

State of Arkansas
INSURANCE DEPARTMENT
DIVISION OF SENIOR HEALTH INSURANCE INFORMATION PROGRAM (SHIIP)
1200 West Third Street
Little Rock, Arkansas 72201

REQUEST FOR QUALIFICATIONS (RFQ)

RFQ Number: MIPPA-2013-001	Project Manager: Melissa Simpson
Commodity: Medicare Subsidy Applications and Assistance	Initial Bid Opening Date: 10/31//2013 This solicitation is open-ended. RFQs may be submitted at any time during the year or during any authorized renewal period.
Date: 10/1/2013	Initial Bid Opening Time: 3:30 p.m. Central Standard Time

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

Vendors are responsible for delivery of their RFQ documents to the Arkansas Insurance Department (AID) 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 AID office street address prior to the scheduled time for RFQ opening. Delivery providers, USPS, UPS, and FedEx deliver mail to the AID mailing address on a schedule determined by each individual provider. These providers will deliver to AID offices based solely on the AID mailing address.

MAILING ADDRESS		BID OPENING LOCATION	
ARKANSAS INSURANCE DEPARTMENT ATTN: SHIIP DIVISION 1200 WEST THIRD STREET LITTLE ROCK, AR 72201 PHONE: 501-371-2872		ARKANSAS INSURANCE DEPARTMENT HEARING ROOM 1200 WEST THIRD STREET LITTLE ROCK, AR 72201	
USE INK ONLY. UNSIGNED RFQ's WILL NOT BE CONSIDERED			
Company Name:			
Business Designation: Circle one	Government	501(c)3 Nonprofit	
Name (type or print):			
Title:			
Address:			
Telephone Number:			
Fax Number:			
E-Mail Address:			
Signature:		Date:	
<i>Use ink only. Unsigned proposals will not be considered.</i>			
Federal Employer ID Number			

FAILURE TO PROVIDE TAXPAYER IDENTIFICATION NUMBER MAY RESULT IN RFQ REJECTION

Table of Contents

	PAGE NUMBER
DELIVERY OF RESPONSE DOCUMENTS	3
MINORITY BUSINESS POLICY LANGUAGE	3
REQUIREMENT OF AMENDMENT	3
ALTERATION OF ORIGINAL RFQ DOCUMENT	3
ADDITIONAL TERMS AND CONDITIONS	3
EMPLOYMENT OF ILLEGAL IMMIGRANTS	4
EQUAL EMPLOYMENT OPPORTUNITY POLICY	4
EO-98-04 GOVERNOR'S EXECUTIVE ORDER	4
PAST PERFORMANCE	4
ANTICIPATION TO AWARD	4
SECTION 1: GENERAL INFORMATION	
1.0 INTRODUCTION	5
1.1 ISSUING AGENCY	5
1.2 CAUTIONS TO VENDOR	5
1.3 RFQ FORMAT	5
1.4 QUALIFICATION TERM	5
1.5 PROPRIETARY INFORMATION	5
1.6 RESERVATION	6
1.7 CLARIFICATION OF RFQ AND QUESTIONS	6
1.8 PRIME CONTRACTOR RESPONSIBILITY	6
1.9 CONTRACT INFORMATION	6
1.10 DEFINITION OF TERMS	7
1.11 CONDITIONS OF CONTRACT	7
1.12 STATEMENT OF LIABILITY	7
1.13 QUALIFICATIONS	7
1.14 PUBLICITY	7
1.15 CONFIDENTIALITY	7
1.16 TERMINATION OF CONTRACT	8
1.17 RECORDS	8
1.18 NEGOTIATIONS	8
1.19 RFQ OPENING DATE AND LOCALION	8
1.20 PROPOSED TIMELINE	8
SECTION 2: SCOPE OF WORK	
2.0 PURPOSE	9
2.1 VENDOR ELIGIBILITY	9
2.2 VENDOR MINIMUM QUALIFICATIONS	9
2.3 TARGET POPULATION	9
2.4 REQUIRED SERVICES TO CLIENTS	10
2.5 MIPPA COUNSELOR CERTIFICATION	10
2.6 ADDITIONAL REQUIREMENTS	10
2.7 REPORTING REQUIREMENTS	11
2.8 RFQ SUBMISSION	12
SECTION 3: RESPONSE DOCUMENT	13
SECTION 4: STANDARD TERMS AND CONDITIONS	18
ATTACHMENTS	21

1. **DELIVERY OF RESPONSE DOCUMENTS:** In accordance with the Arkansas Procurement Law and Regulations, it is the responsibility of vendors to submit bids on or before the date and time at the place set in the RFQ solicitation documents. RFQ documents received at the Arkansas Insurance Department (AID) after the date and time designated for opening are considered late submission's and shall not be considered. Submission documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which RFQ the submission is intended.
2. **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. Vendors unable to include minority-owned business as subcontractors "may explain the circumstances preventing minority inclusion".

AR Certification number: _____

Check minority type:

African American_____ Hispanic American_____ American Indian_____
Native American_____ Asian_____ Pacific Islander_____

3. **LANGUAGE:** Submissions will only be accepted in the English language.
4. **CURRENCY:** All bid pricing must be in United States dollars and cents.
5. **REQUIREMENT OF AMENDMENT:** THIS RFQ MAY BE MODIFIED ONLY BY ADDENDUMS WRITTEN AND AUTHORIZED BY THE ARKANSAS INSURANCE DEPARTMENT (AID). Bidders are cautioned to ensure they have received or obtained and responded to any and all addendums to the RFQ prior to submission. There will be no addendums to a submission 72 hours prior to the RFQ opening. It is the responsibility of the vendor to check the AID website, <http://www.insurance.arkansas.gov/Seniors/divpage.htm> for any and all addendums up to that time.
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 AID. This does not eliminate a Bidder from taking exception(s) to non-mandatory terms and conditions, but does clarify that the Bidder cannot change the original document's written or electronic language. If the Bidder wishes to make exception(s) to any of the original language, it must be submitted by the Bidder in separate written or electronic language in a manner that clearly explains the exception(s). If Bidder's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Bidder's response may be declared as "nonresponsible" and the response shall not be considered.
7. **ADDITIONAL TERMS AND CONDITIONS:** The Arkansas Insurance Department 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 that conflict with mandatory terms and conditions required by law. In signing and submitting his submittal, 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 an RFQ, shall be grounds for rejecting a submission.

