

DH-23-0004  
CONSOLIDATED QUESTION RESPONSE

Questions deemed to be non-substantive in nature or questions whose answers were not required to answer any of the RFP questions may not have been included in the Consolidated Response

1. Section 2.2 -34,35,36,39
- Could the Agency provide a breakdown of users that would login and access the following portals:
- a. Staff Portal
  - b. Applicant Portal
  - c. Licensee Portal
  - d. Business Portal
- Answer
- Any applicant or licensee that requires access to the online licensing program
2. E2 – 1.- b.
- Can the Agency elaborate on what roles would be required for each department staff, including levels of permissions they require?
- Answer
- Currently we are anticipating Agency Administrative and Departmental Administration user roles
3. Question
- We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive. Based on this definition, how many Named Users does the agency anticipate having on its new system?
- Answer
- Requested information is not required to answer any of the Proposal Packet questions
4. Question
- Your RFP mentions a need for certain third-party data-exchange interfaces. Please provide an inventory of these required system interfaces and the purpose of each. Also, please note if each interface will be one-way or two-way.
- Answer
- Requested information is not required to answer any of the Proposal Packet questions
5. Question
- Can the State list all the types of licenses, registrations, permits, etc. that the agency supports, the approximate number of entities applying for and holding each type, and specify which license type(s) will require which types of online functionality (e.g., online applications, renewals, verifications, disciplinary processes, reciprocity, reinstatement, etc.)?
- Answer
- Requested information is not required to answer any of the Proposal Packet questions
6. Question
- Can the State describe how payment processing works? Does the State work with a third party?
- Answer
- See Section 5 of the Tech Proposal Packet (Handling of Invoicing/fee Payments) item a.
7. Question
- Does the State audit or track licensee continuing education?

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- Answer** Within ADH, Specific Programs and Boards track licenses for continuing education
8. Question Provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required.
- Answer** Requested information is not required to answer any of the Proposal Packet questions
9. Question As a SaaS software provider, we have a standard license agreement and additional contract terms which need to be incorporated into the procurement process. Where in our response should these appear?
- Answer** They must not be included in your response. Any license agreements and/or contract terms will be negotiated with the successful respondent.  
Please see Para 1.7 item 3 on page 3 of 23 of the Solicitation document.
10. Question We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose from our full range of support options in the future?
- Answer** Pricing must be provided on the Official Bid Price Sheet which was posted on our website with the other bid documents. The only pricing to be provided is the Total Project Cost and and breakout pricing of the Total Project Cost.
11. Question Where information and images can be provided to clarify and serve to answer multiple questions, and/or this content does not fit well in the in-line response format, rather than repeat or cram such supporting information in-line, may vendors include supporting documents at the end of the main RFP response file, and reference specific documents in the in-line answers? If not, please elaborate on where/how such information should be included.
- Answer** Additional paperwork/documents, ancillary info, promotional/marketing material must not be included in the respondents Proposal Packet.  
Please see Para 1.7 item 3 on page 3 of 23 of the Solicitation document.
12. Question Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) How many different departments will be utilizing mobile investigators or field personnel? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field?
- Answer** Mobile Inspections are not an initial requirement, a request to the successful vendor may be made to provide as a future enhancement.

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13. Question With this number of boards and different departments, we would generally implement in a phased-in approach. Would the department of health consider a phased-in implementation approach?
- Answer** Acceptable implementation schedules and any order or phasing of implementation will be determined by the ADH and the successful vendor.
14. Question What is the budget for this project? If all cost proposals come in above a certain amount, would this RFP be cancelled? What is that amount? Did the legislature allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used?
- Answer** Requested information is not required to answer any of the Proposal Packet questions
15. Question Given the current solicitation timeline and section 1.9 indicating RFP questions being due 11/25, with answers to be posted on 11/30 just 5 business days ahead of the current RFP physical copy submission deadline of 12/7 that will provide key information for prospective contractors to adjust their proposals accordingly, can the State extend the submission due date by at least 2-4 weeks after answers to questions will be posted?
- Answer** Your attention is called to DH-23-0004 Addendum 1
16. Question Can the state confirm that physical printed copies of proposals are required for delivery (vs. email or online portal submission)?
- Answer** Your attention is called to section 1.7 para B. number 1. on page 3 of 23 of the Bid Solicitation Document and number 3 on page 4 of 23.
17. Question Regarding section 1.12 Pricing, what has ADH budgeted for both initial system implementation and deployment, as well as ongoing support, hosting, and software licensing over the duration of the aggregate contract term of seven (7) years?
- Answer** Your pricing must be provided in accordance with the categories shown on the Official Bid Price Sheet. Total Project Cost should be the cost for the initial term (1<sup>st</sup> Year) of the contract. When the ADH assigns a cost to the subsequent years of the contract the Initial Setup Fee, and training costs will be subtracted from the initial cost.  
**NOTE:** Your attention is called to; Section 4, para 4.6 on page 20 of 23 concerning Price Escalations.
18. Question Sub-section 28 of 2.2 Scope of Work refers to inspection information, Can ADH please confirm if mobile inspection capabilities are to be included? If so, please elaborate as to field inspection requirements, and if bidders should assume that the portable tablets for ADH inspection staff and internet connectivity will be supplied by ADH?
- Answer** Please see answer to question 12
19. Question 1.2 Type of Contract states the indicates the initial term will be for 12 months (1 year). For a project of this size and scope, including the conversion of data from multiple legacy systems, is ADH assuming the initial system implementation period and Go-Live will be 12 months from contract award?

