-in 3. Transfer case 4. Assign worker(s) to a case 5. View reports In relation to item #1, it is assumed that the search procedures will perform the search within the central consolidated database. Additional functions (only in the connected mode) may be provided by AR-UA that might search other systems (e.g.MMIS database) provided the AR-UA search functions get the data back in the agreed upon format to the Arkansas Universal Assessment system search functions. The remainder of the functionality will be enabled in the disconnected mode after the person data and the associated case assessments are checked out. Log-in functionality will be provided in the disconnected mode also to maintain data security. The worker will also be able to perform data uploads to the central consolidated database through the synchronization process.

Technical Functionality	Requirements
Central consolidated database	<p>This will be a Microsoft SQL Server database (OST will determine). This will be the central holding database for all relevant clients and assessment data.</p> <p>In addition to Arkansas Universal Assessment system in the connected mode, DBAs or other similar experts with adequate security rights will be able to access this database for view only purposes.</p> <p>After the Arkansas CA/P system is developed, no direct access will be provided to the client's and assessment data in the central database while that information is checked out. The only exception shall be the narrative functionality. Workers will be able to create new narratives and append them to the existing ones (that are available for viewing only).</p>
Laptop Database	Database for the laptop will have similar functionality as the central database. Selected software contractor will work with AR-UA to adhere to the Common Business Enterprise framework while designing the data model for client demographics, assessment, and planning.
Mirror Database	Independent of the application, the central consolidated database shall be able to be accessed by the database administrator (DBA) or similar expert with proper security rights. Running queries on the central consolidated database that will contain production data can (potentially) negatively impact synchronization performance because the queries might tie up the hardware and software resources. If there is a need to have access to the production data, it is suggested that AR-UA (DBA) build a mirror database that can be updated nightly with the production data. Consequently, the mirror database can be made available to all interested (and qualified) people for data scanning and reporting needs.
Synchronization	Synchronization will occur between databases on the laptops and the central consolidated database. Selected qualified vendor will determine with DHS the appropriate mode that will be used for this synchronization process.
Conversions	<p>AR-UA will be responsible for all conversions as needed. It is assumed that the central consolidated database will be populated by AR-UA for use by Arkansas Universal Assessment system.</p> <p>The application will only interact with the Microsoft SQL database to retrieve and update clients' data – selected qualified vendor will not be responsible for building any transactions to populate this central consolidated database from any other systems (e.g. legacy client index systems).</p>
Interfaces with other systems	<p>AR-UA will be responsible for developing and testing all interfaces with other systems as needed.</p> <p>AR-UA will be responsible for building any transactions, as required, for interfacing with the legacy systems (e.g. for payments) and also with the Common Business Enterprise components (database, business logic server, etc.).</p>
Security	Screens will not be built for managing security issues (like adding worker user-id, screening rights), provider rates, pop-up message texts, and drop-down list elements. The central consolidated database design, however, will include all of these features so that the management of security, provider rates, message texts, and drop-down list elements will be AR-UA database administrator (DBA) tasks. AR-UA will also be responsible for developing the content of the help-text and that will be managed as an AR-UA DBA task as well. Through the synchronization process, these data elements will be available on the laptop database.

2.2 **VENDOR QUALIFICATIONS**

- Vendor **must** be licensed by interRAI (minimum of HC) or **must become licensed by interRAI by the contract execution date**. Please refer to the following website for more information regarding interRAI licensing: <http://www.interrai.org/section/view/>?. Vendor **must** provide in their bid response certification of their interRAI licensing.
- Vendor **must** provide in their RFQ response a complete list of projects performed in the last five years that are similar to the DHS project.
 - Vendor **must** provide in their response a detailed explanation of the software/services provided for each of the projects provided.
- Vendor **must** provide the following business profile information in their RFQ response:
 - Business Name

- Home office address
- Nearest sales/support office address
- Primary contact name
- Primary contact title
- Primary contact telephone
- Primary contact fax
- Primary contact e-mail address
- How many years the organization has been in this type of business.
- Respondent's financial status and audited financial statements for the last two (2) calendar years and the Respondent's financial ability to carry out the objective.
- Vendor **must** identify in their RFQ response key personnel who will have actual responsibility for this project:
 - Vendor **must** describe their experience relative to this type of project in their RFQ response
 - Vendor **must** describe their primary duties and responsibilities as it would relate to this project in their RFQ response.
 - Vendor **must** attach resumes to their RFQ response.
- Vendor **must** describe in their RFQ response how they can assure DHS that the key personnel would be committed to the project through completion and during support stages?
- DHS desires innovative solutions for the AR-UA. The vendor **must** name in their RFQ response its three greatest innovations that they bring to the table and that it believes sets them apart from the competition.
- Vendor **must** describe in their RFQ response the process they follow when working with a client to plan, develop, test, and implement all phases of a project.

