



STATE OF ARKANSAS
ARKANSAS DEPARTMENT OF HEALTH

4815 W. Markham
 Little Rock, Arkansas 72205

INVITATION FOR BID
SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Solicitation Number:	DH-24-0007	Solicitation Issued:	10/25/2023
Description:	Rhapsody Engine and Electronic Case Reporting		
Agency:	Information Systems		

SUBMISSION DEADLINE			
Bid Opening Date:	11/29/2023	Bid Opening Time:	3:00pm Central Time
Deliver sealed bids for this Invitation for Bid to the Arkansas Department of Health on or before the submission deadline. Bids received after the submission deadline may be rejected as untimely. See section 1.2 for information regarding Live Bid Openings.			

DELIVERY OF RESPONSE DOCUMENTS	
Bid Delivery and Bid Opening Location:	<p>Arkansas Department of Health Contract Support Section, L156 4815 W. Markham, Slot #58 Little Rock, Arkansas 72205</p> <p>Delivery providers, USPS, UPS, and FedEx deliver mail to ADH's street address on a schedule determined by each individual provider. These providers will deliver to ADH based solely on the street address. Prospective Contractors assume all risk for timely, properly submitted deliveries.</p>
Bid's Outer Packaging:	<p>Seal outer packaging and properly mark with the following information. If outer packaging of bid submission is not properly marked, the package may be opened for bid identification purposes.</p> <ul style="list-style-type: none"> • Bid number • Date and time of bid opening • Prospective Contractor's name and return address

ADH Contract Support Section CONTACT INFORMATION			
Issuing Buyer:	Jeff Griffin	Buyer's Direct Phone Number:	(501) 534-6275
Email Address:	jeffrey.h.griffin@arkansas.gov	Alternate Number:	(501) 280-4630
ADH Grant and Bid Opportunities Website:	https://www.healthy.arkansas.gov/programs-services/topics/grant-and-bid-opportunities		

SECTION 1 – REQUIREMENTS

- **Do not provide responses to items in this section unless specifically and expressly required.**

1.1 INTRODUCTION

This Invitation for Bid (IFB) is issued by the Arkansas Department of Health to obtain pricing and a contract(s) for a Service. Direct all questions, comments, or concerns you may have regarding this solicitation to the issuing buyer noted on Page 1.

1.2 LIVE BID OPENING

This Bid Opening will be in-person and a Virtual Bid Opening will not be scheduled.

1.3 CLARIFICATION OF SOLICITATION

- A. Submit any questions requesting clarification of information contained in this *Solicitation* in writing via email by 4:00 p.m., Central Time on or before 11/03/23 to the issuing buyer as shown on page one (1) of this *Solicitation*.
 1. For each question submitted, Prospective Contractor should reference the specific solicitation item number to which the question refers.
 2. Prospective Contractors' written questions will be consolidated and answered by the State as deemed appropriate. The State's consolidated written response is anticipated to be posted to the ADH Grant and Bid Opportunities website by the close of business on 11/07/23 . If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or decline to answer.
- B. The Prospective Contractor should notify the issuing buyer of any term, condition, etc., that precludes the Prospective Contractor from submitting a compliant, Responsive Bid. Prospective Contractors should note that it is the responsibility of the Prospective Contractor to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a bid.
- C. Prospective Contractors may contact the issuing buyer with non-substantive questions at any time prior to the bid opening.
- D. An oral statement by ADH will not be part of any contract resulting from this solicitation and may not reasonably be relied on by any Prospective Contractor as an aid to interpretation unless it is reduced to writing and expressly adopted by ADH.

1.4 DEFINITION OF TERMS

- A. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law have the same meaning herein.
- B. "Prospective Contractor" means a responsible bidder who submits a Responsive Bid in response to this solicitation.
- C. The terms "Invitation For Bid", "IFB" and "Solicitation" are used synonymously in this document.

- D. "Responsive Bid" means a bid submitted in response to this solicitation that conforms in all material respects to this IFB.
- E. "Shall" and "Must" mean the imperative and are used to identify requirements.
- F. "Requirement" means something required.
- G. "Specification" means any technical or purchase description or other description of the physical or functional characteristics, or of the nature, of a commodity or service. "Specification" may include a description of any requirement for inspecting, testing, or preparing a commodity or service for delivery.
- H. "State" means the State of Arkansas. When the term "State" is used herein to reference any obligation of the State under a contract that results from this solicitation, that obligation is limited to the Department using such a contract.
- I. Specific terms for the product or service being requested, if any:
None

1.5 SPECIFICATIONS (including Performance Standards and Minimum Qualifications, if required)

Instruction to bidders: Attachment 1 Combined Minimum Vendor Qualifications and Scope of Work includes 4 separate sets of Scopes of Work, Project Milestones and Minimum Vendor Qualifications within the document, one set for each of the following:

1. Senior Consultant (FTE – 1)
2. Onboarding Specialist (FTE – 1.5)
3. Senior Rhapsody Specialists (FTE – 3)
4. Senior Consultant eCR and eICR Onboarding Specialist (FTE - 1)

Attachment 1 details many individual minimum qualifications and requirements. To demonstrate that Minimum Qualifications are met and to be considered a "Responsive Bid", your response must include documentation demonstrating each individual requirement for experience is met and referencing each bullet point requirement.

