



SOLICITATION AMENDMENT #1

YH21-0002 Arizona Housing Program "AHP" Administration Services	Solicitation Due Date: November 19, 2020 3:00 pm Arizona Time	Procurement Officer: Cynthia Smolens Email: procurement@azahcccs.gov
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A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

Paragraph # or Title	Page #	Amendment
Special Instructions to Offerors	31	Section 5 Submission of Proposal: The SFTP deadline date is corrected to match all other areas of the RFP: November 4, 2020
Exhibit A – Proposal Submission Instructions	1	Section 2 -AHCCCS Electronic Data Exchange Request Form has been revised to correct the instructions for completing the form. The new revised Exhibit A is attached and incorporated as part of this Amendment 1.
Attachment B, Part 2, 4.B		The sentence is revised as follows: "Does the Offeror have additional strategies or metrics for evaluating and/or monitoring housing administration effectiveness or programmatic performance?" A revised Attachment B is incorporated.

The attached Answers to Questions are incorporated as part of this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: SIGNATURE ON FILE
TYPED NAME:	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE:



ANSWERS TO VENDOR QUESTIONS

Arizona Housing Program “AHP” Administration Services #YH21-0002

Question #	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response																				
1.	Arizona Behavioral Health Corporation	5.2.	6 & 7	How many households are served in scattered site vouchers by GSA?	The following data reflects average monthly leased units by GSA in the Scattered Site and CLP programs for the year period from 10.1.19 through 9.30.20 and reflects a utilization rate of 93.4% of the RHBAs’ stated capacity. This data is slightly different (5 less households) than totals shown in the RFP due to additional data gathered in the last two months that was not available at the time of the RFP release.																				
2.	Arizona Behavioral Health Corporation	5.2.	6 & 7	How many households are served in Community Living Program units by GSA?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>GSA</th> <th>Scattered</th> <th>CLP</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>South/Tucson</td> <td>514</td> <td>314</td> <td>828</td> </tr> <tr> <td>Central/Maricopa</td> <td>1,250</td> <td>550</td> <td>1,800</td> </tr> <tr> <td>North</td> <td>12</td> <td>210</td> <td>222</td> </tr> <tr> <td>TOTALS</td> <td>1,776</td> <td>1,074</td> <td>2,850</td> </tr> </tbody> </table>	GSA	Scattered	CLP	Total	South/Tucson	514	314	828	Central/Maricopa	1,250	550	1,800	North	12	210	222	TOTALS	1,776	1,074	2,850
GSA	Scattered	CLP	Total																						
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North	12	210	222																						
TOTALS	1,776	1,074	2,850																						
3.	Arizona Behavioral Health Corporation	5.2.	6 & 7	Can AHCCCS provide a breakdown of the AHP by current provider organization in each of the GSAs?	This information is not available at this time.																				
4.	Arizona Behavioral Health Corporation	5.2.1.3.	7	Can AHCCCS provide information related to eviction prevention funding, including the number of households assisted and the total amount of financial assistance expended by GSA in the last fiscal year?	RBHAs do not currently fund, administer, or report eviction prevention services uniformly. As a result, AHCCCS cannot provide specific numbers regarding persons served.																				
5.	Arizona Behavioral Health	5.2.1.3.	7	Please confirm if the Eviction Prevention and Housing Support Programs is for members with an SMI designation in RBHA plans only, or also	One time assistance programs such as Eviction Prevention and Housing Support Programs may serve both persons determined SMI as well as GMH/SUD members.																				