8. **EMPLOYMENT OF ILLEGAL IMMIGRANTS:** In compliance with Arkansas Code Annotated §19-11-105, all bidders must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in their contract with the State. Bidders shall certify online at: <https://www.ark.org/dfa/immigrant/index.php/disclosure/submit/new>. Bidders must provide a printed confirmation of completion from the website.
9. **EQUAL EMPLOYMENT OPPORTUNITY POLICY:** In compliance with Arkansas Code Annotated §19-11-104, the AID is required to have a copy of the Bidders Equal Employment Opportunity Policy prior to issuing a contract award. EEO Policies may be submitted in electronic format to the following email address: Melissa.simpson@arkansas.gov or as a hard copy accompanying the solicitation response.

The AID will maintain a file of all vendor EEO policies submitted in response to solicitations issued by this office. The submission is a one- time requirement, but Bidders are responsible for providing updates or changes to their respective policies, and for supplying EEO policies upon request to other state agencies that must also comply with this statute. Bidders that do not have an established EEO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.
10. **EO-98-04 GOVERNOR'S EXECUTIVE ORDER:** Vendors should complete the Disclosure form posted with this RFQ.
11. **PAST PERFORMANCE:** In accordance with provisions of The State Procurement Law, R2: 19-11-230 Competitive Sealed Proposals – Responsibility of offeror paragraph (b) (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 (3) 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 (Vendor Performance Report), memo, file or any other appropriate authenticated notation of performance to the vendor files.
12. **ANTICIPATION TO AWARD:** After complete evaluation of the bid, the anticipated award will be posted on the AID website www.insurance.arkansas.gov the purpose of the posting is to establish a specific timeframe in which vendors and agencies are aware of the anticipated award. The bid results will be posted for a period of fourteen days (14) prior to the issuance of any award. Vendors and agencies are cautioned that these are preliminary results only and no official award will be issued prior to the end of the 14 days posting period. Accordingly, any reliance on these preliminary results is at the agency's/vendors' own risk.

The AID reserves the right to waive the polity of Anticipation to Award when it is in the best interest of the State. Vendors are responsible for viewing the Anticipation to Award section of the AID website at www.insurance.arkansas.gov

SECTION 1: GENERAL INFORMATION

1.0 INTRODUCTION

The Arkansas Insurance Department (AID) division of Senior Health Insurance Information Program (SHIIP) seeks to award multiple contracts in Arkansas with 501(c)3 nonprofits, faith-based organizations or local, city or township government organizations deliver local, grassroots programs with two primary functions;

- (1) to educate Medicare beneficiaries about disease prevention and wellness promotion, namely Medicare Preventive Services, and
- (2) to assist limited income Medicare beneficiaries in completing applications for Medicare Subsidies known as Medicare Savings Programs and Extra Help.

The goal of the Senior Health Insurance Information Program (SHIIP) is to complete a minimum of 1,150 Extra Help and/or Medicare Savings Program applications and to conduct outreach and enrollment events targeting limited income Medicare beneficiaries.

1.1 ISSUING AGENCY

The AID SHIIP issues this RFQ. The issuing office is the sole point of contact in the State for the selection process. Questions regarding RFQ related matters should be addressed to Melissa Simpson at Melissa.simpson@arkansas.gov

1.2 CAUTIONS TO VENDOR

The AID reserves the right to reject this RFQ, if it is in the best interest of the State to do so. Submissions will be rejected for one or more reasons including but not limited to the following:

1. Failure to provide three (3) vendor references for required services (see Attachment 1).
2. Failure to sign the Official RFQ. An official authorized to bind the vendor to a resultant contract must have signed the original RFQ that is submitted.
3. 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 this RFQ.
4. Failure of any proposed services to meet or exceed a requirement as outlined in this RFQ.
5. Vendor(s) must **submit and original and four (4) copies (marked copy) of the submission** as well as electronic version via email to Melissa.simpson@arkansas.gov.

1.3 RFQ FORMAT

Any statement in this document that contains the word “**must**”, “**shall**”, or “**will**” means that compliance with the intent of the statement is mandatory, and failure by the bidder(s) to satisfy that intent will cause the proposal to be rejected. **Bidders must respond to each item or question of the RFQ Response Document in Section 3. Vendors should complete Section 3 Parts 1, 2 and 3 and submit responses with other required forms as their bid.**

1.4 QUALIFICATION TERM

The term of the qualified vendor list shall be for one (1) year. Names may be added as qualified vendors are approved. The list shall be reviewed annually and upon mutual agreement shall be reissued or six (6) one (1) year periods of a portion thereof. In no case will the list be in place longer than seven (7) years from the original start date of the list.

1.5 PROPRIETARY INFORMATION

- Proprietary information submitted in response to this RFQ will be processed in accordance with applicable State of Arkansas procurement procedures.
- Qualifications and documents pertaining to the RFQ become the property of the State and shall be open to public inspection.

- Should a firm require non-disclosure of any information, **the vendor must submit one complete copy of the submission 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 should be submitted on a CD or flash drive. Except for the redacted information, the redacted copy 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. The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor. If you do not send a redacted copy your entire submission will be open to public inspection. If the State of Arkansas deems redacted information to be subject to the FOIA the vendor will be contacted prior to sending out the information.

1.6 RESERVATION

This RFQ does not commit the Arkansas Insurance Department (AID) to award a contract, to pay costs incurred in the preparation of a submission in response to this request, or to procure or contract for service. The State reserves the right to accept or reject, in part or in its entirety, any or all submissions received as a result of this 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 vendors to better interpret the information contained in the RFQ, **written questions will be accepted until the close of business 10/17/2013.** Vendor questions submitted in writing will be consolidated and responded to by the AID. The consolidated written state response will be posted on the AID website on or before the close of business on 10/21/2013. Questions should be sent to Melissa Simpson Melissa.simpson@arkansas.gov. Answers to verbal questions may be given as a matter of courtesy and must be evaluated at vendor's risk.

AID SHIIP will host a conference call to review written responses on 10/21/2013
 9:30 – 11:00 a.m. CST
 Dial-in #: 1-888-363-4735
 Passcode: 970-8550

1.8 PRIME CONTRACTOR RESPONSIBILITY

In the event a contract is issued as a result of this RFQ, the following shall apply:

- A. The selected vendor(s) will be required to assume prime contractor responsibility for the contract and will be the sole point of contact.
- B. AID reserves the right to interview the key personnel assigned by the successful vendor to a project and to recommend and/or require reassignment of personnel deemed unsatisfactory by the department. All such request must be submitted to AID prior to making any request to the vendor.
- C. AID reserves the right to approve subcontractors for a project and to require primary contractors to replace subcontractors who are found to be unacceptable. All such request must be submitted to AID prior to making any request to the vendor.
- D. If any part of the work is to be subcontracted, vendor must submit a list of subcontractors, including:
 1. firm name and address,
 2. contact person,
 3. complete description of work to be subcontracted, and
 4. descriptive information concerning subcontractor's organizational activities.
- E. The vendor shall give the Contract Administrator immediate notice in writing by certified mail of any action or suit filed and prompt notice of any claim made against the vendor by any subcontractor which, in the opinion of the vendor, may result in litigation related in any way to the contract or the State.

