

State of Arkansas DFA-OIS
Online Insurance Verification
RFP #: SP-18-0132
Template O-1 - Written Questions

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Answer
Example	Page 5, Paragraph 1, Section 1.1	<i>This Request for Proposals (RFP) is issued by the State of Arkansas (State) Office of State Procurement on behalf of the DFA-OIS.</i>	<i>Please confirm the issuing entity of this RFP is the Office of State Procurement.</i>	
1	Page 10, Section 1.19, B	EO Policies should be included as a hardcopy accompanying the solicitation response.	Could the State please specify in which section of the response the Equal Opportunity policy should be included?	Please include the EEO Policy, VPAT, and EO 98-04 Disclosure Form as attachments to Template T-7.
2	Page 15, Section 8F and Attachment A	The Contractor website must also allow small insurance companies with less than fifty (50) insurance policies to upload their customer's insurance information in a Microsoft excel format. There are approximately 60 insurance companies in Arkansas with less than 50 motor vehicle insurance policies.	Attachment A provides a list of the 409 Insurance companies providing motor vehicle insurance policies in Arkansas. Could the State please identify the 60 companies on this list that have less than 50 motor vehicle policies?	This information will be provided to the successful Contractor upon award.
3	Page 16, Section 2.7, A	The Contractor shall host the solution in a data center located in the continental United States of America and must include hardware which successfully meets the State's requirements for performance and capacity.	Could the State specify if there are any restrictions to hosting servers with AWS or Microsoft Azure as long as the servers are hosted in the continental United States?	There are no restrictions prohibiting the use of AWS or Microsoft Azure. Proposed hosting environment must meet all hosting requirements set forth in the RFP.
4	Page 16, Section 2.7, C	The Contractor shall be responsible for the acquisition and operation of all hardware, software, and network support related to the services being provided.	Could the State specify if there any restrictions on database products? For example, are products other than Oracle or Microsoft SQL allowed?	Please see updated Section 2.13 of the RFP.
5	Page 3, Section 1.1, Paragraph 1	entity names	Within our proposal, should we reference the DFA, the State, or the OSP as the subject entity (for example, "By implementing our solution, the DFA [or State or OSP] will be able to...")? All three entity names are used throughout the RFP with regard to the submission process and ongoing system usage, so we simply want to address our descriptions appropriately.	DFA or the State is acceptable.
6	Page 6, Section 1.7, Part C	submission requirements	Could you please confirm whether the following is the correct proposal submission inventory? <ul style="list-style-type: none"> •1 original printed Technical Proposal + 5 printed copies of the Technical Proposal •6 flash drives containing electronic Technical Proposal files •1 printed Cost Proposal •1 flash drive containing electronic Cost Proposal file •1 flash drive containing electronic Redacted Technical Proposal file(s) 	The correct inventory is as follows: <ul style="list-style-type: none"> •1 original printed Technical Proposal + 6 printed copies of the Technical Proposal •6 flash drives containing electronic Technical Proposal files •1 printed Cost Proposal (sealed seperately) •1 flash drive containing electronic Cost Proposal file (sealed seperately) •1 flash drive containing electronic Redacted Technical Proposal file(s)

7	Page 10, Section 1.23, Part B	submission of a Voluntary Product Accessibility Template (VPAT)	Is there a specific VPAT form you would like Prospective Contractors to complete and submit? (Some state entities have developed their own requirements for such documentation.)	Please use the VPAT2.2508 - July 2018 which can be found here: https://www.itic.org/policy/accessibility/vpat .
8	Page 17, Section 2.9, Part A	frequency of non-compliance letter mailing	Have you defined any specifications for the frequency (e.g., every 30 days or every 90 days) and/or the overall annual number of ongoing non-compliance letter campaigns?	Please see revised Section 2.9 of the RFP.
9	Page 17, Section 2.9, Part A	frequency of non-compliance letter mailing	Will a single letter be sent per instance of non-compliance? Or will a second "reminder" letter also be sent prior to registration revocation in cases where no response has been received?	Only one letter will be sent per instance. Please see updated Section 2.9.A. of the RFP.
10	Page 17, Section 2.9, Part A, Paragraph 1	receiving the file from DFA	What file would be sent from the DFA as part of the ongoing letter generation process?	Please see Section 2.5.C. of the RFP.
11	Page 17, Section 2.9, Part A, Paragraph 3	mailing of initial non-compliance letters	To clarify: Is it the intention of the DFA/State/OSP to provide its own data file containing the recipient details for the 450,000 initial non-compliance letters? •If so, from what source will this file be generated? •If not, will the Prospective Contractor generate the file from the new system or from another source?	Please see revised Section 2.9 of the RFP.
12	Page 21, Section 2.14, Part A, Paragraph 3	PMP certification	Is there an acceptable degree, amount of experience, or combination of degree and amount of experience that may be substituted for the PMP certification requirement for the Project Manager?	Please see updated Section 2.14.A. of the RFP.
13	Page 38, Paragraph 27	EO 98-04 disclosure	Could you please provide a copy of the disclosure form you would like Prospective Contractors to complete and submit? (Multiple versions are available on the Arkansas website.)	Disclosure Form has been added to the bid posting page on the OSP Website.
14	T-2, Page 3, Sections 1.2 and 1.3	Contractor should describe its experience verifying motor vehicle insurance coverage online for registered vehicles in at least one (1) state government installation that is the same size and scope	The requirements of these sections appear to be identical; the language in Section 1.3 is the same as the language in item 1 under Section 1.2. Is this an accidental duplication? If not, could you please clarify the intended differences between the Section 1.2 and Section 1.3 requirements?	Section 1.3 has been removed. Please see updated final Template T-2.
15	Page 3, Section 1.2-B	The anticipated starting date for any resulting contract is 05/01/2018, except that the actual contract start date may be adjusted forward unilaterally by the State for up to three calendar months. By submitting a signed proposal in response to the RFP, the Prospective Contractor represents and warrants that it will honor its proposal as being held open as irrevocable for this period.	Should this date read "5/01/2019"?	Yes. Please see updated Section 1.2.B.
16	Page 14, Section 2.5-C-7	The Contractor shall ensure the system uses a secure FTP server to send and receive large sets of files with motor vehicle registration information (approximately 3.5 million registrations per month) from the DFA AIRS DSMV System in a format to be designated by DFA.	Does this 3.5 million registrations include vehicles such as trailers that may be outside of the scope of this system?	This number will be adjusted to 3 million to reflect only the registrations in scope of this RFP. Please see updated Section 2.5.C.7. of the RFP.
17	Page 14, Section 2.5-D-3	The Contractor shall acquire weekly insurance information from all insurance companies issuing motor vehicle insurance in the State of Arkansas and store this information as part of the Contractor's solution.	The RFP is clear that weekly BOB files must be submitted, but are insurance companies also to provide access to their Web Services for real-time verification?	Yes.

