



State of Arkansas
ARKANSAS DEPARTMENT OF HEALTH
 4815 West Markham
 Little Rock, Arkansas 72205

REQUEST FOR PROPOSAL

BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Bid Number:	DH-23-0004	Solicitation Issued:	11/17/2022
Description:	Online Licensing And Fees Program Allowing For Many And Varied ADH Users		
Agency:	Arkansas Department of Health – Office of Administration/Information Technology/ITS		

SUBMISSION DEADLINE FOR RESPONSE			
Bid Opening Date:	12/07/2022	Bid Opening Time:	3:00 p.m., Central Time
<p>Deliver proposal submissions for this Request for Proposal to the Arkansas Department of Health on or before the designated bid opening date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of prospective contractors to submit proposals at the designated location on or before the bid opening date and time. Proposals received after the designated bid opening date and time may be considered late and may be returned to the prospective contractor without further review. It is not necessary to return "no bids" to ADH.</p>			

DELIVERY OF RESPONSE DOCUMENTS	
Delivery Address:	Arkansas Department of Health 4815 West Markham Street, Slot 58 Little Rock, AR 72205-3867 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.
Proposal's Outer Packaging:	Seal outer packaging and properly mark with the following information. If outer packaging of proposal submission is not properly marked, the package may be opened for bid identification purposes. <ul style="list-style-type: none"> Bid number Date and time of bid opening Prospective Contractor's name and return address

ARKANSAS DEPARTMENT OF HEALTH CONTACT INFORMATION			
Issuing Officer	Tim O'Brien	Phone Number:	501-280-4573
Email Address:	Timothy.OBrien@arkansas.gov	Mobile Number:	501-352-4130
ADH Website:	https://www.healthy.arkansas.gov/programs-services/topics/grant-and-bid-opportunities		

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

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

1.1 PURPOSE

The Arkansas Department of Health (ADH) issues this Request for Proposal (RFP) to obtain pricing and a contract for an online licensing and fees program that will allow its many and varied Licensees to request license applications and license renewals online.

Nearly 50 ADH Boards, Commissions, and smaller departments license individuals across the state of Arkansas. This includes 40 or more license types and over 2,000 daily transactions. The agency may process as many as 400,000 license requests each year. However, the smaller departments may only process 400 to 10,000 licenses per year.

1.2 TYPE OF CONTRACT

- A. As a result of this RFP, ADH intends to award a contract to a single contractor.
- B. The initial term of a resulting contract will be for one (1) year from date of award. Upon mutual agreement by the Contractor and agency, 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.

1.3 ISSUING AGENCY

ADH, as the issuing office, is the sole point of contact throughout this solicitation.

1.4 BID OPENING LOCATION

Proposals will be opened at the following location:

Arkansas Department of Health
4815 West Markham Street, L156
Little Rock, AR 72205-3867

1.5 ACCEPTANCE OF REQUIREMENTS

- A. A prospective contractor **must** unconditionally accept all requirements in the requirements section(s) of this RFP to be considered a responsive prospective contractor.
- B. A prospective contractor's proposal will be disqualified if a prospective contractor takes exceptions to any requirements in the requirements section(s) of this RFP.

1.6 DEFINITION OF TERMS

- A. The State Procurement Official has made every effort to use industry-accepted terminology in this bid solicitation and will attempt to further clarify any point of an item in question as indicated in Clarification of Bid Solicitation (Section 1.9).
- B. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law and used herein have the same definitions herein as specified therein.
- C. "Prospective Contractor" means a person who submits a proposal in response to this solicitation.
- D. "Contractor" means a person who sells or contracts to sell commodities and/or services.
- E. The terms "Request for Proposal", "RFP," "Bid Solicitation," and "Solicitation" are used synonymously in this document.
- F. "Responsive proposal" means a proposal submitted in response to this solicitation that conforms in all material respects to this RFP.

- G. "Proposal Submission Requirement" means a task a contractor **must** complete when submitting a proposal response. These requirements will be distinguished by using the term "shall" or "must" in the requirement.
- H. "Requirement" means a specification that a Contractor's product and/or service **must** perform during the term of the contract. These specifications will be distinguished by using the term "**shall**" or "**must**" in the requirement.
- I. "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 Arkansas Department of Health.

1.7 **RESPONSE DOCUMENTS**

A. Original Technical Proposal Packet

1. Proposal Submission Requirements

- a. Prospective contractor **shall** provide one (1) original hard copy of the Technical Proposal Packet including:
 - i. Original signed Proposal Signature Page
 - ii. Proposed Subcontractors Form
 - iii. Restriction of Boycott of Israel Certification
 - iv. SF-LLL Disclosure of Lobbying Activities
 - v. Response to the Information for Evaluation section included in the Technical Proposal Packet
 - vi. EO 98-04 Contract and Grant Disclosure and Certification form
- 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". A 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.
- c. Proposal response **must** be in the English language.

2. The following items should be submitted with the original Technical Proposal Packet:

- a. Equal Employment Opportunity Policy
- b. Signed Addenda, if applicable
- c. Copy of Illegal Immigrant Certification <https://www.ark.org/dfa/immigrant/index.php/user/welcome>
- d. Voluntary Product Accessibility Template (VPAT). (See Technology Access)
- e. Business Associate Agreement (AS-4001)

- 3. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

B. Additional Copies and Redacted Copy of the Technical Proposal Packet and Official Bid Price Sheet

In addition to the original Technical Proposal Packet and the Official Bid Price Sheet, the following items should be submitted:

1. Additional Copies of the Technical Proposal Packet

- a. Three (3) complete hard copies (marked "COPY") of the Technical Proposal Packet.
- b. One (1) electronic copy of the Technical Proposal Packet, preferably on a flash drive. Do not send electronic copies via email or fax.

- c. All additional hard copies and electronic copies **must** be identical to the original hard copy. In case of a discrepancy, the original hard copy governs.
- d. If ADH requests additional copies of the proposal, the copies **must** be delivered within the timeframe specified in the request.

2. Additional Copies of the Official Bid Price Sheet

- a. Prospective contractor should also submit one (1) electronic copy of the Official Bid Price Sheet, on a flash drive. Do not send electronic copies via email or fax.

The Official Bid Price Sheet, including the hard copy and electronic copy, **must** be separately sealed from the Technical Proposal Packet and should be clearly marked as "Pricing". Prospective Contractor **shall not** include any pricing in the hard copies or electronic copies of their Technical Proposal Packet.

3. One (1) redacted (marked "REDACTED") copy the original Technical Proposal Packet, on a flash drive. Do not send electronic copies via email or fax. (See Proprietary Information).