2.3 **SUPPORT AND SERVICE**

- DHS desires to have the qualified vendor provide support and maintenance for the developed system after project completion.
 - Qualified vendor **shall** provide at a minimum two (2) years of support.
 - Support **shall** include updates to the MDS-iHC and tool improvements.
- Bidders **shall** outline their support processes in their RFQ response to include at a minimum (length of support, support included in initial contract, and support extensions).
- Vendor **must** provide in their RFQ response detailed experience on handling maintenance of software systems of similar complexity and size.
- In the event a contract is awarded, the qualified vendor **must** warrant the user of all software/services and any other item provided by the vendor in conjunction with this IFB to function:
 - At the level of performance as specified herein, and
 - In accordance with all vendors proposed features and functions. Vendor shall, at their expense, remedy all such defects.

2.4 **SCOPE OF WORK REVIEW**

The agency requests scope of work review to begin within 30 calendar days after the qualified vendor is announced. If this schedule cannot be met, bidder **must** state in their RFQ response the number of days required to begin scope of work review after notification.

2.5 **PROJECT SCHEDULE**

DHS desires to implement the software applications in a phased approach. Bidders **must** provide in their RFQ response a detailed description of their project management/implementation methodology and procedures.

Below is an example of DHS' approach to a phased product implementation.

Phase	Task	Description
One	Project Management	During this on-going task, the selected qualified vendor Project Manager will help keep the project team focused on the project objectives, maintain the project work plan, review deliverables and works in progress to promote quality, and provide the AR-UA Project Manager with weekly status reports. This shall include scheduling regular meetings with DAAS project management staff to discuss and resolve issues and concerns. This shall include providing stakeholders with project documentation and providing information that may be useful or of interest to them.
One	Document and Validate Business	Review and document business requirements for the development of the AR-

	Requirements	UA application.
One	Validate Technical Requirements	Identify AR-UA and/or DHS standards that should be considered or adhered to when implementing a new system, and will also identify any system performance standards required.
One	Plan for Phase II	Work with AR-UA to validate the appropriate approach and timelines for designing and developing the Arkansas Universal Assessment solution, using the functional and technical requirements defined and documented during Phase I. This planning will determine the scope of work for Phase II.
Two	Project Management Services	Continue to provide project management support through Phase II.
Two	Design Arkansas UA	Focus on “how” these requirements are designed, coded, and implemented.
Two	Develop Arkansas UA	Construct Arkansas Universal Assessment according to the requirements set forth in previous tasks.
Two	Conduct Arkansas UA Testing	Utilize to address issues and test application integrity.
Two	Plan for Pilot and Implementation	Planning for application pilot and implementation.
Two	Project Completion	Implementation completed to DHS specifications.

2.6 **TESTING REQUIREMENTS**

Selected software contractor **will** work with AR-UA to develop the acceptance criteria for each deliverable. The criteria **will** be based on mutually agreed upon deliverable outlines. At the beginning of each phase, selected software contractor **will** provide AR-UA with outlines for all deliverables for that phase. The deliverable outlines **will** establish the purpose of the deliverable and describe the content. **Bidders must provide in their RFQ response a detailed description of their processes for determining acceptance standards for projects.**

Each project deliverable **shall** be subject to review by AR-UA to verify that it satisfies the acceptance criteria.

2.7 **TRAINING**

- As an integral part of this RFQ response, thorough, hands-on training **must** be provided on-site for 10 people.
 - Training **shall** take place in Little Rock, Arkansas once implementation has been completed.
 - Training **shall** provide for the effective use in system administration, operation, and reporting.
- **At no charge**, the contractor **must** provide one (1) set of technical documentation.
- **Vendors shall provide with their RFQ response a detailed description of their training methodology.**
- **Vendor shall provide with their RFQ response samples of training materials.**

SECTION 3 CRITERIA FOR SELECTION

The vendor should address each item listed in this RFQ to be guaranteed a complete evaluation. After initial qualification of responses, selection of the qualified vendor will be determined in Committee by evaluation of several factors.

Submission of a response implies vendor acceptance of the evaluation technique and vendor recognition that subjective judgments must be made by the Arkansas Department of Human Services Evaluation Team during the assignment of rating points.

RFQ responses shall be evaluated by the Arkansas Department of Human Services Evaluation Team. Other agencies and consultants of DHS may also examine documents.