1.9 CONTRACT INFORMATION

In the event a contract is issued as a result of this RFQ, the following will apply:

- A. The State of Arkansas may not contract with another party.

1. Upon default, to pay all sums to become due under a contract.
 2. To pay damages, legal expenses or other costs and expense of any party.
 3. To continue a contract once the service has been cancelled.
 4. To agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
 5. To conduct litigation in a place other than Pulaski County, Arkansas.
- B. A party wishing to contract with the State of Arkansas shall:
1. Include in its contract that the laws of the State of Arkansas govern the contract.
 2. Acknowledge in its contract that contracts become effective when awarded by the State Procurement Official.

1.10 DEFINITION OF TERMS

The Arkansas Insurance Department (AID) made every effort to use industry-accepted terminology in this RFQ and it will attempt to further clarify any point or item in question. The term bidder, vendor, responder and contractor are used synonymously in this document.

Abbreviation	Definition
AID	Arkansas Insurance Department
CCF	Client Contact Form
CMS	Centers for Medicare & Medicaid Services
LIS	Low-Income Subsidy also known as Extra Help
MAT	Minimum Attainment Level
MSP	Medicare Savings Programs
NPR	National Performance Rating
PAM	Public and Media Activity Form
SHIIP	Senior Health Insurance Information Program
SHIIP Counseling	Medicare information and assistance
SHIPTalk.org	Online database for CCF & PAM Reporting hosted by CMS

1.11 CONDITIONS OF CONTRACT

If a contract is issued to a qualifying vendor(s) 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 a contract which in any manner affect the completion of the work. The qualified vendor(s) 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 qualified vendor(s).

1.12 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 items to be delivered or to be used in the installation of deliverables. At no time will the State be responsible for, or accept liability for, any vendor-owned items.

1.13 QUALIFICATIONS

Vendors meeting all requirements of this RFQ will be placed on the qualified vendor list.

1.14 PUBLICITY

News 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 AID. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the vendor's response. The AID Official will not initiate any publicity relating to this procurement action before the qualification process is completed and any resulting contract is issued.

1.15 CONFIDENTIALITY

The qualified vendor(s) shall be bound to confidentiality of any information that its employees may become aware during the qualification process. In the event a contract is awarded, consistent and/or uncorrected breaches of confidentiality may constitute grounds for disqualification.

1.16 TERMINATION OF CONTRACT

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

1.17 RECORDS

The Vendor(s) shall be required to maintain all pertinent financial and accounting records and evidence pertaining to any resulting contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access will be granted upon request, to State or Federal Government entities or any of their duly authorized representatives. Financial and accounting records shall be made available, upon request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

1.18 NEGOTIATIONS

As provided in this RFQ and under regulations, discussions may be conducted with qualified vendors determined to be reasonably susceptible of being selected for a contract for the purpose of obtaining clarification and negotiation of contract terms and conditions.

1.19 RFQ OPENING DATE AND LOCATION

Submissions must be received prior to 10/31/2013 @ 3:30 p.m. to be considered as part of the initial bid with the planned start date of 11/21/2013.

The RFQ is open-ended. Bids will be accepts any time after the opening date during the entire time the RFQ is in effect. Submissions shall be publicly opened and announced at that time and become public information under the laws of the State of Arkansas.

1.20 PROPOSED TIMELINE

Event	Date
RFQ issued	10/1/2013
Letter of Intent due date. Submit the Letter of Intent Form (Attachment 2).	10/15/2013
Written questions due date	10/17/2013
Conference call to review responses to written questions	10/21/2013 9:30 – 11:00 a.m. CST Dial-in #: 1-888-363-4735 Passcode: 970-8550
Date for opening of proposals	10/31/2013 @ 3:30 p.m.
Completion of proposal evaluation and potential awardee selection	11/7/2013
Anticipation of Award letter posted	11/7/2013
Anticipated Contract start	11/21/2013

SECTION 2: SCOPE OF WORK

2.0 PURPOSE

This Request for Qualification (RFQ) sets forth requirements of the Arkansas Department of Insurance division of Senior Health Insurance Information Program (SHIIP) to develop a list of qualified vendors capable and willing to assist limited income Medicare beneficiaries with the following:

1. to complete online applications for subsidy programs called Extra Help and Medicare Savings Programs, and
2. to promote the Medicare wellness and preventive service benefits.

The RFQ is open-ended and providers may submit qualifications at any time during the year or any extension period. The AID may add qualified vendors at any time during the term or an authorized extension. The qualification period will be for one year with an option to extend in one year increments up a total of seven (7) years if funds are available.

Vendor(s) must meet the minimum qualifications listed in this Request for Qualifications (RFQ). Vendors should address all of the requirements for qualification. The Issuing Officer will send subsequent mailings related to this RFP, including answers to questions and any amendments to the RFP, only to respondents that submitted letters of intent.

2.1 VENDOR ELIGIBILITY

In order to qualify, respondents must meet the following requirements.

- A. Eligible respondents include;
 1. 501(c) 3 nonprofits,
 2. faith-based organizations, or
 3. local, city or township government organizations.
- B. Eligible respondents must possess an employer identification number, may not be on the either the state or federal barred provider list, and may not be delinquent on federal or state taxes.
- C. Eligible respondents **must not** be health insurance issuers, subsidiaries of a health insurance issuer, or professional associations that include members of or lobbies on behalf of the insurance industry.
- D. Eligible respondents **must not** be licensed agents or brokers or work on behalf of the insurance industry.

2.2 VENDOR MINIMUM QUALIFICATIONS

- A. Demonstrate ability to serve Medicare recipients and their caregivers through existing relationships or the ability to form relationships. Be sure to list partnerships or planned partnerships in the Response Document Part 1 Vendor Narrative as well as Part 2 Partnership and Local Counseling Site charts.
- B. Provide brief explanations to address each of the questions in the Response Document Part 3.