1.8 ORGANIZATION OF RESPONSE DOCUMENTS

- A. It is strongly recommended that prospective contractors adhere to the following format and suggestions when preparing their Technical Proposal response.
- B. Responses to the Information for Evaluation section of the Technical Proposal Packet should be labeled to reflect the corresponding item/question (Example: E.2.1)
- C. The original Technical Proposal Packet and all copies should be arranged in the following order:
 - Original signed Proposal Signature Page
 - Proposed Subcontractors Form
 - Restriction of Boycott of Israel Certification
 - SF-LLL Disclosure of Lobbying Activities
 - Response to the Information for Evaluation section included in the Technical Proposal Packet
 - EO 98-04 Contract and Grant Disclosure and Certification form
 - Equal Employment Opportunity Policy
 - Copy of Illegal Immigrant Certification <https://www.ark.org/dfa/immigrant/index.php/user/welcome>
 - *Voluntary Product Accessibility Template* (VPAT). (See *Minimum qu*)
 - Business Associate Agreement (AS-4001)
 - Other documents and/or information as may be expressly required in this Solicitation. Label documents and/or information so as to reference the Solicitation's item number.

1.9 CLARIFICATION OF BID SOLICITATION

- A. Submit any questions requesting clarification of information contained in this bid solicitation in writing via email by 4:00 p.m., Central Time on or before 11/25/2022 to the ADH Issuing Officer as shown on page one (1) of this bid 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 responded to by ADH. Consolidated written response is anticipated to be posted to the ADH website by the close of business on 11/30/2022. If prospective contractor questions are unclear or non-substantive in nature, ADH may request clarification of a question(s) or reserves the right not to respond to that question(s).
- B. The prospective contractor should notify the ADH buyer of any term, condition, etc., that precludes the prospective contractor from submitting a compliant, responsive proposal. Prospective contractors should note that it is their responsibility to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a proposal.

- C. Prospective contractors may contact the ADH 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.
- E. Prospective contractors entering into a contract with ADH **shall** comply with all the terms and conditions contained herein.

1.10 **PROPOSAL SIGNATURE PAGE**

- A. An official authorized to bind the prospective contractor(s) to a resultant contract **must** sign the Proposal Signature Page included in the Technical Proposal Packet.
- B. Prospective contractor's signature on this page signifies agreement to and compliance with all requirements of this RFP, and that any exception that conflicts with a requirement or proposal submission requirement of this bid solicitation may cause the proposal to be disqualified.

1.11 **SUBCONTRACTORS**

- A. Prospective contractor should complete, sign and submit the Proposed Subcontractors Form included in the Technical Proposal Packet.
- B. Additional subcontractor information may be required or requested. **Do not** attach any additional information to the Proposed Subcontractors Form.
- C. The utilization of any proposed subcontractor is subject to approval by ADH.

1.12 **PRICING**

- A. Prospective contractor(s) **shall** include all pricing on the Official Bid Price Sheet(s) only. If any cost is not identified by the successful contractor but is subsequently incurred in order to achieve successful operation, the contractor **shall** bear this additional cost. The Official Bid Price Sheet is provided as a separate excel file posted with this bid solicitation.
- B. To allow time to evaluate proposals, prices **must** be valid for 180 days following the bid opening.
- C. The Official Bid Price Sheet, including the hard copy and electronic copy, **must** be separately sealed from the Technical Proposal Packet and should be clearly marked as "Pricing". DO NOT submit any ancillary information not related to actual pricing on the Official Bid Price sheet or in the sealed pricing package.

1.13 **PRIME CONTRACTOR RESPONSIBILITY**

- A. A single prospective contractor **must** be identified as the prime contractor.
- B. The prime contractor **shall** be responsible for the contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof.

1.14 **INDEPENDENT PRICE DETERMINATION**

- A. By submission of this proposal, the prospective contractor certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
 - The prices in the proposal have been arrived at independently, without collusion.
 - No prior information concerning these prices has been received from, or given to, a competitive company.
- B. Evidence of collusion warrants consideration of this proposal by the Office of the Attorney General. All Prospective contractors **shall** understand that this paragraph may be used as a basis for litigation.

1.15 **PROPRIETARY INFORMATION**

- A. Submission documents pertaining to this bid solicitation become the property of the State and are subject to the Arkansas Freedom of Information Act (FOIA).

- B. In accordance with FOIA and to promote maximum competition in the State competitive bidding process, the State may maintain the confidentiality of certain types of information described in FOIA. Such information may include trade secrets defined by FOIA and other information exempted from the Public Records Act pursuant to FOIA.
- C. Prospective contractor may designate appropriate portions of its response as confidential, consistent with and to the extent permitted under the Statutes and Rules set forth above, by submitting a redacted copy of the response.
- D. By so redacting any information contained in the response, the prospective contractor warrants that it has formed a good faith opinion having received such necessary or proper review by counsel and other knowledgeable advisors that the portions redacted meet the requirements of the Rules and Statutes set forth above.
- E. Under no circumstances will pricing information be designated as confidential.
- F. Except for the redacted information, the redacted copy **must** be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
- G. The prospective contractor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- H. The redacted copy will be open to public inspection under the Arkansas Freedom of Information Act (FOIA) without further notice to the prospective contractor.
- I. If a redacted copy of the submission documents is not provided with prospective contractor's response packet, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).
- J. If the State deems redacted information to be subject to FOIA, the prospective contractor will be contacted prior to release of the documents.
- K. The State has no liability to a prospective contractor with respect to the disclosure of confidential information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

1.16 CAUTION TO PROSPECTIVE CONTRACTORS

- A. Prior to any contract award, address all communication concerning this bid solicitation through the ADH buyer.
- B. Do not alter any language in any solicitation document provided by the State.
- C. Do not alter the Official Bid Price Sheet.
- D. All official documents and correspondence related to this solicitation become part of the resultant contract.
- E. The State has the right to award or not award a contract, if it is in the best interest of the State to do so.
- F. As requested, provide clarification regarding prospective contractor's proposal response to ADH.
- G. Qualifications and proposed services **must** meet or exceed the required specifications as set forth in this bid solicitation.
- H. Prospective contractors may submit multiple proposals.

1.17 REQUIREMENT OF ADDENDUM

- A. Only an addendum written and authorized by ADH will modify this bid solicitation.
- B. An addendum posted within three (3) calendar days prior to the bid opening may extend the bid opening and may or may not include changes to the Bid Solicitation.

- C. The Prospective Contractor is expected to check the ADH website at <http://www.healthy.arkansas.gov/programs-services/topics/grant-and-bid-opportunities> for any and all addenda up to bid opening.