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**Answer** The initial term of the contract will commence upon completion of all necessary approvals, including Arkansas Legislative approval. The approval process normally takes 45 days after completion of the Anticipation to Award process (14 days).

**20. Question** When does ADH desire the new Online Licensing program to Go-Live?

**Answer** Requested information is not required to answer any of the Proposal Packet questions

**21. Question** If a phased implementation approach is acceptable, what is the desired order for which ADH Programs are to be implemented? Please elaborate upon any timing considerations for when specific programs / areas / functions will need to be fully transitioned to the new solution.

**Answer** Acceptable implementation schedules and any order of implementation will be determined by the ADH and the successful vendor.

**22. Question** What software does ADH currently use, and how is that software supported?

**Answer** Requested information is not required to answer any of the Proposal Packet questions

**23. Question** For how long has ADH used its current software?

**Answer** Requested information is not required to answer any of the Proposal Packet questions.

**24. Question** Will vendors who are selected as finalists in the procurement process have the opportunity to present their solutions to ADH (e.g., demonstrations)?

**Answer** Live presentations are not a part of the scoring/selection process.

**25. Question** What flexibility, if any, does a prospective contractor have regarding the items described within the Official Bid Price Sheet should their pricing model not be based per Licensee or Group?

**Answer** There is no flexibility, pricing must be provided as shown in the Official Bid Price Sheet. Because the number of licensed users and groups will likely change over time pricing must be provided as prescribed.

**26. Question** Can a prospective contractor add row(s) and accompanying narrative to best convey and clarify the Pricing proposed (i.e., per deliverable, etc.) within the Official Bid Price Sheet?

**Answer** See answer to question twenty five (25)

**27. Question** Can a prospective contractor add row(s) and accompanying narrative to best convey and clarify the Pricing proposed (i.e., per deliverable, etc.) within the Official Bid Price Sheet?

**Answer** See answer to question eleven (11)

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- 28. Question** For the Information for Evaluation sections within the Technical Proposal Packet, can prospective contractors provide more thorough explanations / responses within an accompanying document to better convey examples and information, including screen shots, etc., with clear references to the Online Application and Licensing Renewal Requirements? Or are prospective contractors allowed to add rows / spaces below each specific requirement to do so within their proposal?
- Answer** See para 1.7 item 3.  
**3. DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.
- 29. Question** Section 1.1 Purpose Can the State please provide more details regarding the scope of work? How many and which Boards are in scope? How many and which license types are included? Are facilities included?
- Answer** Requested information is not required to answer any of the Proposal Packet questions.
- 30. Question** Section 2.2 Scope of Work #21- System Performance/Availability (Response time 90% under 1second) Will the State be willing to negotiate a different response time, such as 3 seconds?
- Answer** Any System Performance requirements may be negotiated with the successful respondent.
- 31. Question** Section 1.8 C. Organization of Response Documents - Please identify where these documents are for vendors to complete and submit. Proposed Subcontractors Form, Restriction of Boycott of Israel Certification, and the SF-LL Disclosure of Lobbying Activities
- Answer** Only the Proposed Sub-Contractor form need be filled out. The other forms will be filled out by the successful respondent.
- 32. Question** Section 1.7. B Can the State clarify if we can place all the electronic files on 1 USB drive, or do we need 4 separate flash drives?
- Answer** You will need four separate flash drives. The pricing must be sealed/package separately and clearly marked.  
**1.7 b.** The Official Bid Price Sheet, including the hard copy and electronic copy, must be separately sealed from the Technical Proposal Packet and must be clearly marked as "Pricing". Prospective contractor shall not include any pricing in the hard copies or electronic copies of the Technical Proposal Packet. Pricing must be proposed in U.S. dollars and cents.