2.3 TARGET POPULATION

Bidders must demonstrate ability to serve Medicare recipients, their caregivers and those nearing Medicare eligibility through existing relationships or the ability to form relationships within the vendor narrative. Be sure to list partners in the partnership chart in the Response Document Part 1 as well. Beneficiaries receive Medicare for one of the following four reasons:

1. Age 65 or older,
2. Deemed disabled by the Social Security Administration and drawing Social security Disability Income for 24 months,
3. Diagnosed with end-stage Renal Disease (ESRD), or
4. Diagnosed with Lou Gehrig 's disease or ALS.

CMS details additional subcategories of target populations including:

1. Limited-income,

2. Limited English proficiency,
3. Low literacy,
4. Rural populations,
5. Persons with disabilities, and
6. Dual eligible (persons eligible for Medicare and Medicaid).

The RFQ Response Document Part 3 requires specific plans to target the additional subcategories listed above.

2.4 REQUIRED SERVICES TO CLIENTS

Successful applicants will provide MIPPA Counseling services including but not limited to the following:

1. Recognize the parts of Medicare, what services and benefits and supplies are covered by each part, and associated costs for the beneficiary
 - a. Explain basic insurance concepts and terminology
 - b. Determine client eligibility for Medicare
 - c. Describe the difference between Parts A, B, C and D
 - d. Describe Medicare health and prescription benefits and exclusions
 - e. Explain costs related to Medicare
2. Identify enrollment processes, enrollment periods, and eligibility requirements for Medicare prescription drug coverage, and assistance programs
 - a. Explain the Medicare enrollment and disenrollment process
 - b. Explain premium penalties applicable to beneficiary's situation
 - c. Explain how to enroll and disenroll from a plan
3. Select programs to help pay Medicare costs for people with limited income and resources
 - a. Explain Medicare Savings Programs (MSP) eligibility and enrollment
 - b. Explain Low-Income Subsidy (LIS) also known as Extra Help eligibility and enrollment
 - c. Explain how these programs work with Medicare
 - d. Explain who processes these applications
 - e. Provide application assistance to likely eligible persons
 - f. Explain coverage for those eligible for Medicare and Medicaid (duals)
4. Use appropriate online resources.
 - a. www.medicare.gov to compare plans and find information
 - b. www.accessarkansas.gov to apply for Medicare Savings Programs online
 - c. www.ssa.gov to apply for Extra Help and Medicare Parts A & B

2.5 MIPPA COUNSELOR CERTIFICATION

Successful respondents will be required to ensure that individuals under their direction (staff and volunteers) providing MIPPA Counseling complete MIPPA Counselor Certification requirements subsequent to awarding any resulting contract. The MIPPA Counselor Certification Program includes training and testing. MIPPA Counselors must pass the certification exam with an 80% score.

2.6 ADDITIONAL REQUIREMENTS

- A. Contract awardees must accept inquiry referrals seeking help with Extra Help and Medicare Savings Program from the SHIP office for those residing in the bidder's service area.
- B. Contract awardees must use zip code data to identify highest concentrations for likely eligible applicants. Conduct outreach activities including:
 1. A minimum of two outreach events in the bidder's service area, and
 2. Placement of two information stations in the bidder's service area

- a. The information station must be placed outside the bidder's office or satellite offices.
 - b. Bidders must visit the information station at least every other month very other month to determine if individuals are taking materials. Restock the Information Station if necessary. If none of the materials have been removed, then move the Information Station to another location. SHIIP will provide materials for the Information Station. Call or email SHIIP to reorder supplies.
- C. Contract awardees must screen potential applicants via SHIIP provided tools like the Save Money brochure and report those not meeting initial eligibility via a monthly report.
 - D. Contract awardees must provide application assistance via online applications for likely eligible applicants through accessarkansas.gov and ssa.gov
 - E. Contract awardees must increase awareness of Medicare health and wellness benefits including Preventive Services and the Annual Wellness Visit.
 - F. Successful respondents will ensure that individuals under their direction perform the following activities:
 - 1. Provide information and services in a fair, accurate and impartial manner;
 - 2. Maintain personal privacy in accordance with HIPAA;
 - 3. Provide information in a manner that is culturally and linguistically appropriate to the needs of the Medicare population, including individuals with limited English proficiency; and ensure accessibility and usability of tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.
 - 4. Must receive no financial consideration directly or indirectly from an insurance company or Medicare drug or health plan.

2.7 REPORTING REQUIREMENTS

Contract awardees must comply with the following reporting requirements;

- A. Complete an EZ **Client Contact Form (CCF)** or EZ **Public and Media Form (PAM)** form for each client and event.
 - 1. Submit an EZ CCF for client inquiries based on the Centers for Medicare & Medicaid Services definition of a contact. Contact includes in-person, email, postal mail, fax, and phone inquiries. No more than one form per client is to be submitted per day. An EZ CCF is included as an attachment.
 - 2. Submit an EZ PAM for activities based on the Centers for Medicare & Medicaid Services definition of an activity. An EZ PAM is included as an attachment.
- B. Register MIPPA Certified Counselors and staff providing support services (appointments, referrals, etc.) in SHIPTalk.org.
- C. Review the list of SHIPTalk.org users and report staff and volunteer changes to the SHIIP State Office on the following dates: Apr. 1 and July 1.
- D. Assign a minimum of one (1) staff member to review monthly dashboard reports provided by the SHIIP State Office detailing the successful bidder's progress to its goals for level of service (submitted applications). The agency must review the dashboard and provide and email response detailing successful strategies or, if needed, plans for improvement.
- E. Provide a year-end report in September 2014 updating progress to RFQ proposed activities.

2.8 RFQ SUBMISSIONS

Submissions must include the following;

	One original and four (4) copies of the bidder's response to RFQ.
	Cover letter including estimated application goal
	Signed the cover letter
	Email copy of the bidders response to the RFQ to Melissa.simpson@arkansas.gov
	Vendor must submit (3) references via Attachment 1
	Completed Section 3: RFQ Response Document Parts 1-4

Mail or deliver to:

AID SHIIP
Attn: Melissa Simpson
1200 West Third Street
Little Rock, AR 72201

SECTION 3: MIPPA RFQ RESPONSE DOCUMENT

PART 1 - VENDOR NARRATIVE

Response must not exceed 400 words. Responses exceeding the word limit will not be considered.

Detail your organization’s background and qualifications. Be sure to include your organization’s experience serving Medicare recipients and their caregivers through existing relationships or the ability to form relationships. Remember to list partnerships in the chart in Part 2.