1.18 **AWARD PROCESS**

A. Successful Contractor Selection

The grand total score for each prospective contractor, which is the sum of the technical score and cost score, will be used to determine the ranking of proposals. The State may move forward to negotiations with those responsible prospective contractors determined, based on the ranking of the proposals, to be reasonably susceptible of being selected for award.

B. Negotiations

1. If the State so chooses, negotiations may be conducted with the highest-ranking prospective contractors. Negotiations are conducted at the sole discretion of the State.
2. If negotiations fail to result in a contract, the State may begin the negotiation process with the next highest ranking prospective contractor. The negotiation process may be repeated until the anticipated successful contractor has been determined, or until such time the State decides not to move forward with an award.

C. Anticipation to Award

1. Once the anticipated successful contractor has been determined, the anticipated award will be posted on the ADH website at <http://www.healthy.arkansas.gov/programs-services/topics/grant-and-bid-opportunities>
2. The anticipated award will be posted for a period of fourteen (14) days prior to the issuance of a contract. Prospective contractors and agencies are cautioned that these are preliminary results only, and a contract will not be issued prior to the end of the fourteen-day posting period.
3. ADH may waive the policy of Anticipation to Award when it is in the best interest of the State.
4. It is the prospective contractor's responsibility to check the ADH and OSP website for the posting of an anticipated award.

D. Issuance of Contract

1. Any resultant contract of this bid solicitation is subject to State approval processes which may include Legislative review.
2. A State Procurement Official will be responsible for the solicitation and award of any resulting contract.

1.19 **MINORITY AND WOMEN-OWNED BUSINESS POLICY**

- A. A minority-owned business is defined by Arkansas Code Annotated § 15-4-303 as a business owned by a lawful permanent resident of this State who is:

- African American
- American Indian
- Asian American
- Hispanic American
- Pacific Islander American
- A Service-Disabled Veteran as designated by the United States Department of Veteran Affairs

- B. A women-owned business is defined by Act 1080 of the 91st General Assembly Regular Session 2017 as a business that is at least fifty-one percent (51%) owned by one (1) or more women who are lawful permanent residents of this State.

- C. The Arkansas Economic Development Commission conducts a certification process for minority-owned and women-owned businesses. If certified, the prospective contractor's Certification Number should be included on the Proposal Signature Page.

1.20 EQUAL EMPLOYMENT OPPORTUNITY POLICY

- A. In compliance with Arkansas Code Annotated § 19-11-104, ADH is required to have a copy of the anticipated contractor's Equal Employment Opportunity (EEO) Policy prior to issuing a contract award.
- B. EEO Policies may be submitted as a hardcopy accompanying the solicitation response.
- C. The submission of an EEO Policy to ADH is a one-time requirement. Contractors are responsible for providing updates or changes to their respective policies, and for supplying EEO Policies upon request to other State agencies that must also comply with this statute.
- D. Prospective contractors who are not required by law by to have an EEO Policy **must** submit a written statement to that effect.

1.21 PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS

- A. Pursuant to Arkansas Code Annotated § 19-11-105, Contractor(s) providing services **shall** certify that they do not employ or contract with illegal immigrants.
- B. By signing and submitting a response to this bid solicitation, a prospective contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the prospective contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

1.22 RESTRICTION OF BOYCOTT OF ISRAEL

- A. Pursuant to Arkansas Code Annotated § 25-1-503, a public entity **shall not** enter into a contract with a company unless the contract includes a written certification that the person or company is not currently engaged in and agrees for the duration of the contract not to engage in, a boycott of Israel.
- B. This prohibition does not apply to a company which offers to provide the goods or services for at least twenty percent (20%) less than the lowest certifying business.
- C. By signing and submitting a response to this bid solicitation, a prospective contractor agrees and certifies that they do not, and will not for the duration of the contract, boycott Israel.

1.23 PAST PERFORMANCE

In accordance with provisions of State Procurement Law, specifically OSP Rule R5:19-11-230(b)(1), a prospective contractor's past performance with the State may be used to determine if the prospective contractor is "responsible". Proposals submitted by prospective contractors determined to be non-responsible will be disqualified.

1.24 TECHNOLOGY ACCESS

- A. When procuring a technology product or when soliciting the development of such a product, the State of Arkansas is required to comply with the provisions of Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013, which expresses the policy of the State to provide individuals who are blind or visually impaired with access to information technology purchased in whole or in part with state funds. The Prospective Contractor expressly acknowledges and agrees that state funds may not be expended in connection with the purchase of information technology unless that technology meets the statutory Requirements found in 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating ICSs) and 36 C.F.R. § 1194.22, as it existed on January 1, 2013 (web-based intranet and internet information and applications), in accordance with the State of Arkansas technology policy standards relating to accessibility by persons with visual impairments.
- B. Accordingly, the Prospective Contractor expressly represents and warrants to the State of Arkansas through the procurement process by submission of a Voluntary Product Accessibility Template (VPAT) for 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating ICSs) and 36 C.F.R. § 1194.22, that the technology provided to the State for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:
 - 1. Providing, to the extent required by Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013, equivalent access for effective use by both visual and non-visual means.

2. Presenting information, including prompts used for interactive communications, in formats intended for non-visual use.
 3. After being made accessible, integrating into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.
 4. Providing effective, interactive control and use of the technology, including without limitation the operating system, software applications, and format of the data presented is readily achievable by nonvisual means.
 5. Being compatible with information technology used by other individuals with whom the blind or visually impaired individuals interact.
 6. Integrating into networks used to share communications among employees, program participants, and the public.
 7. Providing the capability of equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.
- C. State agencies cannot claim a product as a whole is not reasonably available because no product in the marketplace meets all the standards. Agencies must evaluate products to determine which product best meets the standards. If an agency purchases a product that does not best meet the standards, the agency must provide written documentation supporting the selection of a different product, including any required reasonable accommodations.
- D. For purposes of this section, the phrase “equivalent access” means a substantially similar ability to communicate with, or make use of, the technology, either directly, by features incorporated within the technology, or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state and federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands or other means of navigating graphical displays, and customizable display appearance. As provided in Arkansas Code Annotated § 25-26-201 et seq., as amended by Act 308 of 2013, if equivalent access is not reasonably available, then individuals who are blind or visually impaired **shall** be provided a reasonable accommodation as defined in 42 U.S.C. § 12111(9), as it existed on January 1, 2013.
- E. If the information manipulated or presented by the product is inherently visual in nature, so that its meaning cannot be conveyed non-visually, these specifications do not prohibit the purchase or use of an information technology product that does not meet these standards.
- F. The State will own all right, title and interest in its data that is related to the services provided by this contract. Data, databases, and derived data products created, collected, manipulated, or directly purchased as part of this RFP shall become the property of the State. ADH is considered the custodian of the data and shall determine the use, access, distribution, and other conditions based on appropriate State statutes and regulations. The Vendor shall ensure that all State data, databases, and derived data products created, collected or manipulated are transitioned back to the State prior to the termination of the Contract. This shall include all archived backups.

