

1. On Pg 6- 1.8 c & d) will volunteers be considered subcontractors?

Volunteers are not considered subcontractors.

2. P. 12 – 2.6 A----Can you send inquiry referrals and transferred calls from SHIP toll free line and via email to our main Office because Case Managers/SHIP Counselors may be out making home visits, on annual leave, ill, Meeting, etc?

Yes, the applicant will define which phone number(s) receive the referred calls prior to the contract start date.

3. P. 12 – Should Staff member be different from Person in 2.6 D?

The purpose of Section 2.6.D on page 12 is to confirm that at least one person is a SHIIP Counselor and is a permanent employee of the applicant.

The person required to review the monthly dashboard described in Section 2.7.H does not have to be a SHIIP Counselor but should be employed by the applicant. The applicant will need to identify this person prior to the contract start date.

4. Pg 12- 2.7 A.) States CCF and PM may be entered on SHIPTalk.org OR upload data from a proprietary system if available. Does this mean we can choose to use SHIP reporter on SAMs/Harmony or SHIPTalk.org

Yes, the applicant may choose either system.

5. What number are you using for the MAT? Is it the same for all the state?

MAT is a national average. In AR it represents serving about 5% of the Medicare population in Arkansas or a total of 29,221. However, an MAT of 29,221 is the number of forms submitted not individual people so the 5% figure can be a little misleading.

In 2012, AR was at 60% of the MAT. I'm not suggesting we get to MAT. It would be great if we could but it's probably not realistic. In 2013, the goal is to achieve 70% of the MAT or a 10% increase of reporting in the state. The actual number will vary by applicant based on their service area.

If an applicant would like a list of estimates for its specific service area, email Melissa.simpson@arkansas and request a copy.

6. How do I estimate the contract amount? What should we put down for the proposed total client contact, public and media forms and contract amount?

Review the target percentages by county. A target for the applicants specific target area (list of counties) will be made available on request via email submitted to melissa.simpson@arkansas.gov

If the applicant provided SHIIP services previously and entered data into SHIPTalk.org, reports are available from the database. Email melissa.simpson@arkansas.gov for assistance accessing the reports is needed.

The inability to complete the proposed level of service/contract amount does not mean the applicant will not receive payment. The applicant will receive payment when the specific reporting targets are achieved. The reason for the estimation is to assist SHIIP in budgeting to determine which funds to reserve for the applicants.

7. Pg 14 part 2) What if we will not have partnerships for the counseling services? We use our SHIIP Counselors for CCF's only and plan to continue in this practice.

If there are no partnerships for service delivery, include a sentence in the chart noting staff will provide the service.

Examples of partnership might include working relationships with DHS County Offices, Social Security Administration, Senior Centers, etc.

8. On page 15 Part 3-PLAN TO ADDRESS PERFORMANCE MEASURES (PM) AND TARGET POPULATIONS, 1. PM 1. In order to answer the question is "What specific activities will your organization conduct to provide individual SHIIP counseling in your service area?". It is a requirement that we do all of the activities that are required services to the client as specified in Section 2.4. To list all of those activities is over 250 words.

- a. Can we just say that we will do all of those requirements without listing them?

Yes, the applicant may make an affirmative statement but it's not required since they are services the applicant must offer. The true intent is to get an idea of the agency's strategy to provide one-to-one assistance. For example, the applicant might note that they plan to review the Part D plans of 75% of their current clients or approximately 300 Medicare beneficiaries.

- b. Are you asking for a number in the response of client contacts we expect to provide per 1,000? Or is that part just stating the subject area and the response you are looking for is an answer to the second question about specific activities?

The Performance Measure (PM) is included to define the measure. The applicant is not required to provide a specific number per 1,000 Medicare beneficiaries.

The intent is for the applicant to answer the second question about the specific activities the applicant will complete.

9. Pg 16 2.6 #12) Does this mean one permanent employee solely as a SHIP counselor?

See page 12 Section 2.6.D. for more detail.

Successful respondents will have at least one individual SHIP Counselor on staff who is a permanent employee of the entity. SHIP Counselor entity staff may be full or part-time paid employees, contracted staff and/or volunteers.

The employee may have duties in addition to SHIP Counseling.

10. Pg 17 2.7 #17) w/Harmony? July 1st? Will we be able to do any back billing?

The contract start date is scheduled July 19, 2013. Back dating/billing is not available.

11. Pg. 21) Vendor's References, Why?

This is a standard request in an RFQ. It's similar to a grant request for letters of support.

Submissions and Forms

Illegal Immigrant Disclosure Form

12. There is no Bid Number listed on the RFQ but there is and RFQ Number. There is not enough space in the Bid Number section on the DFA Illegal Immigrant Contractor Disclosure Certification for the entire RFQ Number SHIP-2013-003. Is it acceptable to use the shortened RFQ Number of SHIP-2013 as the Bid Number?

Yes, the shortened version of SHIP-2013 is acceptable.

13. The RFQ lists 'Commodity: Medicare Information and Assistance,' so is the Contract Type 'Commodities'?

Yes, as follows below

Vendor Name= Applicant Organization Name

Contract Type= Commodity

Bid Number= SHIP-2013

Agency= Insurance Department

Electronic Copy

14. How do we submit the electronic version with signatures?

Please submit electronically only the responses to *Section 3: RFQ Response Document Part 1, 2 and 3*. The three parts of this section do not require signature. SHIIP will use responses to compile report to the Centers for Medicare & Medicaid Services as well as for update reports.

15. When preparing the response are we to just turn in the pages we are asked to fill out and our response to the Section 3 questions or are we to leave all that within the body of the RFQ. In other words can we cut out the description of requirements and so on from what is submitted and only submit the pages we have to fill out or attach and the narrative responses.

Please return only the items listed in the chart on page 13 pasted below.

2.3.1 RFQ SUBMISSIONS:

Submissions must include the following;

| | |
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| | Contract and Grant Disclosure Form |
| | One original and four (4) copies of the bidder's response to RFQ. |
| | Cover letter including estimated service/bid amount |
| | 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 |

Be sure and submit the applicants Equal Employment Opportunity statement and Employment of Illegal Immigrant Certification as well. These documents are required on page 4.

16. On the attachments with the Contract Bid, I am assuming that last 2 pages (Contract and Grant Disclosure Form), are only applicable if we were going to sub-contract any of the Counseling?

This is a required form of all contracts in State Government. Select the "no" box under the Subcontractor heading if your agency is not a subcontractor. Enter your agency's name, address, contact person, etc. under the Taxpayer ID Name