



STATE OF ARKANSAS
DEPARTMENT OF HUMAN SERVICES
OFFICE OF PROCUREMENT
 700 Main Street
 Little Rock, Arkansas 72201

REQUEST FOR QUALIFICATIONS
BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Bid Number:	710-19-1009	Solicitation Issued:	10/08/2018
Description:	Therapeutic Counseling		
Agency:	Arkansas Department of Human Services		
SUBMISSION DEADLINE FOR RESPONSE			
Bid Opening Date:	11/13/2018	Bid Opening Time:	2:00 p.m. Central Time
<p>Responses shall not be accepted after the designated bid opening date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit responses at the designated location on or before the bid opening date and time. Responses received after the designated bid opening date and time shall be considered late and shall be returned to the vendor without further review. It is not necessary to return "no bids" to DHS.</p>			
DELIVERY OF RESPONSE DOCUMENTS			
Delivery Address:	<p>Responses may be hand delivered to: Arkansas Department of Human Services Office of Procurement 700 West Main Street Little Rock, AR 72201</p> <p>Or Mailed by United States mail to: Arkansas Department of Human Services Office of Procurement PO BOX 1437 Slot W304 Little Rock, AR 72202-1437</p> <p>Or Mailed by commercial mail to: Arkansas Department of Human Services Office of Procurement 112 West 8th Street Slot W403 Little Rock, AR 72201-4608</p>		
Response's Outer Packaging:	<p>Outer packaging must be sealed and should be properly marked with the following information. If outer packaging of response 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 • Vendor's name and return address • Selected Area(s) of Expertise 		
OFFICE OF PROCUREMENT CONTACT INFORMATION			
Issuing Officer:	Margurite Al-Uqdah	Issuing Officer's Phone Number:	501-682-8743
Email Address:	Margurite.al-uqdah@dhs.arkansas.gov	Main Number:	501-682-1000
Websites:	http://www.arkansas.gov/dfa/procurement/bids/index.php http://humanservices.arkansas.gov/about-dhs/op/procurement-announcements		

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

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

1.1 PURPOSE

This Request for Qualifications (RFQ) has been issued by the Arkansas Department of Human Services (DHS), Office of Procurement (OP) to establish a list of vendors experienced in providing any of the following selected areas of expertise for Counseling Services scopes of work (SOW). The resultant Qualified Vendor Listing **shall** be non-mandatory. The Qualified Vendor Listing may be used by DHS as a means for eliminating the preliminary step of agreement to standard terms and conditions in future bid solicitations which utilize this vendor pool.

Specialty Services:

- Trauma Informed Care
- Substance Use Disorders
- Motivational Interviewing
- Acceptance and Commitment Therapy (ACT)
- LBGTQ
- Infant Mental Health: Parent-Child Interaction Therapy (PCIT) and Child Parent Psychotherapy (CPP)
- Eye Movement Desensitization Reprocessing (EMDR)
- Dialectical Behavior Therapy (DBT)
- Certified Play Therapist, Certified in Theraplay
- Sexual Rehabilitative Therapy
- Other: Describe and provide documentation of certification

Specialty Populations:

- Under four (4) years of age
- Child four (4) through twelve (12) years of age
- Youth twelve (12) through eighteen (18) years of age
- Adult eighteen (18) through fifty-four (54) years of age
- Adult fifty-five years of age and older
- Substance Use
- LBGTQ
- Personality Disorder
- Family Therapy
- Chronically Mentally Ill
- Co-Occurring Behavioral Health and Developmental Disability/Intellectual Disability (DD/ID)
- Co-Occurring Behavioral Health and Substance Use Disorder (SUD)
- DHS Division of Children and Family Services (DCFS): provided in the home, upon request
- DHS Division of Youth Services (DYS): provided in the home or DYS facility, upon request