1.25 COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM

The Prospective Contractor’s solution **must** comply with the State’s shared Technical Architecture Program which is a set of policies and standards that can be viewed at:

<http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx>. Only those standards which are fully promulgated or have been approved by the Governor’s Office apply to this solution.

1.26 PUBLICITY

- A. Do not discuss the solicitation nor your proposal response, nor issue statements or comments, nor provide interviews to any public media during the solicitation and award process.
- B. Failure to comply with this requirement may be cause for a prospective contractor’s proposal to be disqualified.

1.27 PRIVACY & SECURITY REQUIREMENTS

A. The Contractor **shall**:

1. At all times comply with the requirements of the Arkansas Personal Information Protection Act and any other State/Federal laws, regulations, rules, and policies regarding the privacy and security of information.
2. Provide for physical and electronic security of all Protected Health Information generated or acquired by the contractor in implementation of the contract, in compliance with Health Insurance Portability and Accountability (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, and consistent with the Business Associate Agreement executed between the parties.

B. Prior to contract award, the contractor **must** sign a Business Associate Agreement.

1.28 RESERVATION

The State will not pay costs incurred in the preparation of a proposal.

1.29 VENDOR PERFORMANCE REPORTS (VPR)

Pursuant to Arkansas Code Annotated § 19-11-268 and § 19-11-1013, ADH will report sub-standard vendor performance for contracts with a total projected cost of \$25,000 or more, excluding property leases and construction projects.

1.30 DEFINITION OF ACRONYMS

ACRONYM	DEFINITION	ACRONYM	DEFINITION
ADH	Arkansas Department of Health	INA	Information Network of Arkansas, (aka INC, Inc., acquired by Tyler Technologies, Inc.)
AD	Active Directory	NIST	National Institute of Standards & Technology
API Call	Application Programming Interface Call	PHI	Protected Health Information
Portal	Web-based user interface	QR Code	Quick Response code – consisting of a matrix barcode

SECTION 2 –REQUIREMENTS

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

2.1 MINIMUM QUALIFICATIONS

Prospective Vendor **must** provide specific references to Proposal that support the Prospective Vendor's assertion it meets the Minimum Mandatory Qualifications. Prospective Vendors that fail to provide clear, sufficient evidence that they meet the Minimum Mandatory Qualifications may be subject to rejection of Proposal. ADH may ask for additional clarifications relating to the Minimum Mandatory Qualifications prior to determination of compliance. Do not change any of the completed cells. Any changes to the completed cells could lead to rejection of proposal.

The Prospective Vendor and Prospective Vendor's subcontractors combined **must** have experience with at least three (3) U.S. Public or state government sector projects similar to or greater in size, complexity, and scope to this project, as indicated in Section **1.1 Purpose**, within the last three (3) years. ADH prefers the Prospective Vendor provide experience related to the design and implementation of an online licensing and renewal system.

2.2 SCOPE OF WORK

Program Specifications

1. Online Licensing Application and Registration system capable of supporting multiple license types
2. Online Licensing Renewals for multiple different types of renewals
3. Tracking of Continuing Education Credits by Licensees
4. Ability to upload/download required licensing documentation
5. Licensee Verification System
6. Ability to issue Certificates
7. Quality Assurance
8. Method to record and handle Complaints and Investigations
9. Ability to handle Inspections
10. Automated Reminders
11. Alerts & Notifications
12. Ability to handle Invoicing/Fee Payments
13. Board Management capability
14. Ability to work with third-party payment processing entities through an API call
15. Reporting and Analytics capability
16. Third Party Integrations for payment processing using an API-call
17. Cloud based system with high security protocols
18. Ability to create licensing modules for different departments, using role-mapping or permissions, to maintain privacy and security between one department or another.
19. Ability to set Administrators for each department's data
20. Create and demonstrate a Disaster Recovery Plan - Vendor must demonstrate and implement a Disaster Recovery Plan (DRP) for the complete solution.
 - A. The proposed system must meet NIST standards for disaster recovery and contingency planning.
 - B. ADH will evaluate the vendor DRP and actual implementation at two points prior to production implementation:
 1. During final testing phase prior to the initial rollout
 2. During the initial rollout
 - C. ADH will evaluate and test the vendor DRP during testing by requesting that the vendor completely fail over all test/production systems to Disaster Recovery (DR) systems. Any changes made to the production environment must have a demonstrated way to be replicated in the vendor DR environment and must have a way for testing to be verified.
21. System Performance/Availability - 90% or more of user response time shall be under one (1) second as indicated on a monthly System Availability/Uptime Report or other similar report. The system shall maintain an uptime (be operationally available) for 99.5% of normal business hours, also indicated on a monthly or quarterly System Availability/Uptime report.

22. Maintain a System Backup program -
 1. The Vendor shall:
 - A. Perform backups of the web, application, and database servers on a regular basis to safeguard against data loss. This shall include daily incremental backups and full weekly backups of all volumes of servers.
 - B. Retain daily backups for one month, and weekly backups for two years on online storage by the Vendor.
 - C. Archive weekly backups to off-line storage media and retain for the life of the Contract. The Vendor shall provide all archived backups as part of the transition-out activities.
 - D. Provide monthly or quarterly report on status of all backup processes and procedures to ADH.
23. Support Response Time – Respond to support call requests within 24 hours. Provide monthly/quarterly trouble ticket report or portal for ADH to review all trouble tickets.
24. Online Licensing Registration and Renewals:
 - Provide a user-friendly portal that will centralize and automate registration, new applications, renewal applications and permitting through an online portal. Provide different, customizable modules for each department within ADH, with an Admin. to maintain each department’s data information.
 - Portal should provide document management for declarations, attestations, CEU’s, licensing fee payments, certifications, and other documents.
 - Portal should maintain accurate and up to date records in a single licensee database.
 - Ideally, allow one stop shopping for all licenses an individual, agency or company would have.
25. Tracking of Continuing Education Units/Credits by Licensees
 - Give Licensees the ability to upload or download CEU documentation.
 - Give Licensee ability to track hours, activities and progress toward CEU certification.
 - ADH staff should be able to verify CEU credits and Licensee data before licenses are approved.
26. Ability to Issue Certificates
 - Give Licensees the ability to verify licensee status and ADH staff the ability to create a valid, renewable License certificate.
 - Ability for ADH staff to customize and design each Licensee Certificate as a template, based on License Type.
 - Allow licensees to print their own Certificates after payment or reprint as needed.
 - Create a PDF of the Certificate that can be kept on a mobile device.
27. Quality Assurance
 - Enable Licensees and ADH staff to easily verify current accounts and data.
 - Ensure validation tools are in place to meet all requirements for certification.
28. Inspections
 - Ability to create or store existing inspection guidelines and reports
 - Ability to search for specific reports by licensee and/or company
 - Ability to create templates to be used for different inspection types.
 - Publish certain inspection scores to the web for public search
29. Complaints and Investigations
 - Maintain accurate records that are easily accessible in a single licensee database.
 - Manage complaint cases, track, and monitor other important investigation details, including witnesses’ information, evidence, investigatory reports, hearings, depositions, statutory dates and deadlines, etc.
 - Convert complaints into new cases. Capture information from investigation stage to final hearing and outcome.
30. Board Management Capability
 - Easily add and remove Board committee members
 - Schedule meetings
 - Distribute invitations and reminders
 - Facilitate communications
 - Upload documents
 - Track attendance records
 - Capture meeting minutes
 - Create resource libraries
31. Communication Management
 - Create automated reminders and follow-ups for renewal notices and confirmations, using email, text, and phone calls