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	Corporation			available for members with GMH/SUD needs in ACA plans.	Funding/reimbursement for GMH/SUD members would be limited to those who were Medicaid (TXIX) eligible and would be limited to Supported Housing Fund resources.
6.	Arizona Behavioral Health Corporation	7.6	20	The description of advanced funds and subsequent reconciliation of prepayments and expenses differs substantially in the Scope of Work and the Draft Permanent Supportive Housing Guidebook. Can AHCCCS clarify which methodology will be used?	The Guidebook included with the Bidder’s Library and supplemental materials is a draft and will be updated prior to program implementation. For all issues including advanced funds and subsequent reconciliation where the RFP differs from the Guidebook, the Contractor shall use the standard set forth in the RFP.
7.	Arizona Behavioral Health Corporation	7	19	Would AHCCCS consider separate budgets and PUPM rates for the three separate program components, i.e., Scattered Sites program, Community Living program, and Eviction Prevention and Housing Support Activities, separately and by GSA?	AHCCCS is requesting a single PUPM rate covering all program elements to allow comparison of cost structures between applicants to allow for competitive review and scoring. While pricing score will be based on the single PUPM, the applicant may include an alternative pricing schedule as supplemental information.
8.	Arizona Behavioral Health Corporation	7	19	Would AHCCCS consider reimbursing the contractor for their start-up costs associated with the transition rather than including them in the first year PUPM fee?	No.
9.	Arizona Complete Health-Complete Care Plan	B.1 c ii iii And xi	6	What member health information from AHCCCS and/or MCOs will the Contractor be required to secure and track in order to B.1.cii. coordinate the prioritization of homeless members in need to housing, iii. manage the waitlist over time to offer housing units to members based on changing healthcare needs xi. Manage financial resources to	Formal processes, documentation related to member health information required to coordinate referrals, prioritization, waitlists and other coordination between the AHP Housing Administrator and the RHBAs and their Providers will be finalized during the transition and implementation processes with the selected vendor. This will include establishing appropriate policies and



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				insure the fair allocation of funding based on AHCCCS population needs by geographic service area/county and regardless of MCO affiliation/membership (particularly with rural counties across Balance of State so that resources remain fairly allocated vs being drawn into Maricopa County)	standards around release of information, confidentiality and other legal privacy issues related to sharing of member health information. AHCCCS has provided a draft Housing Guidebook in the Bidder’s Library within the RFP posting on the AHCCCS website. The Guidebook provides initial concepts regarding eligibility and referral processes, waitlist prioritization, and care coordination documentation and reporting. In general, providers will be responsible for submitting complete housing applications attesting to the eligibility, housing need and any special program considerations (ex: ACT Team Housing) in the referral process. The Providers will be responsible for updating any change related to changed health care status that may affect housing eligibility or waitlist status. Standardized Housing Administrator waitlist data and referrals by GSA may be used to inform need and resource allocation between GSAs.
10.	Arizona Complete Health-Complete Care Plan	B.2b	7	What will be the required elements of the housing plan, and what sources of data will be required to reflect need by geographic service area/county regardless of MCO affiliation/membership.	AHCCCS will work with the contracted AHP Housing Administrator to identify specific requirements of the annual housing plan but at minimum, the annual Housing Plan should include information necessary to assist the Housing Administrator and AHCCCS prepare program and budget projections including need by GSA. Some key information may include contractor key program metrics and trends, waitlist numbers and timing, assessment of housing market/environment (rent trends and projections, vacancy projections, legal changes, specific



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					regional concerns, etc.), and projection of AHP housing capacity for coming year based on financial and program data. Key Housing Administrator reporting requirements are included in the RFP.
11.	Arizona Complete Health-Complete Care Plan	B.2c. i.b i.c and 2d.	7	What health risk information from AHCCCS/MCOs will the Contractor be required to obtain and consider to B.2c.i.b. determine the relative need of members on the waitlist (ie. Basis for member need) c. document care coordination and outcomes and 2d. screen members for AHCCCS AHP housing eligibility	Formal processes and documentation will need to be established with the MCOs and providers once an AHP Housing Administrator is selected. AHCCCS has provided a draft Housing Guidebook. The Guidebook provides some initial concepts regarding eligibility and referral processes, waitlist prioritization, and care coordination documentation and reporting. The AHP Housing Administrator and AHCCCS will work with the MCOs and their providers to establish and document specific procedures and standards in the Guidebook as well as other required program documentation that will be created. In general, providers will be responsible for submitting complete housing applications and documentation verifying the eligibility, housing need and any special program considerations (ex: ACT Team Housing) as part of the referral process. Again, a final prioritization process will need to be established and would continue to involve the VI-SPDAT tool that is currently in use within all three GSAs’ housing programs or other standardized assessment tool(s) that may be adopted by the RBHAs. AHCCCS will also work with the Housing Administrator and MCOs to identify other prioritization criteria or priority populations within the