PART 2 – PARTNERSHIPS AND LOCAL COUNSELING SITES

Using the template below, list **partnerships** with organizations that will assist in completing MIPPA Counseling Services.

Partner Organization Name	What target population or geographic areas will be reached or serve through this partnership?	What specific activities do you plan to undertake with this partner? Do you have a written Agreement with this partner?	Is this a current partnership or is it a planned new partnership?	Desired Outcome

Using the template below, list all **Local Counseling Sites** where the bidder will provide application assistance. Sites may include satellite offices, libraries, senior centers, assisted living facilities, etc.

Name of Local Counseling Organization	Is this organization paid to provide counseling? (Y/N)	Is there a written agreement in place with this local counseling organization? (Y/N)	What is the service area of this local organization (provide county, city, or other local identification of service area)?	What are the responsibilities of this local program (example – counselor recruitment, training, local counseling services, local outreach coordination, NPR reporting)?

PART 3 – WORK PLAN DETAILS AND ASSURANCES

Responses per individual question must not exceed 250 words.

1. Will your organization submit a monthly report and invoice with required backup documentation by the 10th of each month for the previous month’s services? If yes, detail which staff person(s) will have primary responsibility for this task. (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

2. Will your organization ensure that individuals under its direction (staff and volunteers) providing MIPPA Counseling complete MIPPA Counselor Certification requirements subsequent to awarding any resulting contract? The MIPPA Counselor Certification Program includes training and testing. MIPPA Counselors must pass the certification exam with an 80% score. (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

3. Will your organization accept inquiry referrals for persons seeking help with Extra Help and Medicare Savings Program applications from the SHIP office for those residing in the bidder’s service area? (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

4. Based on the county or zip code data provided in Attachment 5, detail the following using the table below:

Hint: If your organization submitted a proposal previously for MIPPA funds, the likely eligible data is the same as the previous announcement.

County or Zip Code	Number of likely eligibles	Bidders Application Goal	Estimated staff/volunteer time to complete applications
<i>Ex. St. Francis County</i>	<i>221</i>	<i>32</i>	<i>30 hours</i>
Total	3,399	50	75

5. Will your organization comply with the Information Station installation and monitoring requirements? The requirement appears below. If yes, provide a list of potential sites for Information Stations in your service area. (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

Install and monitor a minimum of two (2) Information Stations within contractor service area at a location other than the contractor’s workplace. Do not propose setting up the Information Stations at the organization’s main office or satellite locations. Visit the Information Stations at

least every other month to determine if individuals are taking materials. Restock the Information Station if necessary. If none of the materials have been removed, move the Information Station to another location. SHIIP will provide materials for the Information Station, call or email SHIIP to reorder supplies.

Potential Information Station Site	Reason for selection
<i>Ex. St. Francis County Library</i>	<i>Library offers Senior Tuesday computer sessions</i>

6. Will your organization comply with the outreach requirements? If yes, include the plan to organize or participate in a minimum of two (2) enrollment events and two (2) outreach activities. Be sure to include Medicare Preventive Services as well as Extra Help and Medicare Savings Programs. Use the following chart to specify activities and anticipated outcomes.

The purpose of an enrollment event to help people complete applications for subsidy programs. It is a specific time and place the contractor will assist beneficiaries with application completion. Service provided in the contractor's office during regular business hours is not an enrollment event.

The purpose of outreach activities is to educate the public about Medicare Savings Program and Extra Help. Outreach may include, but is not limited to, emails, mailings, public service announcements, newspaper advertisements, or participation in a local health fair or public event targeting Medicare beneficiaries.

WHO	ACTIVITY	WHEN	WHERE	EXPECTED OUTCOME
<i>Example- Karen Smith</i>	<i>Visit the Mayor of Anytown to educate about Medicare Savings Programs and Extra Help</i>	<i>Nov. 2, 2011</i>	<i>Mayor's Office</i>	<i>Mayor's office helps get the word out about application assistance via newspaper, website, and presentations to local groups.</i>
<i>Example- Karen Smith</i>	<i>4-hours Enrollment Event</i>	<i>Nov. 15, 2011</i>	<i>City Hall</i>	<i>Mayor will send press release. Host enrollment event with the Mayor. Estimated 10 applications completed during event.</i>

WHO	ACTIVITY	WHEN	WHERE	EXPECTED OUTCOME

7. Will your organization screen potential applicants via SHIP provided tools like the Save Money brochure and report those not meeting initial eligibility via a monthly report? If yes,

explain the organization's process to screen applicants. (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

8. Will your organization provide application assistance via online applications for likely eligible applicants? If yes, detail specific actions your organization will take to provide access to online applications through accessarkansas.gov and ssa.gov (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

9. Will your organization increase awareness of Medicare health and wellness benefits including Preventive Services and the Annual Wellness Visit? If yes, detail the specific activities will your organization conduct to increase awareness? (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

10. Will your organization comply with the reporting requirements listed on page 11 of this RFQ? (Yes or No – Note that an answer of Yes is required to be eligible for funding.)

SECTION 4: STANDARD 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 Arkansas Insurance Department (AID).

2. ACCEPTANCE AND REJECTION: The AID 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 AID.

3. BID SUBMISSION: Bids must be submitted to the AID 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 AID 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. Could add something here about quality assurance

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 Arkansas Insurance Department (AID) 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 AID. 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 AID 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 AID 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 AID 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 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 AID. 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 AID, 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 AID 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 AID 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 AID. If the AID 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.

Attachment 1

Vendor's References

1. Company Name: _____
 2. Contact Name: _____
 3. Contact's Title: _____
 4. City: _____ State: _____
 5. E-Mail Address: _____
 6. Telephone Number and Area Code: _____
 7. Description of Services Furnished: _____
-

1. Company Name: _____
 2. Contact Name: _____
 3. Contact's Title: _____
 4. City: _____ State: _____
 5. E-Mail Address: _____
 6. Telephone Number and Area Code: _____
 7. Description of Services Furnished: _____
-

1. Company Name: _____
 2. Contact Name: _____
 3. Contact's Title: _____
 4. City: _____ State: _____
 5. E-Mail Address: _____
 6. Telephone Number and Area Code: _____
 7. Description of Services Furnished: _____
-

Attachment 2

LETTER OF INTENT

Please complete and return this Letter of Intent Form if your organization intends to submit a response to this RFQ. Completion does not obligate the submission of a response. It does, however, add your organization to the distribution list for updates regarding the RFQ as well as responses to written questions from potential bidders.