32. Work with Third-Party Payment Processing Entity through an API Call
 - ADH currently processes all payment and fee transactions through a third-party vendor known as INA (aka INC., Inc, recently merged with Tyler Technologies).
 - Ability to work with INA payment processing vendor through an API-call, OR the ability to process all payment and fee transactions within the application itself.
 - Enable Licensees to pay fees online through electronic check or credit card.
 - Track all payment transaction details, even those that are done manually by in-office visit to ADH.
 - Work with any third-party credit card processing company
 - Ability to track and issue credits for fees taken, then processed back to credit card companies
33. Reporting
 - Ability to analyze data using charts and graphs.
 - Export queries using various data fields tracked in the system.
 - Export to outside programs for further analysis.
 - Ability to create and customize reports from system data and display in common formats such as .CSV or .xlsx
 - A/R Deposits
 - End of Day reports
 - Create and transfer files for online renewals – about 10 groups/departments
 - Process files of online payments
 - Generate child support enforcement file and transfer to OCSE quarterly

Secure User Interfaces

34. Staff Portal
 - Provide an easy to navigate portal for office staff and administrators to create applications and renewal forms.
 - Provide ability to access real-time licensee and payment records
 - Provide ability to customize notifications, reminders, etc.
 - Provide a separate and private portal for staff in each division, and secure data from one portal to another, from other divisions.
 - Ensure that when a payment is cancelled, printing of the license card or certificate is cancelled as well.
 - Receipts should be printed as a separate form from a license. (Our current system allows client to receive a license as a receipt).
35. Applicant Portal
 - Provide an online portal for Licensees that is basically “self-service”.
 - Portal should provide all required functionality needed to process applications for large licensee bases
 - Portal should be applicable to both individual professionals and business entities.
 - If an applicant has more than one license type, allow applicant to enter basic info in one place and populate all license types from this record.
36. Licensee Portal
 - Provide a user-friendly licensee dashboard to enable all users, both public and ADH, to manage information, upload and download documents, submit continuing education details, renew licenses, make payment, etc.
 - Provide ability for portal to use credit cards.
37. Public Register
 - Online licensee search tool available to the public that allows for searches of licensees based on any data in the licensee record.
38. Complaints Portal
 - Portal that provides a public-facing form to enable ADH to receive inbound complaints into a case management process inside the application. Complaint forms should be designed individually by license type.
39. Business Portal
 - Allow businesses to apply for initial license and renew existing licensure. Allow management and change of important details, upload documentation, and add or manage individual business users.
 - Financial Transactions – Allow ADH to add financial transactions to a customer/license record (invoices, payments, penalties, bad checks, cancellations, etc.)
 - Provide ability for ADH to print invoices and receipt for payment for a license
 - Provide ability for ADH to batch invoices or do penalty processing – maintain billing requests (billing memo process); generate and print invoices/penalties for mass invoicing generated for a billing request

- Banking – process daily deposits – calculate amount, add to checking account table, create daily deposit slip
 - Adjustment – Add bank service charges and reimbursements
 - Access rights – Security/Access/Rights (separation of duties) regarding financial transactions need to be created to ensure personnel cannot access inappropriate areas based on their job duties. Use appropriate role mapping to avoid having too many admin users in the system.
 - Provide ability to merge accounts, when needed.
 - Provide ability to post a single payment to multiple transactions, when needed (i.e, applicant pays for several different license type renewals with one payment method).
 - ADH must currently “overpay” an invoice to account for a penalty remittance. Penalty then displays as if unpaid, also showing this way in reports. Application should provide a resolution to this issue.
 - Request a “flag and memo” field for utilization in identification of transactions to be reported and referred to AR Dept. of Finance and Admin. for abatement.
 - Provide ability for insurance companies and other outside entities to verify current licensure status of licensees.
 - Ability to “flag” accounts that are incomplete.
 - Food Safety division currently creates batch invoicing by the thousands at one time. System would need to be able to provide this capability.
 - Provide ability to de-merge old accounts with new when companies with the same name and address change owners.
 - Provide ability to print/save licenses as pdfs.
40. Compatibility
- Provide a system that is compatible with a specific or with multiple browsers. Ensure all functions work with all browser types or indicate that a specific browser must be used.
 - Provide a system that works with current in-house program through an API call.
 - Ability to use now or in the near future, a QR code on certificates, that can be scanned to check licensing status, license types held and Licensee information.
 - Dual authentication for non-ADH users
 - Dual authentication for ADH users not accessing from the ADH domain.
 - Single sign-on for ADH users on ADH domain.
 - Remove or inactivate ADH users based on their AD status.

2.3 PERFORMANCE STANDARDS

- A. State law requires that all contracts for services include performance standards for measuring the overall quality of services provided that a contractor **must** meet in order to avoid assessment of damages.
- B. The State may be open to negotiations of performance standards prior to contract award, prior to the commencement of services, or at times throughout the contract duration. The Performance Standards table below identifies expected deliverables, performance measures, or outcomes and defines the acceptable standards.
- C. The State has the right to modify, add, or delete performance standards throughout the term of the contract, should the State determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith following acceptable industry standards and may include the input of the contractor so as to establish standards that are reasonably achievable.
- D. All changes made to the performance standards will become an official part of the contract.
- E. Performance standards will continue throughout the aggregate term of the contract.
- F. Failure to meet the minimum performance standards as specified may result in the assessment of damages.
- G. In the event a performance standard is not met, the contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.