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					eligibility criteria. Finally, AHCCCS and the AHP Housing Administrator will work with the MCOs to establish appropriate data sharing and release of information protocols to facilitate appropriate sharing of information. In regards to care coordination and reporting, assuming the member or individual consents to the sharing of information for the purpose of coordination, it is the intent to have the individual’s service provider to communicate and work directly with the Housing Administrator staff to facilitate housing processes and assist individuals maintain their housing. As currently designed, the Housing Administrator will be responsible for housing outcomes described in the RFP that reflect the individual’s ability to attain and maintain housing (ex: length of stay, housing retention, lease up times) but will not be responsible for clinical or outcomes related to the individual’s behavioral health goals or treatment (ex: case plan compliance, mental health treatment or cost) which will remain the responsibility of the MCOs.
12.	Mercy Care	Attachment B, Part 2, 4, B	4	The last sentence of Attachment B, Part 2, 4.B is missing some information. Please provide the remainder of this question. "Does the Offeror have additional strategies or metrics for evaluating and... "	The full sentence should read, “Does the Offeror have additional strategies or metrics for evaluating and/or monitoring housing administration effectiveness or programmatic performance?”
13.	Mercy Care	Attachment B, Part 2, General	3	Please confirm that the Project Management Plan referred to in Attachment B, Part 2, General Explanation, A, is the Project Management Plan	The inquiry is correct. Attachment B, Part 2, General Explanation, A, refers to the Project Management Plan described in the Scope of Work (5.4.5). Once awarded,



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		Explanation, A, Project Management Plan		described in SOW 5.4.5, and that bidders need to provide an explanation for how they will meet this requirement, rather than submit a completed plan with the proposal.	the chosen Contractor will work with AHCCCS to submit a full Project Management Plan within 60 days of the award. For the purposes of responding to the RFP, Respondents should provide a general outline of the requirements documented in the Scope of Work (5.4.5) and an explanation of how the contractor will address those requirements including any existing staff, strategies or processes that may be utilized to complete the Project Management Plan if awarded the contract.
14.	Mercy Care	Attachment B, Part 2, 1. Implementation and Transition plan	3	Please confirm that the implementation and transition plan referred to in Attachment B, Part 2, 1. is the Transition Plan in SOW 5.4.4, and that you are requesting a draft of this plan in our RFP response, and that it will also be required within 30 days of contract award.	Again, the Implementation and Transition Plan referred to in Attachment B, is the same Transition Plan in the Scope of Work (5.4.4). AHCCCS is requesting a draft of the Transition and Implementation plan to be submitted with the RFP response that identifies key transition and implementation benchmarks, processes and tasks and how they will be addressed. Once awarded, AHCCCS will work with the selected Contractor to develop and finalize the Transition and Implementation plan.
15.	Mercy Care	Exhibit A, Proposal Submission Instructions	1-2	The instructions for completion of the Electronic Data Exchange Request Form in Exhibit A do not match the Electronic Data Exchange Request Form found using the link: https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ElectronicDataExchangeForm.doc Examples: <ul style="list-style-type: none"> • There is no "ADD USER, UPLOAD and DOWNLOAD in section I. 	The Instructions on Exhibit A have been revised and are incorporated into this Amendment 1 to the RFP. Disregard the instructions on page 2 of the form itself.



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				<ul style="list-style-type: none"> • Entity Name is in section III, not II as the instructions indicate. • The instructions indicate section III is not necessary, but section III is where the Entity information is included. • The instructions for Section IV indicate to include the type of data being exchanged, "RFP YH21-0002 Data," but there is no place for this in Section IV of the form, or elsewhere in the document. <p>Could you please provide the correct form, or corrected instructions so that this form may be completed correctly?</p> <p>In addition, for a bidder with a current AHCCCS contract, should the bidder include its AHCCCS ID number in Section II, or include the SFTP folder information included in the Proposal Submission Instructions?</p> <p>Main SFTP Folder: /AZ/RFP YH21-0002 HousingAdministratorRFP Sub-Folder where Offeror will upload their proposal: /AZ/RFP YH21-0002 HousingAdministratorRFP/Offeror</p>	