Submit form to: Melissa Simpson
AID SHIIP
1200 West Third Street
Little Rock, AR 72201
Fax: 501-371-2781
Email: Melissa.simpson@arkansas.gov

Intent to submit response:

Name of Proposing Organization: _____

Type of Organization (circle one): 501 (c)3 Nonprofit Faith-based Government

Address: _____

City, State, Zip: _____

Contact Person #1: _____

Contact Person #1 Title: _____

Email: _____

Phone: _____ Fax: _____

List a second contact if desired.

Contact Person #2: _____

Contact Person #2 Title: _____

Email: _____

Phone: _____ Fax: _____

Attachment 3 - COVER LETTER

Proposer Information

Agency Name:

Agency Contact Person and Title:

Federal Employer ID Number:

Address:

Telephone:

Fax:

Email:

Project Contact Information

Project Coordinator(s) Name

Address:

Telephone:

Fax:

Email:

Proposal Information

County(ies) Served:

Proposed Number of Completed Applications:

Extra Help Applications _____

Medicare Savings Applications _____

I acknowledge the obligations of any contract awarded in connection with this proposal and affirm that the Proposer Agency is a legal entity that will meet the specifications set forth in the RFQ.

Signature in ink by the individual authorized to legally bind the proposer. _____ Date _____
Unsigned proposals will not be considered.

Attachment 4 Proposal Checklist

Submissions must include the following:

Check here	Requirement
	One original and four (4) copies of the bidder's response to RFQ.
	Cover letter including estimated application goal
	Signed the cover letter
	Email copy of the bidders response to the RFQ to Melissa.simpson@arkansas.gov
	Vendor must submit (3) references via Attachment 1
	Completed Section 3: RFQ Response Document Parts 1-4

Mail or deliver to:

AID SHIIP
Attn: Melissa Simpson
1200 West Third Street
Little Rock, AR 72201

Attachment 5
Zip Code Data for Extra Help Likely Eligible Medicare Beneficiaries

Sorted by County

County	Zip code	Total Medicare Beneficiaries Eligible for Part D	Estimated Number in Target Audience	Estimated Percent in Target Audience	FIPS State & Count Code
Arkansas	72042	1,120	81	7.23	05001
Arkansas	72160	2,026	125	6.17	05001
Arkansas	72073	252	10	3.97	05001
Ashley	71646	1,268	91	7.18	05003
Ashley	71635	2,743	116	4.23	05003
Baxter	72623	204	31	15.20	05005
Baxter	72537	287	31	10.80	05005
Baxter	72651	418	37	8.85	05005
Baxter	72544	194	17	8.76	05005
Baxter	72626	410	33	8.05	05005
Baxter	72635	900	70	7.78	05005
Baxter	72658	528	38	7.20	05005
Baxter	72531	222	14	6.31	05005
Baxter	72653	8,973	482	5.37	05005
Baxter	72642	959	44	4.59	05005
Baxter	72519	758	17	2.24	05005
Benton	72734	1,116	72	6.45	05007
Benton	72745	1,359	65	4.78	05007
Benton	72761	2,890	116	4.01	05007
Benton	72751	896	34	3.79	05007
Benton	72756	5,461	160	2.93	05007
Benton	72712	3,958	109	2.75	05007
Benton	72719	501	11	2.20	05007
Benton	72736	946	20	2.11	05007
Benton	72758	3,364	35	1.04	05007
Benton	72715	5,905	43	0.73	05007
Benton	72714	2,860	16	0.56	05007
Boone	72662	703	61	8.68	05009
Boone	72644	688	53	7.70	05009
Boone	72601	6,133	401	6.54	05009
Boone	72633	304	13	4.28	05009
Boone	72611	414	14	3.38	05009
Bradley	71631	158	13	8.23	05011
Bradley	71671	1,937	113	5.83	05011
Bradley	71647	371	21	5.66	05011
Calhoun	71744	705	14	1.99	05013
Carroll	72616	1,949	174	8.93	05015

Carroll	72638	1,147	82	7.15	05015
Carroll	72632	1,146	77	6.72	05015
Carroll	72631	1,600	88	5.50	05015
Chicot	71640	746	57	7.64	05017
Chicot	71653	1,173	50	4.26	05017
Chicot	71638	839	27	3.22	05017
Clark	71743	774	58	7.49	05019
Clark	71962	179	13	7.26	05019
Clark	71921	715	50	6.99	05019
Clark	71923	2,739	136	4.97	05019
Clay	72456	140	15	10.71	05021
Clay	72422	1,263	123	9.74	05021
Clay	72461	953	72	7.56	05021
Clay	72435	134	10	7.46	05021
Clay	72454	1,288	96	7.45	05021
Cleburne	72523	266	27	10.15	05023
Cleburne	72131	1,055	81	7.68	05023
Cleburne	72067	897	63	7.02	05023
Cleburne	72530	461	27	5.86	05023
Cleburne	72543	3,425	150	4.38	05023
Cleveland	71665	1,197	107	8.94	05025
Cleveland	71660	233	17	7.30	05025
Columbia	71740	358	39	10.89	05027
Columbia	71753	2,827	180	6.37	05027
Columbia	71752	231	14	6.06	05027
Columbia	71770	775	32	4.13	05027
Columbia	71861	550	16	2.91	05027
Conway	72027	303	37	12.21	05029
Conway	72157	337	29	8.61	05029
Conway	72063	334	26	7.78	05029
Conway	72110	2,524	157	6.22	05029
Conway	72127	444	26	5.86	05029
Conway	72030	192	11	5.73	05029
Craighead	72417	618	42	6.80	05031
Craighead	72401	8,294	414	4.99	05031
Craighead	72437	651	31	4.76	05031
Craighead	72404	2,692	125	4.64	05031
Craighead	72416	964	44	4.56	05031
Craighead	72447	441	19	4.31	05031
Craighead	72411	453	18	3.97	05031
Crawford	72946	721	67	9.29	05033
Crawford	72952	552	45	8.15	05033
Crawford	72934	170	12	7.06	05033
Crawford	72956	5,505	361	6.56	05033
Crawford	72921	2,455	145	5.91	05033
Crawford	72932	350	15	4.29	05033
Crawford	72947	1,009	43	4.26	05033