H. Should any compensation be owed to the State agency due to the assessment of damages, contractor **shall** follow the direction of the State agency regarding the required compensation process.

PERFORMANCE STANDARDS		
Service Criteria	Acceptable Performance	Damages for Insufficient Performance
System Performance/Availability	<p>A. 90% or more of user response time shall be under one (1) second as indicated on a monthly System Availability/Uptime Report or other similar report.</p> <p>B. The system shall maintain an uptime (be operationally available) for 99.5% of normal business hours as indicated on a monthly System Availability/Uptime Report.</p>	<ul style="list-style-type: none"> ▪ 85% to 90% - 1% of Monthly Total Cost ▪ 80% to 84.9% - 2% of Monthly Total Cost ▪ 75% to 79.9% - 3% of Monthly Total Cost ▪ Below 75% may be grounds for contract termination
Support Response time	Respond to trouble ticket or support call requests within 24 hours. Provide monthly trouble ticket report or portal to review tickets.	<ul style="list-style-type: none"> ▪ Repeated failure to respond to or adhere to this requirement may be grounds for termination
System Backup	<p>The Vendor shall:</p> <p>A. Perform backups of the web, application, and database servers on a regular basis to safeguard against data loss. This shall include daily incremental backups and full weekly backups of all volumes of servers.</p> <p>B. Retain daily backups for one month, and weekly backups for two years on online storage by the Vendor.</p> <p>C. Archive weekly backups to off-line storage media and retain for the life of the Contract. The Vendor shall provide all archived backups as part of the transition-out activities.</p> <p>D. Provide monthly or quarterly reports on status of all backup processes and procedures</p>	<ul style="list-style-type: none"> ▪ Failure to perform and/or abide by the backup plan may be grounds for termination.
Disaster Recovery	<p>The Vendor must demonstrate and implement a Disaster Recovery Plan (DRP) for the complete solution.</p> <p>A. The proposed system must meet NIST standards for disaster recovery and contingency planning.</p> <p>B. ADH will evaluate the vendor DRP and actual implementation at two points prior to production implementation:</p> <ol style="list-style-type: none"> 1. During final testing phase prior to the initial rollout 2. During the initial rollout <p>C. ADH will evaluate and test the vendor DRP during testing by requesting that the vendor completely fail over all test/production systems to Disaster Recovery (DR) systems. Any changes made to the production environment must have a demonstrated way to be replicated in the vendor DR environment and must have a way for testing to be verified.</p>	<ul style="list-style-type: none"> ▪ Failure to provide and/or adhere to the specified Disaster Recovery plan may be grounds for termination

SECTION 3 – CRITERIA FOR SELECTION

- Do not provide responses to items in this section.

3.1 TECHNICAL PROPOSAL SCORE

- A. ADH will review each Technical Proposal Packet to verify submission requirements have been met. Technical Proposals Packets that do not meet submission requirements will be disqualified and will not be evaluated.
- B. An agency-appointed evaluation committee will evaluate and score qualifying proposals. Evaluation will be based on the prospective contractor’s response to the Information for Evaluation section included in the Technical Proposal Packet.
 - 1. Members of the evaluation committee will individually review and evaluate proposals and complete an individual score worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the following scoring description.

Quality Rating	Quality of Response	Description	Confidence in Proposed Approach
5	Excellent	When considered in relation to the RFP evaluation factor, the proposal squarely meets the requirement and exhibits outstanding knowledge, creativity, ability or other exceptional characteristics. Extremely good.	Very High
4	Good	When considered in relation to the RFP evaluation factor, the proposal squarely meets the requirement and is better than merely acceptable.	High
3	Acceptable	When considered in relation to the RFP evaluation factor, the proposal is of acceptable quality.	Moderate
2	Marginal	When considered in relation to the RFP evaluation factor, the proposal's acceptability is doubtful.	Low
1	Poor	When considered in relation to the RFP evaluation factor, the proposal is inferior.	Very Low
0	Unacceptable	When considered in relation to the RFP evaluation factor, the proposal clearly does not meet the requirement, either because it was left blank or because the proposal is unresponsive.	No Confidence

- 2. After initial individual evaluations are complete, the evaluation committee members will meet to discuss their individual ratings. At this consensus scoring meeting, each member will be afforded an opportunity to discuss his or her rating for each evaluation criteria.
- 3. After committee members have had an opportunity to discuss their individual scores with the committee, the individual committee members will be given the opportunity to change their initial individual scores, if they feel that is appropriate.
- 4. The final individual scores of the evaluators will be recorded on the Consensus Score Sheets and averaged to determine the group or consensus score for each proposal.
- 5. Other agencies, consultants, and experts may also examine documents at the discretion of the agency.

C. The Information for Evaluation section has been divided into sub-sections.

1. In each sub-section, items/questions have each been assigned a maximum point value of five (5) points. The total point value for each sub-section is reflected in the table below as the Maximum Raw Score Possible.
2. The agency has assigned weighted percentages to each sub-section according to its significance.

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E.1. Vendor Minimum Mandatory Qualifications	20	15	28
E.2.1 Portal Creation	25	15	28
E.2.2 CEU Management	10	15	28
E.2.3 Automatic Alerts, Reminders, and Notifications	10	10	19
E.2.4 Compatibility	20	10	19
E.2.5 Handling of Invoicing/Fee Payments	20	5	9
E.2.6 System Support	10	5	9
E.2.7 Certification Management and Printing	20	5	9
E.2.8 Quality Assurance	10	5	9
E.2.9 Reporting	20	5	9
E.2.10 Security	20	10	19
Total Technical Score	185	100%	185

*Sub-Section's Percentage Weight x Total Weighted Score = Maximum Weighted Score Possible for the sub-section.

D. The proposal's weighted score for each sub-section will be determined using the following formula:

$$(A/B)*C = D$$

A = Actual Raw Points received for sub-section in evaluation
 B = Maximum Raw Points possible for sub-section
 C = Maximum Weighted Score possible for sub-section
 D = Weighted Score received for sub-section

E. The proposal's weighted scores for sub-sections will be added to determine the Total Technical Score for the proposal.

F. Technical Proposals that do not receive a minimum weighted score/subtotal of 95 may not move forward in the solicitation process. The pricing for proposals which do not move forward will not be scored.

3.2 COST SCORE

A. When pricing is opened for scoring, the maximum amount of cost points will be given to the proposal with the lowest total project cost as shown on the Official Bid Price Sheet. (See Grand Total Score for maximum points possible for cost score).