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16.	Mercy Care	RFP, Attachment C, Pricing Schedule, 2. Rate Terms and Revisions	RFP pg. 60	On page 60 of the RFP, it is indicated that the rates quoted will be for the initial three years of the contract. However, Attachment C only includes estimated units for the first two years. How will AHCCCS address rates for the third year?	At this time, AHCCCS does not anticipate significant funding changes or resulting changes to the total number of estimated units in year three or subsequent years. While contracted rates would be assumed to remain constant through the contract term, AHCCCS reserves the right to modify the awarded Contracted PMPU price by adjusting the denominator due to significant changes in the number of units identified in the RFP Cost Bid Submission file or other reasons determined by AHCCCS.
17.	Mercy Care	Attachment B, Part 1, 2, D.	2	The request in Attachment B, Part 1, 2, D requires descriptions of past and current lawsuits, litigation and legal issues. Please confirm that lawsuits, litigation and legal issues are those matters that are both material to Offeror's performance under this contract, and resulted in an adverse judgment by a court of law or other regulatory agency having jurisdiction over Offeror. Additionally, please confirm that Offeror is only required to provide information, as may be applicable, for the three prior years for past matters.	For the purposes of this RFP, AHCCCS is primarily concerned with lawsuits, litigation and legal matters material to the performance of the housing administrator duties and requirements of this RFP. Similarly, in regards to judgments, AHCCCS is primarily concerned with legal issues or judgments related to the legal jurisdictions in which RFP services will be provided. Respondent’s legal matters in other lines of business, outside the scope of the RFP, or in other jurisdictions should be disclosed if they directly impact the Contractor’s ability to contract with AHCCCS and to perform the duties and functions described in the RFP. Similarly, while AHCCCS is only asking for legal issues in the last three years, judgments, litigation or other legal restrictions prior to the three year period that resulted in legal consequences that may still be in effect and impact the ability of the Contractor to perform the duties described here should be disclosed as well.



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18.	Mercy Care	5. Submission of Proposal	RFP pg. 31	On page 31 of the RFP, the due date for requesting access to the SFTP server is October 29, 2020. On page 1 of the RFP, the date is listed as November 4, 2020. Please confirm that the correct date is November 4, 2020.	November 4, 2020 is the correct date.
19.	Mercy Care	18. Ownership of Information and Data	RFP pg. 47	Our intention is to utilize existing processes and systems, as well as potentially develop new technologies to facilitate housing administration. The language of this paragraph is more restrictive than comparable language in our other AHCCCS contracts. Additionally, the language creates a disincentive to invest in innovation that we would use for comparable contracts throughout the country. Please confirm that it is not the intention of AHCCCS to claim ownership of processes and systems that may be employed for this contract, as well as others, and thus would prevent our ability to recover investments that would add value under this contract.	It is not AHCCCS intent to claim ownership of process, systems or other intellectual property that may be employed for this contract unless those processes, systems or intellectual property are developed specifically for the benefit of this project and their development was funded directly by this project.
20.	Quadel Consulting and Training, LLC	N/A	N/A	Would AHCCCS be willing to provide a sample contract for offeror review?	<p>Please refer to Section 10 of the Special Provisions included in the RFP that identifies the documents that will constitute the contract.</p> <p>10. RFP and Contract Order of Precedence: The parties to this contract shall be bound by all terms and conditions contained herein. For interpreting such terms and conditions the following sources shall have</p>



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					precedence in descending order: The Constitution and laws of the United States and applicable Federal regulations; the terms of the CMS Section 1115 waiver for the State of Arizona; the Arizona State Plan; the Constitution and laws of Arizona, and applicable State Rules; the terms of this Contract which consists of the RFP, the Proposal of the Successful Offeror, and any Best and Final Offer including any attachments, executed amendments and modifications; and AHCCCS policies and procedures.
21.	Quadel Consulting and Training, LLC	N/A	N/A	Are there any consent decrees in effect for the program?	There are no consent decrees in effect for the program. AHCCCS Housing programs were established by and required to comply with standards established in Arnold v. Sarn lawsuit. While the lawsuit has been settled, AHCCCS continues to adhere to the housing standards including in the Stipulation for Providing Community Services and Terminating the Litigation.
22.	Quadel Consulting and Training, LLC	N/A	N/A	What system of record does AHCCS currently use?	In regards to a system of record for AHP Housing functions, each RBHA currently utilizes their own tracking and data systems. Therefore, there is no standard system of record for housing functions being described here. The Contractor may work with AHCCCS to establish a system of record as part of this project.
23.	Quadel Consulting and Training,	N/A	N/A	Can AHCCCS offer any visibility into the existing fee structure of the program?	At this time, AHCCCS does not utilize a fee structure in the allocation of AHP funding to the RBHAs. Each RBHA has established its own provider fee structure (if allowed) and expense reimbursement process.