1.2 VENDOR LISTING

- A. The initial validity term of the Qualified Vendor Listing is anticipated to be effective January 1, 2019 through June 30, 2020. Upon mutual agreement by DHS and the vendor, DHS **shall** have the option to extend the Qualified Vendor Listing on a year-to-year basis, for up to six (6) additional one-year terms or portion thereof. Any changes to this RFQ deemed necessary by the agency before an extension is granted must be agreed to by the vendor before the extension is granted. A vendor will be notified by the agency of any changes to the RFQ in writing, which will include documentation for the vendor to sign acknowledging agreement to all changes. If a vendor declines to agree to changes to the RFQ, the vendor shall be removed from the Qualified Vendor List at the end of the validity term. The total term of the Qualified Vendor Listing **shall not** exceed seven (7) years. The State **shall** have the right to terminate the Qualified Vendor Listing, or any parts thereof, prior to exercising any renewal option, if it is in the best interest of the State to do so.
- B. The resultant Qualified Vendor Listing **shall** be comprised only of those vendors meeting the Requirements of this RFQ and whose responses were received at the designated location (see Bid Opening Location) prior to the designated bid opening date and time as established on page one (1) of this solicitation. This Request for

Qualifications will be closed after the date specified on page one (1) of this solicitation. The RFQ will reopen for additional vendors to submit their qualifications to DHS for each extended year on the following schedule:

QVL Valid Effective Date	Qualifications submitted allowed
July 1, 2020 through June 30, 2021	April 1, 2020 through April 30, 2020
July 1, 2021 through June 30, 2022	April 1, 2021 through April 30, 2021
July 1, 2022 through June 30, 2023	April 1, 2022 through April 30, 2022
July 1, 2023 through June 30, 2024	April 1, 2023 through April 30, 2023
July 1, 2024 through June 30, 2025	April 1, 2024 through April 30, 2024
July 1, 2025 through June 30, 2026	April 1, 2025 through April 30, 2025

Those responses **shall** meet all the same requirements set forth in this initial request.

- C. DHS **shall** be responsible for maintaining and administering the resulting Qualified Vendor Listing and any resulting contracts. Each year prior to DHS renewing the Qualified Vendor Listing for an additional term or portion thereof, DHS will send a renewal notice to the listed vendors. The renewal notice will detail information and/or documents required from the vendor in order to continue inclusion on the Qualified Vendor Listing. Vendors, who do not provide the information and/or documents as specified in the renewal notice, **shall not** be included on the renewed Qualified Vendor Listing. Vendors, who have been removed from the Qualified Vendor Listing, **shall not** have the right to submit a new response for consideration.
- D. Throughout any validity period of the Qualified Vendor Listing, the vendor **shall** be responsible for notifying DHS of changes to their contact information, as well as sending DHS written notification requesting they no longer be listed under a specific area of expertise. DHS **shall not** be held responsible for a vendor not receiving communications (i.e., renewal information, agency solicitations, etc.) due to a vendor neglecting to notify the agency’s designated buyer with updated contact information.
- E. A submittal of qualifications and placement on the Qualified Vendor Listing does not guarantee that the vendor will be contracted to perform any services but only serves notice as a desire to be considered.

1.3 ISSUING AGENCY

DHS, as the issuing agency, is the sole point of contact throughout this solicitation. Vendors may contact the OP buyer with procurement-related questions at any time prior to the bid opening. Answers to verbal questions may be given as a matter of courtesy and **must** be evaluated at vendor’s risk.

1.4 AGENCY’S SOLICITATION PROCESS

Placement on the Qualified Vendor Listing does not guarantee that the vendor will be contracted to perform any services but only serves notice as a desire to be considered. DHS may elect either of following options when the need for consulting services arises:

- Option 1 - Utilize the resultant Qualified Vendor Listing
- Option 2 - Issue a formal solicitation

A. Process for Option 1: Utilizing the Qualified Vendor Listing

When utilizing the Qualified Vendor Listing, DHS will select a vendor from the listing according to the needs of the specific project or program area. The attached division-specific performance indicators will be incorporated into a standard contract on a case-by-case basis. When DHS requires deliverables in addition to those indicated in performance indicators, DHS shall negotiate additions to performance indicators and scopes of work on a case-by-case basis.

Issuance of Contract

DHS **shall** be responsible for award and administration of any contract resulting from the utilization of the Qualified Vendor Listing. Prior to award, all contracts **shall** be subject to review and approval of the Governor’s Office as well as other State approval processes which may include Legislative reporting, review, and approval. Contracts will be issued as professional/consultant (PCS) contracts, as prescribed by Arkansas law. The format for PCS contracts can be found in Attachment A.

Contract Renewals

Prior to the execution of a renewal option, the contract **shall** be subject to review and approval of the Governor's Office as well as other State approval processes which may include Legislative reporting, review, and approval.