B. The amount of cost points given to the remaining proposals will be allocated by using the following formula:

$$(A/B)*(C) = D$$

A = Lowest Total Cost
 B = Second (third, fourth, etc.) Lowest Total Cost
 C = Maximum Points for Lowest Total Cost
 D = Total Cost Points Received

3.3 GRAND TOTAL SCORE

The Technical Score and Cost Score will be added together to determine the Grand Total Score for the proposal. The prospective contractor’s proposal with the highest Grand Total Score will be selected as the apparent successful Contractor (See Award Process).

	Maximum Points Possible
Technical Proposal	185
Cost	55
Maximum Possible Grand Total Score	240

3.4 PROSPECTIVE CONTRACTOR ACCEPTANCE OF EVALUATION TECHNIQUE

- A. Prospective contractor **must** agree to all evaluation processes and procedures as defined in this solicitation.
- B. The submission of a Technical Proposal Packet signifies the prospective contractor understands and agrees that subjective judgments will be made during the evaluation and scoring of the Technical Proposals.

SECTION 4 – GENERAL CONTRACTUAL ITEMS

- Do not provide responses to items in this section.

4.1 PAYMENT AND INVOICE PROVISIONS

A. Forward invoices to:

Arkansas Department of Health
 Attn: Jim Carter, CIO
 4815 West Markham Street, Slot #13
 Little Rock, AR 72205

- B. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance goods and services by ADH.
- C. Do not invoice the State in advance of delivery and acceptance of any goods or services.
- D. Payment will be made only after the contractor has successfully satisfied the agency as to the reliability and effectiveness of the goods or services purchased as a whole.
- E. The contractor should invoice the agency by an itemized list of charges. The agency’s purchase order number and/or the contract number should be referenced on each invoice.
- F. Other sections of this bid solicitation may contain additional requirements for invoicing.
- G. Selected contractor **must** be registered to receive payment and future bid solicitation notifications. Prospective contractors may register on-line at <https://www.ark.org/contractor/index.html>.

4.2 GENERAL INFORMATION

A. The State will not:

1. Lease any equipment or software for a period of time which continues past the end of a fiscal year unless the contract allows for cancellation by the State Procurement Official upon a 30-day written notice to the Contractor/lessor in the event funds are not appropriated.
2. Contract with another party to indemnify and defend that party for any liability and damages.
3. Pay damages, legal expenses or other costs and expenses of any other party.

4. Continue a contract once any equipment has been repossessed.
 5. Agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
 6. Enter a contract which grants to another party any remedies other than the following:
 - a. The right to possession.
 - b. The right to accrued payments.
 - c. The right to expenses of deinstallation.
 - d. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - e. The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- B. Any litigation involving the State **must** take place in Pulaski County, Arkansas.
- C. The laws of the State of Arkansas govern this contract.
- D. A contract is not effective prior to award being made by a State Procurement Official.
- E. In a contract with another party, the State will accept the risk of loss of the equipment or software and pay for any destruction, loss, or damage of the equipment or software while the State has such risk, when:
1. The extent of liability for such risk is based upon the purchase price of the equipment **or** software at the time of any loss, and
 2. The contract has required the State to carry insurance for such risk.

4.3 CONDITIONS OF CONTRACT

- A. Observe and comply with federal and State of Arkansas laws, local laws, ordinances, orders, and regulations existing at the time of, or enacted subsequent to the execution of a resulting contract which in any manner affect the completion of the work.
- B. Indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the contractor.

4.4 STATEMENT OF LIABILITY

- A. The State will demonstrate reasonable care but will not be liable in the event of loss, destruction or theft of contractor-owned equipment or software and technical and business or operations literature to be delivered or to be used in the installation of deliverables and services. The contractor will retain total liability for equipment, software and technical and business or operations literature. The State will not at any time be responsible for or accept liability for any Contractor-owned items.
- B. The contractor's liability for damages to the State will be limited to the value of the contract. The foregoing limitation of liability will not apply to claims for infringement of United States patent, copyright, trademarks, or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the contractor; to claims covered by other specific provisions of the contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the contract. The contractor and the State will not be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability will not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the contractor; to claims covered by other specific provisions of the contract calling for damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on the contract.

- C. Language in these terms and conditions **must not** be construed or deemed as the State's waiver of its right of sovereign immunity. The contractor agrees that any claims against the State, whether sounding in tort or in contract, will be brought before the Arkansas Claims Commission as provided by Arkansas law and governed accordingly.

4.5 **RECORD RETENTION**

- A. Maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Upon request, grant access to State or Federal Government entities or any of their duly authorized representatives.
- B. Make financial and accounting records available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.
- C. Maintain all pertinent protected health information, as defined by the Privacy Rule promulgated pursuant to HIPAA, available for six (6) years or as otherwise required by HIPAA.

4.6 **PRICE ESCALATION**

- A. Price increases will be considered at the time of contract renewal.
- B. The contractor **must** provide to ADH a written request for the price increase. The request **must** include supporting documentation demonstrating that the increase in contract price is based on an increase in market price. ADH has the right to require additional information pertaining to the requested increase.
- C. Increases will not be considered to increase profit or margins.
- D. ADH has the right to approve or deny the request.

4.7 **CONFIDENTIALITY**

- A. The contractor, contractor's subsidiaries, and contractor's employees **shall** be bound to all laws and requirements set forth in this solicitation concerning the confidentiality and secure handling of information of which they may become aware of during the course of providing services under a resulting contract.
- B. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of a resulting contract, and the State **shall** have the right to cancel the contract on these grounds.
- C. Previous sections of this solicitation may contain additional confidentiality requirements.
- D. "Section 20-13-819 (c): "All information shall be treated in a manner consistent with all state and federal privacy requirements, including without limitation, the federal Health and Portability and Accountability Act of 1996 privacy rule, 45 C.F.R. Section 164.512(i)."

4.8 **CONTRACT INTERPRETATION**

Should the State and contractor interpret specifications differently, either party may request clarification. However, if an agreement cannot be reached, the determination of the State is final and controlling.

4.9 **CANCELLATION**

- A. For Cause. The State may cancel any contract resulting from this solicitation for cause when the Contractor fails to perform its obligations under it by giving the Contractor written notice of such cancellation at least thirty (30) days prior to the date of proposed cancellation. In any written notice of cancellation for cause, the State will advise the Contractor in writing of the reasons why the State is considering cancelling the contract and provide the Contractor with an opportunity to avoid cancellation for cause by curing any deficiencies identified in the notice of cancellation for cause prior to the date of proposed cancellation. To the extent permitted by law and at the discretion of the parties, the parties may agree to minor amendments to the contract and avoid the cancellation for cause upon mutual agreement.
- B. For Convenience. The State may cancel any contract resulting from the solicitation by giving the contractor written notice of such cancellation thirty (30) days prior to the date of cancellation.