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	LLC				

Exhibit A
PROPOSAL SUBMISSION INSTRUCTIONS
AHCCCS RFP YH21-0002

Bidders Library

The Bidders Library is a public page on the AHCCCS website containing all relevant information, or links to the information, pertaining to this RFP with the exception of a limited number of sensitive documents. The public Bidders Library can be found here: <https://www.azahcccs.gov/PlansProviders/HealthPlans/YH21-0002.html>

Secure File Transfer Protocol (SFTP) Server access

The AHCCCS SFTP server will be used for the following purposes:

- a.) To share sensitive background information with prospective Offerors; and
- b.) As the required location for submission of proposals.

Access to the SFTP server is restricted to potential Offerors for this solicitation. Individuals seeking access to the SFTP will be required to submit an official statement of their intent to bid on this RFP. No other parties shall have access to the SFTP server or information/documents stored there.

Each Offeror shall upload its Proposal to a secured location on the AHCCCS SFTP server no later than the Due Date listed on the front page of the solicitation, as may be amended. For each Offeror, the number of individuals permitted to obtain access to the SFTP strictly limited to two (2) – One Primary, and One Back up.

Once you have been granted permission to the SFTP server, you should be able to perform the following:

1. Download documents
2. Upload Documents
3. Rename documents you have uploaded

You will not be able to delete or alter any documents after they are loaded. If you wish to change a document that you have uploaded prior to the solicitation due date, we recommend you rename the original document to “DELETE” then upload a new document. No actions shall be allowed after the due date.

The deadline to request access to the SFTP is: Wednesday, November 4, 2020

Every individual requesting access must submit the following three (3) forms to AHCCCSDataExchange@azahcccs.gov with copy to Procurement@azahcccs.gov.

1. Offeror’s Intent to Bid
2. AHCCCS Electronic Data Exchange Request Form, and
3. AHCCCS External User Affirmation Statement. Link to this form here:
<https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ExternalUserAffirmationStatement.pdf>

1. Offeror’s Intent to Bid form

Found along with the RFP on the AHCCCS website

<https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/open.html>

- 2. AHCCCS Electronic Data Exchange Request Form *** Please follow the instructions below & ignore/disregard the instructions on the actual Data Exchange Request Form from the link*****
<https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ElectronicDataExchangeForm.doc>

Section I –

- Insert Date, /check “Non-EDI Data” and Check “Add User”

Section II –

- Folder Name – Enter the RFP number “YH21-0002”

Exhibit A
PROPOSAL SUBMISSION INSTRUCTIONS
AHCCCS RFP YH21-0002

Section III –

- Enter the “Entity Name” (your company/agency name) only. Leave other fields blank.

Section IV –

- Enter the User First Name, Last Name, Phone, Email Address. All 4 fields must be completed. This is necessary for each individual requesting access to the SFTP server.

Section V – Not applicable.

Section VI – Not applicable.

Section VII –

- Check the “Attached” box and ensure you have submitted a completed & signed Affirmation Statement. Your user Affirmation Statement is to be included in your email submission as instructed on this Exhibit.

3. AHCCCS External User Affirmation Statement

Each individual is required to sign the Affirmation Statement at the following link:

<https://www.azahcccs.gov/PlansProviders/Downloads/ISD/ExternalUserAffirmationStatement.pdf>

In addition, each Offeror shall send the names of the two individuals requiring access to the SFTP RFP YH21-0002 to procurement@azahcccs.gov including their name, title and if they are the primary or back up individual.

Once the lists of users and all required forms have been completed and received, AHCCCS will take the steps necessary to ensure the users have access to the SFTP. Once RFP SFTP access has been approved and granted the user will receive an automated email with log-on credentials. The AHCCCS SFTP site is <https://sftp.statemedicaid.us/EFTClient/Account/Login.htm>.

If assistance is needed, contact Procurement@azahcccs.gov

The Offeror’s Proposal shall contain the following and shall be organized as follows. Each item shall be submitted to the SFPT server as a separate file with the prescribed naming convention. If AHCCCS determines a Proposal to be non-responsive, AHCCCS may elect not to score the Proposal.