B. Process for Option 2: Issuing a Formal Solicitation

If DHS elects to issue a formal bid solicitation, a vendor's inclusion on the resultant Qualified Vendor Listing for this RFQ **shall not** have bearing in the selection of a successful vendor for that solicitation. Vendors **must** respond to that solicitation as indicated in the bid document.

1.5 PERFORMANCE STANDARDS

State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. Performance Standards **shall** identify expected deliverables, performance measures, or outcomes; and define the acceptable standards a vendor **must** meet in order to avoid assessment of damages. The attached division-specific performance indicators will be incorporated into a standard contract on a case-by-case basis. When DHS requires deliverables in addition to those indicated in performance indicators, DHS shall negotiate additions to performance indicators and scopes of work on a case-by-case basis.

1.6 BID OPENING LOCATION

Responses submitted by the opening time and date **shall** be opened at the following location:

Arkansas Department of Human Services
Office of Procurement
Conference Room 3201
700 Main Street
Little Rock, AR 72201

1.7 DEFINITION OF REQUIREMENT

- A. The words "**must**" and "**shall**" signify a Requirement of this solicitation and that vendor's agreement to and compliance with that item is mandatory.
- B. Exceptions taken to any Requirement in this RFQ, whether submitted in the vendor's response or in subsequent correspondence, **shall** cause the vendor's response to be disqualified.
- C. Vendor may request exceptions to NON-mandatory items. Any such request **must** be declared on, or as an attachment to, the appropriate section's *Agreement and Compliance Page*. Vendor **must** clearly explain the requested exception and should reference the specific solicitation item number to which the exception applies. (See *Agreement and Compliance Page*.)

1.8 DEFINITION OF TERMS

- A. The Issuing Officer has made every effort to use industry-accepted terminology in this RFQ and will attempt to further clarify any point of an item in question.
- B. The words "bidder," "vendor" and "contractor" are used synonymously in this document.
- C. The terms "Request for Qualifications", "RFQ" and "Bid Solicitation" are used synonymously in this document.

1.9 RESPONSE DOCUMENTS

A. Original Response Packet

1. The original *Response Packet* for this RFQ **must** be submitted on or before the bid opening date and time.
2. The *Response Packet* should be clearly marked "Original" and **must** include the following:
 - a. Original signed *Response Signature Page*. (See *Response Signature Page*.)
 - b. Original signed *Agreement and Compliance Pages*. (See *Agreement and Compliance Pages*.)
 - c. Proposed Subcontractor Form

- d. Response to the *Information for Evaluation* section included in the *Response Packet*.
 - e. EO 98-04 Disclosure Form, Attachment B. (See *Standard Terms and Conditions, #27. Disclosure.*)
 - f. Copy of Vendor's *Equal Opportunity Policy*. (See *Equal Opportunity Policy.*)
3. Vendor will check off in response packet, services you are willing to provide, population you are willing to serve and what counties you are willing to provide the services.
 4. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.
- B. Pricing is not requested for this solicitation and **must not** be submitted with the bidder's response to this RFQ. (See *Pricing.*)
- C. Additional Copies and Redacted Copy of the Response Packet
In addition to the original *Response Packet*, the following items shall be submitted:
1. Additional Copies of the *Response Packet*
 - a. One (1) complete hard copy (marked "COPY") of the *Response Packet*.
 - b. Two (2) electronic copies of the *Response Packet*, preferably on flash drives.
 - 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 **shall** govern.
 - d. If DHS requests additional copies of the response, the copies **must** be delivered within twenty-four (24) hours of request.
 2. If applicable, one (1) redacted copy (marked "REDACTED") the original *Response Packet*, preferably on a flash drive. A CD will also be acceptable. (See 1.14 Proprietary Information.)

1.10 ORGANIZATION OF RESPONSE DOCUMENTS

- A. It is strongly recommended that vendors adhere to the following format and suggestions when preparing their Response.
- B. The original *Response Packet* to this RFQ and all copies should be arranged in the following order.
 - *Response Signature Page.*
 - *All Agreement and Compliance Pages.*
 - Signed Addenda, if applicable.
 - E.O. 98-04 – *Contract and Grant Disclosure and certification Form.*
 - *Equal Opportunity Policy.*
 - Response to the *Information for Evaluation* section of the *Response Packet*.