Vendor Response To:	
Project Overview	
Vendor Qualifications	
Vendor Experience	
Number of Years in Business	
Key Personnel	
Vendor Commitment	
Innovation	
Vendor Methodology	
Support and Service	
Vendor Support Processes	
Vendor Experience	
Project Management	
Testing	
Training	
Training Methodology	
Training Materials	
Total Possible Points	

TERMS & CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the invitation for bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The State reserves the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the State.
3. **BID SUBMISSION:** Bids must be submitted to the Office of State Procurement on this form, with attachments when appropriate, on or before the date and time specified for bid opening. If this form is not used, the bid may be rejected. The bid must be typed or printed in ink. The signature must be in ink. Unsigned bids will be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Each bid should be placed in a separate envelope completely and properly identified. Late bids will not be considered under any circumstances.
4. **PRICES:** Quote F.O.B. destination. Bid the unit price. In case of errors in extension, unit prices shall govern. Prices are firm and not subject to escalation unless otherwise specified in the bid invitation. Unless otherwise specified, the bid must be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the bid invitation.
5. **QUANTITIES:** Quantities stated in term contracts are estimates only, and are not guaranteed. Bid unit price on the estimated quantity and unit of measure specified. The State may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Any catalog brand name or manufacturer's reference used in the bid invitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The State reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the State may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this bid invitation. If the bidder takes no exception to specifications or reference data in this bid he will be required to furnish the product according to brand names, numbers, etc., as specified in the invitation.
7. **GUARANTY:** All items bid shall be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the bid invitation. The bidder hereby guarantees that everything furnished hereunder will be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it will conform thereto and will serve the function for which it was furnished. The bidder further guarantees that if the items furnished hereunder are to be installed by the bidder, such items will function properly when installed. The bidder also guarantees that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The bidder's obligations under this paragraph shall survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, must be furnished free of expense to the State. Each sample should be marked with the bidder's name and address, bid number and item number. If samples are not destroyed during reasonable examination they will be returned at bidder's expense, if requested, within ten days following the opening of bids. All demonstrators will be returned after reasonable examination.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and requirements of the specifications, the cost of the sample used and the reasonable cost of the testing shall be borne by the bidder.
10. **AMENDMENTS:** The bid cannot be altered or amended after the bid opening except as permitted by regulation.
11. **TAXES AND TRADE DISCOUNTS:** Do not include state or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
12. **AWARD:** Term Contracts: A contract award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a

purchase order from the ordering agency. Firm Contracts: A written state purchase order authorizing shipment will be furnished to the successful bidder.

13. LENGTH OF CONTRACT: The invitation for bid will show the period of time the term contract will be in effect.

14. DELIVERY ON FIRM CONTRACTS: The invitation for bid will show the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the bidder cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Office of State Procurement has the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere and any additional cost will be borne by the vendor.

15. DELIVERY REQUIREMENTS: No substitutions or cancellations are permitted without written approval of the Office of State Procurement. Delivery shall be made during agency work hours only 8:00 a.m. to 4:30 p.m., unless prior approval for other delivery has been obtained from the agency. Packing memoranda shall be enclosed with each shipment.

16. STORAGE: The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.

17. DEFAULT: All commodities furnished will be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications authorize the Office of State Procurement to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor must give written notice to the Office of State Procurement and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the bidders list or suspension of eligibility for award.

18. VARIATION IN QUANTITY: The State assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.

19. INVOICING: The contractor shall be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the invitation for bid, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary State agencies. Invoices must be sent to the "Invoice To" point shown on the purchase order.

20. STATE PROPERTY: Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of the State, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the F.O.B. point properly identifying what is being returned.

21. PATENTS OR COPYRIGHTS: The contractor agrees to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.

22. ASSIGNMENT: Any contract entered into pursuant to this invitation for bid is not assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.

23. OTHER REMEDIES: In addition to the remedies outlined herein, the contractor and the State have the right to pursue any other remedy permitted by law or in equity.

24. LACK OF FUNDS: The State may cancel this contract to the extent funds are no longer legally available for expenditures under this contract. Any delivered but unpaid for goods will be returned in normal condition to the contractor by the State. If the State is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission. If the contractor has provided services and there are no longer funds legally available to pay for the services, the contractor may file a claim.

25. DISCRIMINATION: In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the bidder agrees that: (a) the bidder will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the bidder will state that all qualified applicants will receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the bidder will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the bidder to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause shall be deemed a breach

of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the bidder will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.

26. CONTINGENT FEE: The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the bidder for the purpose of securing business.

27. ANTITRUST ASSIGNMENT: As part of the consideration for entering into any contract pursuant to this invitation for bid, the bidder named on the front of this invitation for bid, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.

28. DISCLOSURE: Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.