Main SFPT Folder: /AZ/RFP YH21-0002 HousingAdministratorRFP
Sub-Folder where Offeror will upload their proposal: /AZ/RFP YH21-0002 HousingAdministratorRFP/Offeror

- PART A
 - A1 Transmittal Letter <Offeror’s Name>
 - A2 Signed Offer and Acceptance Page <Offeror’s Name>
 - A3 Signed Solicitation Amendment(s) <Offeror’s Name>
- PART B
 - B1 Narrative Experience and Expertise <Offeror’s Name>
 - B2 Narrative Methodology <Offeror’s Name>
 - B3 Cost Proposal <Offeror’s Name>
- PART C
 - C1 Intent to provide insurance <Offeror’s Name>
 - C2 Legal Analysis for Confidential/Proprietary (if applicable) <Offeror’s Name>
 - C3 Attestation of Boycott of Israel

Exhibit A
PROPOSAL SUBMISSION INSTRUCTIONS
AHCCCS RFP YH21-0002

Files names (including the URL path) for electronic files uploaded to the SFTP cannot exceed 255 characters. Each item must be a separate standalone electronic file. Please do not submit the proposal as one (1) large file.

Notification

Upon upload of the Offeror's Proposal to the SFTP, the Offeror shall email notification to the Chief Procurement Officer at Procurement@azahcccs.gov. AHCCCS will provide a return email notification to the Offeror upon receipt of a document to the SFTP folders noted above when received within normal business hours (8am to 5pm Arizona Time). If a proposal is received outside of normal business hours, email notification will be provided to the Offeror the next business day. Notification will be provided to the contact person provided on the Offeror's Proposal, Solicitation and Offer Page. The notification shall serve *only* as confirmation that a document from the Offeror was received to the SFTP. The email notification from AHCCCS does not confirm whether or not the document conforms to the material elements of the submission requirement(s) or whether or not the Offeror's Proposal qualifies as responsive.

Font and Borders

All responses shall be submitted in Calibri 11 point font or larger with borders no less than ½”.

Page Limits

The Offeror has the discretion to include or exclude the narrative submission requirement text as a part of the Offeror's response; however, the required page limit applies regardless of whether or not the text is included. AHCCCS will only consider the information provided within the allotted page limit and permitted attachments, if any, in response to a specific submission requirement when evaluating the Offeror's Proposal. AHCCCS will not consider information outside the allotted page limit or any other information provided elsewhere in the Proposal when reviewing a specific response to an individual submission requirement.

Evaluation

Evaluation of proposals will include only information expressly provided by the Offeror will be considered. No inferences or assumptions will be made by the evaluation team when scoring in order to evaluate information submitted by the Offeror which is not clear, explicit, or thoroughly presented. Use of contingent language such as 'exploring' or 'taking under consideration' will not be given any weight during the scoring evaluation process. A policy, brochure, or reference to a policy or manual does not constitute an adequate response and will not be given any weight during the scoring evaluation process.

It is the responsibility of the Offeror to examine the entire RFP, timely seek clarification of any requirement that may not be clear, and review all responses for accuracy before submitting its Proposal. The Proposal becomes a part of the Contract. Therefore, whatever information is stated in the Proposal may be evaluated either during the Proposal evaluation process or subsequently during other reviews. If any information contained inside an Offeror's proposal contradicts or does not comply with the solicitation requirements, the solicitation requirements prevail, unless otherwise accepted by AHCCCS in writing.

Attachment B – Questionnaire

NARRATIVE PROPOSAL

PART 1 - EXPERIENCE AND EXPERTISE

The entirety of the Experience/Expertise Narrative Proposal must be no longer than 20 pages not including attachments as specified in the questionnaire. These attachments include, but are not limited to, organizational charts, certificates, formal agreements and resumes. The Narrative Proposal must address the following topics, requirement and inquiries related to the Offeror's experience and expertise for AHCCCS's evaluation. Where possible provide details including data from existing housing programs administered by Offeror, third-party party awards, certifications or recognitions or other objective documentation to support responses.