1.11 RESPONSE SIGNATURE PAGE

- A. An official authorized to bind the vendor(s) to a resultant contract **must** sign the *Response Signature Page* included in the *Response Packet*.
- B. Vendor's signature on this page **shall** signify vendor's agreement that either of the following **shall** cause the vendor's response to be disqualified:
 1. Additional terms or conditions submitted intentionally or inadvertently.
 2. Any exception that conflicts with a Requirement of this *Bid Solicitation*.

1.12 AGREEMENT AND COMPLIANCE PAGES

- A. Vendor **must** sign all *Agreement and Compliance Pages* relevant to each section of the *Bid Solicitation Document*. The *Agreement and Compliance Pages* are included in the *Response Packet*.
- B. Vendor's signature on these pages **shall** signify agreement to and compliance with all Requirements within the designated section.

1.13 **SUBCONTRACTORS**

- A. Vendor **must** complete, sign and submit the *Proposed Subcontractors Form* included in the *Response Packet* to indicate vendor's intent to utilize, or to not utilize, subcontractors.
- B. Additional subcontractor information may be required or requested in following sections of this *Bid Solicitation* or in the *Information for Evaluation* section provided in the *Response Packet*. **Do not** attach any additional information to the *Proposed Subcontractors Form*.
- C. The utilization of any proposed subcontractor is subject to approval by the State agency.

1.14 **PRICING**

- A. Vendor **must not** include any pricing in their response to this RFQ. Should the hard copies or electronic copies of their *Response Packet* contain any pricing, the response **shall** be disqualified. The attached division-specific performance indicators will be incorporated into a standard contract on a case-by-case basis. When DHS requires deliverables in addition to those indicated in performance indicators, DHS shall negotiate additions to performance indicators and scopes of work on a case-by-case basis. Vendor will be reimbursed at the Medicaid Rates.
- B. **Additional Pricing Specifications for the Division of Children and Family Services.** Vendor shall be reimbursed for Direct Services, Indirect Services and Travel. Direct services are defined as face-to-face contact with the family/client and will be reimbursed at the Medicaid Rate. Indirect services are defined as services on behalf of the family/client and include without limitation travel time, completion of reports/narratives, attendance at meetings and court, and consultation with DCFS staff and/or other service providers. Indirect Services must be billed in units, with a unit defined as one quarter ($\frac{1}{4}$) of an hour; Indirect Services will be reimbursed at a rate of \$8.75 per unit. Mileage for travel will be reimbursed at the current state rate.

1.15 **PRIME CONTRACTOR RESPONSIBILITY**

- A. A joint response submitted by two or more vendors is acceptable. However, a single vendor **must** be identified as the prime contractor.
- B. The prime contractor **shall** be held responsible for the contract and **shall** be the sole point of contact.

1.16 **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. One (1) complete copy of the submission documents from which any proprietary information has been redacted should be submitted on a flash drive in the *Response Packet*.
- C. 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.
- D. The vendor **shall** be responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- E. The redacted copy **shall** be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor.
- F. If a redacted copy of the submission documents is not provided with vendor's response packet, a copy of the non-redacted documents **shall** be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).

- G. If the State deems redacted information to be subject to FOIA, the vendor will be contacted prior to release of the documents.

1.17 **CAUTION TO VENDORS**

- A. All communication concerning this RFQ **must** be addressed through Issuing Officer.
- B. Vendor **must not** alter any language in any solicitation document provided by the State.
- C. All official documents and correspondence related to this solicitation **shall** be included as part of a resultant Contract
- D. Responses **must** be submitted only in the English language.
- E. Vendor **must** provide clarification of any information in their response documents as requested by DHS.
- F. Inclusion of a vendor on the Qualified Vendor List does not guarantee issuance of a contract. The State **shall** have the right to award or not award a contract, if it is in the best interest of the State to do so.
- G. Qualifications **must** meet or exceed the required specifications as set forth in this Bid Solicitation.
- H. Vendors may submit multiple responses.

1.18 **REQUIREMENT OF ADDENDUM**

- A. This Bid Solicitation **shall** be modified only by an addendum written and authorized by DHS.
- B. An addendum posted within three (3) calendar days prior to the bid opening **shall** extend the bid opening and may or may not include changes to the Bid Solicitation.
- C. The vendor **shall** be responsible for checking the websites listed below for any and all addenda up to bid opening.