Crittenden	72376	364	38	10.44	05035
Crittenden	72331	574	48	8.36	05035
Crittenden	72327	290	16	5.52	05035
Crittenden	72364	1,624	82	5.05	05035
Crittenden	72301	3,728	171	4.59	05035
Cross	72324	455	46	10.11	05037
Cross	72347	194	16	8.25	05037
Cross	72396	2,551	186	7.29	05037
Dallas	71763	382	28	7.33	05039
Dallas	71742	1,236	59	4.77	05039
Desha	71654	907	45	4.96	05041
Desha	71639	1,259	59	4.69	05041
Drew	71655	2,309	159	6.89	05043
Drew	71675	405	24	5.93	05043
Faulkner	72047	181	15	8.29	05045
Faulkner	72058	2,250	173	7.69	05045
Faulkner	72173	1,218	59	4.84	05045
Faulkner	72032	4,121	180	4.37	05045
Faulkner	72106	1,063	39	3.67	05045
Faulkner	72034	4,761	134	2.81	05045
Franklin	72928	167	20	11.98	05047
Franklin	72949	2,125	170	8.00	05047
Franklin	72821	406	22	5.42	05047
Franklin	72933	963	39	4.05	05047
Fulton	72538	131	18	13.74	05049
Fulton	72576	1,049	49	4.67	05049
Fulton	72583	398	17	4.27	05049
Fulton	72554	834	34	4.08	05049
Garland	71968	877	63	7.18	05051
Garland	71949	400	25	6.25	05051
Garland	71901	5,810	312	5.37	05051
Garland	71956	393	17	4.33	05051
Garland	71964	674	28	4.15	05051
Garland	71913	10,022	362	3.61	05051
Garland	71909	8,724	65	0.75	05051
Grant	72057	189	19	10.05	05053
Grant	72150	2,180	157	7.20	05053
Greene	72412	132	12	9.09	05055
Greene	72436	214	16	7.48	05055
Greene	72450	6,679	367	5.49	05055
Greene	72443	626	30	4.79	05055
Greene	72451	313	10	3.19	05055
Hempstead	71847	137	10	7.30	05057
Hempstead	71855	156	11	7.05	05057
Hempstead	71801	2,442	148	6.06	05057
Hempstead	71838	222	13	5.86	05057
Hempstead	71862	172	10	5.81	05057

Hot Spring	71941	404	29	7.18	05059
Hot Spring	71929	871	62	7.12	05059
Hot Spring	71933	255	16	6.27	05059
Hot Spring	72104	4,768	268	5.62	05059
Howard	71851	486	28	5.76	05061
Howard	71833	477	23	4.82	05061
Howard	71852	1,866	66	3.54	05061
Independence	72564	136	12	8.82	05063
Independence	72568	396	32	8.08	05063
Independence	72534	270	21	7.78	05063
Independence	72562	457	31	6.78	05063
Independence	72579	254	17	6.69	05063
Independence	72501	4,735	309	6.53	05063
Izard	72556	902	16	1.77	05065
Izard	72512	970	12	1.24	05065
Jackson	72112	2,141	170	7.94	05067
Jackson	72020	977	40	4.09	05067
Jackson	72473	551	19	3.45	05067
Jefferson	71601	2,550	216	8.47	05069
Jefferson	71602	2,855	229	8.02	05069
Jefferson	72152	128	10	7.81	05069
Jefferson	72079	130	10	7.69	05069
Jefferson	72132	521	40	7.68	05069
Jefferson	71603	6,227	284	4.56	05069
Jefferson	72004	295	11	3.73	05069
Johnson	72852	72	11	15.28	05071
Johnson	72830	2,714	215	7.92	05071
Johnson	72840	451	25	5.54	05071
Johnson	72846	815	37	4.54	05071
Johnson	72845	245	11	4.49	05071
Lafayette	71826	245	20	8.16	05073
Lafayette	71860	606	33	5.45	05073
Lafayette	71845	558	25	4.48	05073
Lawrence	72415	348	34	9.77	05075
Lawrence	72458	179	16	8.94	05075
Lawrence	72469	257	19	7.39	05075
Lawrence	72466	306	21	6.86	05075
Lawrence	72433	656	43	6.55	05075
Lawrence	72476	1,660	93	5.60	05075
Lawrence	72459	326	17	5.21	05075
Lee	72368	279	17	6.09	05077
Lee	72360	1,418	69	4.87	05077
Lincoln	71667	1,551	59	3.80	05079
Little River	71822	1,835	171	9.32	05081
Little River	71866	145	11	7.59	05081
Little River	71836	603	38	6.30	05081
Logan	72855	1,527	129	8.45	05083

Logan	72851	175	14	8.00	05083
Logan	72943	546	42	7.69	05083
Logan	72863	323	21	6.50	05083
Logan	72865	238	11	4.62	05083
Logan	72951	231	10	4.33	05083
Logan	72927	1,903	82	4.31	05083
Lonoke	72086	1,918	128	6.67	05085
Lonoke	72007	917	49	5.34	05085
Lonoke	72176	987	45	4.56	05085
Lonoke	72024	762	26	3.41	05085
Lonoke	72046	896	26	2.90	05085
Lonoke	72023	4,523	74	1.64	05085
Madison	72776	144	17	11.81	05087
Madison	72773	195	19	9.74	05087
Madison	72740	1,895	85	4.49	05087
Madison	72727	911	23	2.52	05087
Madison	72738	487	12	2.46	05087
Marion	72661	234	20	8.55	05089
Marion	72687	1,608	110	6.84	05089
Marion	72634	1,239	50	4.04	05089
Miller	71854	6,112	468	7.66	05091
Miller	71837	834	47	5.64	05091
Miller	71834	338	16	4.73	05091
Mississippi	72315	3,606	199	5.52	05093
Mississippi	72370	1,388	76	5.48	05093
Mississippi	72442	936	46	4.91	05093
Mississippi	72358	265	11	4.15	05093
Mississippi	72438	542	15	2.77	05093
Monroe	72021	1,066	57	5.35	05095
Monroe	72029	472	15	3.18	05095
Montgomery	71961	219	24	10.96	05097
Montgomery	71970	183	19	10.38	05097
Montgomery	71960	329	25	7.60	05097
Montgomery	71957	1,031	56	5.43	05097
Nevada	71858	382	23	6.02	05099
Nevada	71835	269	14	5.20	05099
Nevada	71857	1,362	63	4.63	05099
Ouachita	71751	190	13	6.84	05103
Ouachita	71726	418	27	6.46	05103
Ouachita	71701	4,173	269	6.45	05103
Ouachita	71720	551	25	4.54	05103
Ouachita	71764	454	17	3.74	05103
Perry	72025	236	16	6.78	05105
Perry	72126	923	49	5.31	05105
Perry	72125	222	10	4.50	05105
Perry	72853	510	21	4.12	05105
Perry	72070	380	13	3.42	05105