1.6 DELIVERY: FOB DESTINATION

Arkansas Department of Health
4815 West Markham
Little Rock, AR. 72205

- A. The Department requests delivery within N/A ----- days after ordering. If this delivery date cannot be met, the Prospective Contractor **must** state the alternate number of days required to begin the service and/or place the commodity in the ordering Department's designated location. (See Official Solicitation Price Sheet.) Failure to state the alternate delivery time obligates the Contractor to complete delivery by the Department's requested date. Extended delivery dates may be considered when in the best interest of the State.

SECTION 2 – GENERAL INSTRUCTIONS AND INFORMATION

- **Do not** provide responses to items in this section unless specifically and expressly required.

2.1 TYPE OF CONTRACT

- A. As a result of this IFB, ADH intends to award a contract to a single contractor.
- B. The anticipated starting date for any resulting contract is 03/01/24 , except that the actual contract start date may be adjusted unilaterally by the State for up to three (3) calendar months. By submitting a signed bid in response to the IFB, the Prospective Contractor represents and warrants that it will honor its bid as being held open as irrevocable for this period.
- C. The initial term of a resulting contract will be for one (1) year. Upon mutual agreement by the Contractor and Department, the contract may be renewed by ADH for up to six (6) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.

2.2 CONTRACTOR SELECTION

- A. Award will be made to the lowest-bidding, responsible Prospective Contractor on a/an
All or None basis.

2.3 RESPONSE DOCUMENTS

A. Bid Response Packet

1. A complete Bid Response Packet is the bid submission requirement and includes ALL of the following **SEALED** and submitted as a hard copy and electronic as the original *Bid Response Packet*.
 - a. Completed original signed *Bid Signature Page*. Signature may be ink or digital.
 - b. One (1) original copy of the *Official Solicitation Price Sheet*. Pricing **must** be proposed in U.S. dollars and cents.
 - c. *Proposed Subcontractors Form*. The utilization of any proposed subcontractor is subject to approval by the Department.
 - d. *Exceptions Form*.
 - e. Document demonstrating all Minimum Qualifications detailed on Attachment 1 are met.
 - f. One (1) electronic copy of the complete Bid Response Packet, preferably on a thumb-drive.
2. The following items, which **must** be submitted prior to a contract award to the Prospective Contractor, may also be included with the Prospective Contractor's bid response:
 - a. *EO 98-04 Contract & Grant Disclosure Form*.
 - b. Copy of Prospective Contractor's *Equal Opportunity Policy*.
 - c. *Voluntary Product Accessibility Template (VPAT)*, if applicable.
3. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.
4. If requested by the issuing buyer information in addition to the Bid Response Packet may be received by email.

2.4 ACCEPTANCE OF REQUIREMENTS

- A. Unless a Prospective Contractor expressly and conspicuously identifies any exception or exceptions to any of the Requirements in the Requirements Section(s) of this IFB by listing them on the *Exceptions Form* (See *Bid Response Packet*), Prospective Contractor understands and agrees its submission of a bid to represent that its bid meets all such Requirements.
- B. A Prospective Contractor's bid may be rejected if the Prospective Contractor takes exception to any Requirements in the Requirements Section(s) of this IFB.

2.5 ADDITIONAL TERMS AND CONDITIONS

- A. This IFB incorporates all of the Solicitation Terms and Conditions located on the TSS OSP website here (Agencies – Forms and Reporting – Solicitation Templates): <https://www.transform.ar.gov/procurement/agencies/forms-and-reporting/>.
- B. Any special terms and conditions included in this solicitation **shall** override the Solicitation Terms and Conditions.
- C. Unless a Prospective Contractor expressly and conspicuously identifies any exception or exceptions to any of the terms in the Standard Commodities Contract or the Services Contract (SRV-1) Fillable Form by listing them on the *Exceptions Form* (See *Bid Response Packet*), Prospective Contractor agrees and **shall** adhere to all terms if selected as the successful Contractor. Items identified as non-negotiable may only be modified if the legal requirement is satisfied and approved by the State. The Standard Commodities Contract can be viewed on the TSS OSP website here (Agencies – Forms and Reporting – Solicitation Templates): <https://www.transform.ar.gov/procurement/agencies/forms-and-reporting/>. The Services Contract (SRV-1) Fillable Form can be viewed on the TSS OSP website here (Agencies – Services – Forms): <https://www.transform.ar.gov/procurement/agencies/services/>.
- D. A Prospective Contractor's bid may be rejected if a Prospective Contractor takes exception to any terms or conditions in the documents listed in 2.5.A and 2.5.C.

2.6 INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT

In accordance with Arkansas Code §19-11-249, this proposal and resulting contract is available to any State Agency or Institution of Higher Education that wishes to utilize the services of the selected proposer, and the proposer agrees, they may enter into an agreement as provided in this solicitation.