- 1) Corporate Structure and Governance - The Offeror shall describe:
 - A. Legal form of the Offeror's business organization, the state in which formed, the types of business ventures in which the Offeror is involved. Attach the following documentation:
 1. Provide a copy of the Offeror's Articles of Incorporation, Charter, By Laws or other legal documentation of the organization's legal structure and purpose. If the Offeror is a non-profit entity, please provide a copy of the current IRS 501(c) (3) determination letter.
 2. Ownership or Governance – provide an organizational chart showing governance structure including any ownership interests or principles if Offeror is a for-profit organization and the Board of Directors or governing body if a nonprofit organization. The Organizational chart must include Executive Director or other key leadership staff and well as lines of authority. Provide resumes for key leadership staff including any special qualifications or experience related to the Offeror's performance of the proposed scope of work.
 3. A certificate of good standing from the Contractor's home state's Corporation Commission submitted with the proposal. If selected, the Contractor shall register their corporation with the Office of the Secretary of State for the State of Arizona.
 - B. AHCCCS is generally seeking single entity Offerors to perform Housing Administration functions. It is understood that the primary Offeror may utilize Sub-Contractors for specific roles or duties under the Offeror's supervision or oversight to meet the terms of the Scope of Work. If Contractor will be utilizing sub-Contractors or other third-parties to perform any of the work described in the Offeror's response, describe the role the third-party will perform, the justification or need to utilize third party services.
 1. Attach documentation of any formal agreements, contracts or other legal documents that describe or document the relationship between the Offeror and the Sub-Contractor including any fees or compensation structures.
 2. Provide documentation of the third-party or Sub-Contractor's qualifications and experience related to their specific performance of their defined role. Describe how the Offeror will ensure oversight, compliance, and satisfactory performance of the Sub-Contractors.
- 2) Offeror's Experience and Expertise - The Offeror shall describe and submit documentation demonstrating:
 - A. Successful and reliable experience in past performances as related to the services in this RFP including operation of HUD programs, public housing, or other housing subsidy programs.

Attachment B – Questionnaire

- B. The qualifications of the Key Staff proposed by the Offeror to perform the requirements of this solicitation and resources to serve in each of the defined Key Staff roles in the Offeror's response and their minimum qualifications.
- C. Organizational chart which clearly shows the reporting and lines of authority, to include all proposed Key Staff, proposed staffing and any sub-Contractors. The organizational chart should include and identify the point of contact between the Offeror and the AHCCCS Director of Housing Programs. Provide qualifications, experience and expertise of all key staff related to performance of the scope of work. Provide job descriptions for any position identified in the organizational chart.
- D. The Offeror's current and past history regarding lawsuits, litigation or legal issues. Has the Offeror had lawsuits and litigation in the past? Does Offeror have current or pending lawsuits or litigation? Has the Offeror ever had any business license or certification suspended or revoked? Provide an explanation and current status for a yes to any of the above questions.
- E. Provide a summary of Offeror's experience in providing the services in HUD AHP or other housing voucher programs for similar organizations and projects. Also include whether Offeror has experience with special programs such as TBRA, HOPWA, or HUD-VASH. Please list on a spreadsheet the Housing Authorities or entities the Offeror has provided management and/or housing administration services for related to housing voucher/subsidy or other related services. List, including name of the PHA or subsidy program, a contact person, time frames (including end date if applicable), funding source, geographic area covered, total project budget, number of vouchers managed, and type of vouchers for providing these services. Has the Offeror had any contracts terminated or revoked?
- F. Describe any previous experience or expertise related to serving and providing housing administration, housing operations, housing subsidy programs and/or customer service to special populations including persons with mental illness, persons experiencing or formerly experiencing homelessness, persons with disabilities, justice involved persons, the elderly, or other special populations requiring accommodation or additional service considerations or barriers in attaining and maintaining housing.
- G. Describe the training, orientation or other guidance Offeror's staff, particularly direct service staff, receive in performing their duties or staying informed about changes in policies or standards related to the scope or work and subsidized housing. Describe any customer service or other training Offeror's staff receive in working with possible program participants. Please include the frequency and method of training.
- H. Describe the Offeror's expertise and experience in the financial management of the Housing Administration services described in this RFP. Describe the expertise and experience of any key financial staff if not included above.
 - 1. Include resumes and job descriptions for key staff responsible for financial oversight and management of the Offeror's services.
- I. Describe the current physical location of the Offeror's organization and any program implementations. Describe any affiliation or presence in Arizona, its counties or local municipalities. Does Offeror have any unique experience or expertise in serving Arizona or its

Attachment B – Questionnaire

geographies including urban or rural areas, tribal areas, reservations or Native American populations?