Perry	72016	515	17	3.30	05105
Phillips	72374	163	12	7.36	05107
Phillips	72355	516	32	6.20	05107
Phillips	72390	1,563	90	5.76	05107
Phillips	72342	1,107	56	5.06	05107
Phillips	72366	576	24	4.17	05107
Pike	71940	384	33	8.59	05109
Pike	71950	236	17	7.20	05109
Pike	71958	576	35	6.08	05109
Pike	71943	961	45	4.68	05109
Poinsett	72432	1,369	102	7.45	05111
Poinsett	72354	517	25	4.84	05111
Poinsett	72472	2,051	96	4.68	05111
Poinsett	72365	759	28	3.69	05111
Poinsett	72386	359	10	2.79	05111
Polk	71953	3,800	392	10.32	05113
Polk	71945	324	28	8.64	05113
Polk	71937	436	36	8.26	05113
Polk	71973	205	11	5.37	05113
Pope	72858	519	50	9.63	05115
Pope	72843	448	32	7.14	05115
Pope	72823	1,369	83	6.06	05115
Pope	72802	3,401	191	5.62	05115
Pope	72837	1,591	79	4.97	05115
Pope	72847	566	28	4.95	05115
Pope	72801	2,551	110	4.31	05115
Pulaski	72117	2,410	186	7.72	05119
Pulaski	72114	2,132	139	6.52	05119
Pulaski	72135	465	28	6.02	05119
Pulaski	72118	3,485	186	5.34	05119
Pulaski	72113	2,641	121	4.58	05119
Pulaski	72206	4,586	210	4.58	05119
Pulaski	72202	1,711	77	4.50	05119
Pulaski	72204	4,294	180	4.19	05119
Pulaski	72209	3,285	135	4.11	05119
Pulaski	72076	5,609	167	2.98	05119
Pulaski	72120	5,131	135	2.63	05119
Pulaski	72210	2,039	45	2.21	05119
Pulaski	72211	2,520	54	2.14	05119
Pulaski	72116	4,251	87	2.05	05119
Pulaski	72205	3,567	68	1.91	05119
Pulaski	72207	1,776	20	1.13	05119
Pulaski	72212	2,012	22	1.09	05119
Pulaski	72223	2,388	23	0.96	05119
Pulaski	72227	2,155	16	0.74	05119
Randolph	72478	92	14	15.22	05121
Randolph	72444	493	49	9.94	05121

Randolph	72455	2,992	215	7.19	05121
Randolph	72460	178	10	5.62	05121
Randolph	72434	494	24	4.86	05121
Saline	72011	628	31	4.94	05125
Saline	72065	736	32	4.35	05125
Saline	72015	4,405	183	4.15	05125
Saline	72022	1,783	74	4.15	05125
Saline	72002	2,068	69	3.34	05125
Saline	72019	3,591	109	3.04	05125
Saline	72103	1,995	22	1.10	05125
Scott	72958	1,707	88	5.16	05127
Searcy	72650	1,226	28	2.28	05129
Searcy	72645	538	11	2.04	05129
Sebastian	72937	746	54	7.24	05131
Sebastian	72940	473	34	7.19	05131
Sebastian	72936	2,277	146	6.41	05131
Sebastian	72941	921	52	5.65	05131
Sebastian	72901	3,264	181	5.55	05131
Sebastian	72944	580	31	5.34	05131
Sebastian	72938	302	12	3.97	05131
Sebastian	72904	3,162	117	3.70	05131
Sebastian	72903	4,623	158	3.42	05131
Sebastian	72916	1,244	36	2.89	05131
Sebastian	72908	2,085	58	2.78	05131
Sevier	71846	532	42	7.89	05133
Sevier	71842	387	24	6.20	05133
Sevier	71832	1,516	87	5.74	05133
Sharp	72532	474	44	9.28	05135
Sharp	72542	1,150	100	8.70	05135
Sharp	72482	415	34	8.19	05135
Sharp	72577	141	10	7.09	05135
Sharp	72521	1,033	52	5.03	05135
Sharp	72529	1,627	32	1.97	05135
St. Francis	72394	121	11	9.09	05123
St. Francis	72346	138	12	8.70	05123
St. Francis	72335	2,178	162	7.44	05123
St. Francis	72372	466	21	4.51	05123
St. Francis	72326	496	15	3.02	05123
Stone	72663	72	13	18.06	05137
Stone	72533	113	19	16.81	05137
Stone	72680	206	15	7.28	05137
Stone	72051	144	10	6.94	05137
Stone	72560	2,695	171	6.35	05137
Union	71758	111	14	12.61	05139
Union	71747	266	17	6.39	05139
Union	71762	584	35	5.99	05139
Union	71765	565	30	5.31	05139

Union	71730	6,431	332	5.16	05139
Union	71749	603	20	3.32	05139
Van Buren	72153	677	39	5.76	05141
Van Buren	72031	1,937	88	4.54	05141
Van Buren	72039	448	18	4.02	05141
Van Buren	72013	451	18	3.99	05141
Van Buren	72088	1,131	29	2.56	05141
Washington	72769	159	22	13.84	05143
Washington	72730	1,246	113	9.07	05143
Washington	72717	177	16	9.04	05143
Washington	72744	967	83	8.58	05143
Washington	72753	1,445	123	8.51	05143
Washington	72959	598	50	8.36	05143
Washington	72774	1,072	65	6.06	05143
Washington	72704	1,895	97	5.12	05143
Washington	72701	4,020	182	4.53	05143
Washington	72762	4,200	170	4.05	05143
Washington	72764	4,634	143	3.09	05143
Washington	72703	3,430	82	2.39	05143
White	72081	1,471	115	7.82	05145
White	72143	5,688	406	7.14	05145
White	72102	560	36	6.43	05145
White	72010	1,292	82	6.35	05145
White	72121	593	33	5.56	05145
White	72136	326	16	4.91	05145
White	72137	513	25	4.87	05145
White	72012	2,000	79	3.95	05145
White	72082	466	18	3.86	05145
Woodruff	72101	775	53	6.84	05147
Woodruff	72006	612	30	4.90	05147
Yell	72834	1,980	112	5.66	05149
Yell	72842	372	15	4.03	05149
Yell	72824	287	11	3.83	05149
Yell	72833	717	10	1.39	05149