18	Page 16, Section 2.6-D	The System shall have a ninety (90) percent or great user response time of under one (1) second.	System response times are sub second; however, if web services interface with insurance companies is required, system response times are dependent on insurance web service response times. The IICMVA OLV Web Services Guide V7 states that "median response time is approximately five (5) seconds."	Please see revised Section 2.6.D. of the RFP.
19	Page 17, Section 2.9-A-1	The letter must be mailed within fourteen (14) days of receiving the file from DFA.	Is the contractor required to only issue letters within 14 days of receiving the registration file? Is the State open to alternate processes and timelines that have been proven to effectively identify uninsured motorists and mail letters while minimizing the burden on citizens and the State operations?	Please see revised Section 2.9 of the RFP.
20	Page 17, Section 2.9-A-3	The Contractor shall develop a process by which the initial batch of approximately 450,000 non-compliance letters will be staggered so that all letters in the initial batch are not sent in the first month after the system goes live. The initial batch of 450,000 non-compliance letters shall be sent within the first one hundred twenty (120) days after the system goes live. The Contractor shall submit the proposed plan to the State for approval prior to go-live.	Based on our experience with insurance verification systems, we respectfully request the State reconsider this requirement. Sending 450,000 letters over four (4) months immediately following implementation will significantly impact State and Contractor operations. When establishing this new process its considered a best practice to gradually increase letter numbers over an extended period (12 months recommended).	Please see revised Section 2.9 of the RFP.
21	Page 19, Section 2.11-A-2	Customer support shall be available to Arkansas citizens and Insurance Companies Monday – Friday 7:00 a.m. – 7:00 p.m. Central Time, excluding State holidays.	We request the State consider changing this to 8:00 AM - 5:00 PM Central. In order to provide the best customer support it's necessary to contact the insurance company regarding insurance policy status and customer compliance. These insurance company resources are not available after 5:00 PM Central.	The State will not change this requirement.
22	Page 20, Section 2.11-B-9	The Contractor shall communicate any issues and the action(s) being taken to resolve them to the State's designee within two (2) hours of the incident.	Please define "them". Is the State referring to Emergency Technical issues?	This requirement has been removed.
23	Page 21, Section 2.14-A-3	Be Project Management Professional (PMP) certified.	We respectfully request that the State consider a Masters in Business Administration and experience successfully implementing insurance verification systems in lieu of the Project Manager PMP requirement.	Please see response to #12.
24	Page 27, Section 2.20-C	The Contractor shall notify the State of a security breach as soon as practicable, but no later than twenty-four (24) hours after the event is identified and the Contractor becomes aware of it.	Page 29, Table 1, Performance Standards, Security Breach Notification - requires notification to the Contract Monitor within one hour. This is inconsistent. If the requirement will remain one hour, is this one hour from the event, or when the contractor becomes aware of the event?	Both Section 2.20 and Performance Standards will be updated to 4 hours. Please see updated RFP.
25	Page 29, Table 1 Performance Standards- Notice Mailings	\$1,000.00 per day, for each day past ninety (90) days until all of the initial 450,000 non-compliance letters have been sent.	Should this be "(120) days"?	Please see updated Section 2.9 and updated Performance Standard.
26	Template T-5 Requirements Approach	7.0 Training (from TOC)	There is no corresponding Training section in Template T-5; however, the training plan is required in Template T-6.	This is correct. Training Plan is required in Template T-6. There is not a training section for response in Template T-5.
27	General	State letter process.	Can the State please define the letter/suspension process. Once a letter is sent, does the customer have a certain number of days to respond with evidence of insurance before the suspension begins? Will there be only one letter sent or will subsequent letters be sent following the initial letter (example: second letter sent on suspension begin date)?	Customer has fourteen (14) calendar days to respond. Only one letter will be sent. Please see updated Section 2.9 of the RFP.
28			Whether companies from Outside USA can apply for this? (like,from India or Canada)	Yes, however, all work must be performed from within the United States. Please see updated Section 2.7.I. of the RFP.

29			Whether we need to come over there for meetings?	Please see Section 2.15.B. of the RFP.
30			Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No. Please see updated Section 2.7.I of the RFP.
31			Can we submit the proposals via email?	No.
32	Bid Opening Date		Given the holidays we ask that the State extending the Proposal Opening Date by one week.	The opening date has been extended to January 24th, 2019.