PART 2 – METHOD OF APPROACH

The entirety of the method of approach narrative proposal must be limited to forty (40) pages and must address the following inquiries. Where available, provide documentation to support responses including any third-party validation, data, or other metrics that support the proposed methodology. The page limit does not include attachments supporting the proposed methodology. Provide a general explanation of how Offeror will meet the requirements described in the Scope of Work. Explanation should include:

- A. The Offeror’s Draft Project Management Plan outline as described in the scope of work.
 - B. Describe the expected program participant’s experience in completing and participating each step of the housing processes.
 - C. Describe how the Offeror’s services will support a “Housing First” approach in assisting members to attain and maintain housing. How will Offeror reduce administrative and other barriers to housing and ensure members have adequate information related to their obligations and responsibilities in housing?
 - D. Describe how Offeror will engage and partner with MCOs and providers to coordinate AHP programs including referrals, confirmation of eligibility based on mental health status, determination of waitlist prioritization, and overall service coordination to assist AHP members attain and maintain housing.
- 1) Provide the Offeror’s implementation and transition plan to assume all operations of the program. The submitted plan should include timeframes for all key implementation and transition activities including hiring necessary staff, employee orientation, establishing financial and program systems, gathering necessary data, and an expected date for assuming complete control of the operations. Please identify any specific transitional staff in the proposed organizational chart.
 - 2) Describe how Offeror will establish a program to achieve a broader range of housing opportunities for AHP members, including housing in neighborhoods with low concentrations of poverty and to avoid clustering or high density of persons determined SMI. Describe Offeror’s strategies or methodologies for successfully working with landlords including increasing participation in subsidized housing programs, mitigating concerns or fears related to serving members of subsidized housing programs or populations, ensuring compliance with lease and HAP requirements on behalf of members and retaining participating in programs.
 - 3) Describe how the Offeror will ensure access to all eligible individuals.
 - A. How will Offeror increase awareness of the program and reduce programmatic and administrative barriers to eligible individuals. This includes strategies for serving persons with disabilities or other special populations as well as ensuring cultural competency in service delivery.

Attachment B – Questionnaire

- B. How will Offeror ensure statewide geographic coverage of Arizona? Include descriptions of both physical presence (e.g., offices, days and hours of coverage, staffing levels) projections as well as other strategies for ensuring statewide accessibility (e.g., web sites or telepresence, phone/hotline, mobile services). Include description of any existing services or operations currently in Arizona and their locations.
- 4) Describe how Offeror will ensure legal, financial, and programmatic accountability and reporting as described in the scope of work. Address each of the following:
- A. Legal Compliance - Describe how the Offeror ensures compliance with all housing related legal standards and requirements including notifications, accommodations, fair housing and other applicable legal requirements. Describe Offeror's processes and procedures for receiving and resolving complaints or grievances from program participants, landlords or other program stakeholders.
 - B. Operational and Programmatic Performance - Explain how the Offeror will assure that the AHP maintains a High Performer score using applicable HUD SEMAP and other operational and program metrics listed in of the Scope of Work. Please provide any past performance or metrics from other Public Housing Authorities or housing programs for which you have provided these services if available. Does the Offeror have additional strategies or metrics for evaluating and/or monitoring housing administration effectiveness or programmatic performance?
 - C. Data Collection and Reporting - Describe any software used for housing management data collection or reporting. Does the Offeror participate in any HMIS Systems? Describe the Offeror's capability for secure data transmissions, data reporting, and ability to integrate AHCCCS housing data to track member outcomes. Describe the Offeror's capability for integrating new software including Arizona's statewide closed-loop referral system after it has been deployed in 2021.
 - D. Financial Accountability and Reporting - Describe strategies, controls, and processes for ensuring financial accountability and timeliness of use of AHP funding including payments to landlords and other payments made on behalf of members as well as financial reporting required by AHCCCS.
 - E. Stakeholder Feedback - Describe how Offeror will coordinate and inform its policies, operations, procedures, and practices based on feedback from AHP stakeholders including AHCCCS, MCOs, AHP participating members, supportive service providers and/or peers or community advocates.
- 5) Describe any unique, innovative or additional service features the Offeror may provide to enhance or improve the quality or effectiveness of the AHP.
- 6) The Offeror must identify any assumptions used when developing its proposal as it relates to scope, costs, schedule, resources, etc. If the Offeror's assumption takes exception to any part of the solicitation (including but not limited to requirements, scope of work or terms and conditions), these shall be explained as well as in the Offeror's exceptions to terms submission.