- C. If upon cancellation the contractor has provided commodities or services which the State of Arkansas has accepted, and there are no funds legally available to pay for the commodities or services, the contractor may file a claim with the Arkansas Claims Commission under the laws and regulations governing the filing of such claims.

4.10 SEVERABILITY

If any provision of the contract, including items incorporated by reference, is declared, or found to be illegal, unenforceable, or void, then both the agency and the contractor will be relieved of all obligations arising under such provision. If the remainder of the contract is capable of performance, it will not be affected by such declaration or finding and **must** be fully performed.

SECTION 5 – STANDARD TERMS AND CONDITIONS

- *Do not provide responses to items in this section.*

1. **GENERAL:** Any special terms and conditions included in this solicitation **shall** override these Standard Terms and Conditions. The Standard Terms and Conditions and any special terms and conditions **shall** become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The State **shall** have the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the State.
3. **BID SUBMISSION:** Original Proposal Packets **must** be submitted to the Arkansas Department of Health on or before the date and time specified for bid opening. The proposal packet **must** contain all documents, information, and attachments as specifically and expressly required in the bid solicitation. The bid **must** be typed or printed in ink. The signature **must** be in ink. Unsigned bids **shall** be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Multiple proposals **must** be placed in separate packages and should be completely and properly identified. Late bids **shall not** be considered under any circumstances.
4. **PRICES:** Bid unit price F.O.B. destination. In case of errors in extension, unit prices **shall** govern. Prices **shall** be firm and **shall not** be subject to escalation unless otherwise specified in the bid solicitation. Unless otherwise specified, the bid **must** be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the bid solicitation.
5. **QUANTITIES:** Quantities stated in a bid solicitation for term contracts are estimates only and are not guaranteed. Contractor **must** bid unit price on the estimated quantity and unit of measure specified. The State may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Unless otherwise specified in the bid solicitation, any catalog brand name or manufacturer reference used in the bid solicitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid **must** show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The State **shall** have the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the State may require the contractor to supply additional descriptive material. The Contractor **shall** guarantee that the product offered will meet or exceed specifications identified in this bid solicitation. Contractors not bidding an alternate to the referenced brand name or manufacturer **shall** be required to furnish the product according to brand names, numbers, etc., as specified in the solicitation.
7. **GUARANTY:** All items bid **shall** be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the bid solicitation. The contractor hereby guarantees that everything furnished hereunder **shall** be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it **shall** conform thereto and **shall** serve the function for which it was furnished. The contractor **shall** further guarantee that if the items furnished hereunder are to be installed by the contractor, such items **shall** function properly when installed. The contractor **shall** guarantee that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The contractor's obligations under this paragraph **shall** survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, **must** be furnished free of expense to the State. Each sample should be marked with the contractor's name and address, bid or contract number and item number. If requested, samples that are not destroyed during reasonable examination will be returned at contractor's expense. After reasonable examination, all demonstrators will be returned at contractor's expense.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and requirements of the specifications, the cost of the sample used, and the reasonable cost of the testing **shall** be borne by the contractor.
10. **AMENDMENTS:** Contractor's proposals cannot be altered or amended after the bid opening except as permitted by regulation.

11. **TAXES AND TRADE DISCOUNTS:** Do not include State or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
12. **AWARD:** Term Contract: A contract award will be issued to the successful contractor. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a purchase order from the ordering agency. Firm Contract: A written State purchase order authorizing shipment will be furnished to the successful contractor.
13. **DELIVERY ON FIRM CONTRACTS:** This solicitation shows the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the contractor cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Arkansas Department of Health **shall** have the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere, and any additional cost **shall** be borne by the contractor.
14. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the Arkansas Department of Health. Delivery **shall** be made during agency work hours only 8:00 a.m. to 4:30 p.m. Central Time, unless prior approval for other delivery has been obtained from the agency. Packing memoranda **shall** be enclosed with each shipment.
15. **STORAGE:** The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
16. **DEFAULT:** All commodities furnished **shall** be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications **shall** authorize the Arkansas Department of Health to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor **must** give written notice to the Arkansas Department of Health and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the contractors list or suspension of eligibility for award.
17. **VARIATION IN QUANTITY:** The State assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.
18. **INVOICING:** The Contractor **shall** be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the bid solicitation, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary State agencies. Invoices **must** be sent to the "Invoice To" point shown on the purchase order.
19. **STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder **shall** remain property of the State, **shall** be kept confidential, **shall** be used only as expressly authorized, and **shall** be returned at the contractor's expense to the F.O.B. point provided by the agency or by ADH. Contractor **shall** properly identify items being returned.
20. **PATENTS OR COPYRIGHTS:** The contractor **must** agree to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
21. **ASSIGNMENT:** Any contract entered into pursuant to this solicitation **shall not** be assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
22. **CLAIMS:** Any claims the contractor may assert under this Agreement **shall** be brought before the Arkansas State Claims Commission ("Commission"), which **shall** have exclusive jurisdiction over any and all claims that the contractor may have arisen from or in connection with this Agreement. Unless the contractor's obligations to perform are terminated by the State, the contractor **shall** continue to provide the services under this agreement even in the event that the contractor has a claim pending before the Commission.
23. **CANCELLATION:** In the event, the State no longer needs the commodities or services specified for any reason, (e.g., program changes; changes in laws, rules or regulations; relocation of offices; lack of appropriated funding, etc.), the State **shall** have the right to cancel the contract or purchase order by giving the contractor written notice of such cancellation thirty (30) days prior to the date of cancellation.

Any delivered but unpaid for goods will be returned in normal condition to the Contractor by the State. If the State is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission under the laws and regulations governing the filing of such claims. If upon cancellation the contractor has provided services which the State has accepted, the contractor may file a claim. **NOTHING IN THIS CONTRACT SHALL BE DEEMED A WAIVER OF THE STATE'S RIGHT TO SOVEREIGN IMMUNITY.**

24. **DISCRIMINATION:** In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the Contractor agrees that: (a) the contractor **shall not** discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the Contractor **shall** state that all qualified applicants **shall** receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the Contractor will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the contractor to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause **shall** be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the contractor **shall** include the provisions of above items (a) through (d) in every subcontract so that such provisions **shall** be binding upon such subcontractor or Contractor.

- 25. ETHICAL STANDARDS:** Pursuant to Arkansas Code Annotated §19-11-708(a-c), it **shall** be breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a state contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business.
- 26. ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation, the contractor named on the Proposal Signature Page for this solicitation, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this State for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.
- 27. DISCLOSURE:** Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, **shall** be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy **shall** be subject to all legal remedies available to the agency.