<http://humanservices.arkansas.gov/about-dhs/op/procurement-announcements>

<http://www.arkansas.gov/dfa/procurement/bids/index.php>

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

- A. "Minority business enterprise" is defined by Arkansas Code Annotated § 15-4-303(3) as a business that is at least fifty-one percent (51%) owned by one (1) or more persons who are lawful permanent residents of the state of Arkansas and who are:
- African American
 - American Indian
 - Asian American
 - Hispanic American
 - Pacific Islander American
 - A Service Disabled Veterans as designated by the United States Department of Veteran Affairs
- B. "Women-owned business enterprise" is defined by Arkansas Code Annotated § 15-4-303(9) as a business that is at least fifty-one percent (51%) owned by one (1) or more women who are lawful permanent residents of the state of Arkansas.
- C. The Arkansas Economic Development Commission conducts a certification process for minority and women-owned businesses as provided under the Minority and Women-Owned Business Economic Development Act, Arkansas Code Annotated § 15-4-301 et seq. The Contractor's Certification Number should be included on the *Proposal Signature Page*.

1.20 **EQUAL OPPORTUNITY POLICY**

- A. In compliance with Arkansas Code Annotated § 19-11-104, Office of State Procurement (OSP) is required to have a copy of the vendor's *Equal Opportunity (EO) Policy* prior to issuing a contract award.

- B. The vendor will submit its EO policy as a hard copy accompanying vendor’s response to this solicitation.
- C. The submission of an EO Policy is a one-time Requirement. Vendors are responsible for providing updates or changes to their respective policies, and for supplying EO Policies upon request to other State agencies that must also comply with this statute.
- D. Vendors, who are not required by law by to have an EO 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, prior to the award of a contract, selected vendor(s) **must** have a current certification on file with OSP stating that they do not employ or contract with illegal immigrants. If selected, the Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.
- B. The State will notify the selected vendor(s) prior to award if their certification has expired or is not on file. Instructions for completing the certification process will be provided to the vendor(s) at that time.

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 checking the designated box on the Proposal Signature Page of the response packet, a 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 vendor's past performance with the State may be used to determine if the vendor is “responsible”. Responses submitted by vendors determined to be non-responsible **shall** be disqualified.

1.23 PUBLICITY

- A. Vendors **shall not** issue a news release pertaining to this *Bid Solicitation* or any portion of the project without DHS’s prior written approval.
- B. Failure to comply with this Requirement **shall** be cause for a vendor’s response to be disqualified.

1.24 RESERVATION

The State **shall not** pay costs incurred in the preparation of a response.

1.25 SCHEDULE OF EVENTS

Public Notice of RFQ	October 8, 2018
Deadline for Receipt of Written Questions	October 15, 2018
Response to Written Questions	October 29 , 2018
Date and time for Opening Bids	November 13, 2018
Intent to Award Announced, On or About	November 17, 2018
Contract Start, (Subject to State Approval)	January 1, 2019

SECTION 2 – MINIMUM REQUIREMENTS

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

2.1 VENDOR QUALIFICATIONS

- A. Vendor **must** have a minimum of two (2) years' experience in individual, family and/or group therapy in each of the selected areas. Vendor **must** have experience providing counseling in home, community, natural and office environments. The Vendor should also have experience working with families who have economic and functional challenges.
- B. Vendor **must** be enrolled as a behavioral health service provider in the Arkansas Medicaid Program. For verification purposes, Vendor **must** provide Vendor's Medicaid Provider number, or provide documentation for verification of application to become a behavioral health service provider in the Arkansas Medicaid Program.

2.2 RESPONDENT'S NARRATIVE OF QUALIFYING EXPERIENCE

Vendors **must** submit a narrative detailing experience meeting 2.1(A) above. At minimum, Vendor's narrative must contain the following information:

- Date established;
- Ownership, (whether public, partnership, subsidiary, or specified other);
- Years in operation;
- Detailed description of services provided meeting the minimum professional experience requirement in 2.1(A) above.
- Total number of employees, including relevant professional experience; and
- An organizational chart displaying the overall business structure.

2.4 DIVISION-SPECIFIC PERFORMANCE STANDARDS

- A. State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. *Attachments F-H: Performance Standards* identify division-specific deliverables, performance measures, or outcomes; and define the acceptable standards a vendor **must** meet in order to avoid assessment of damages.
- B. The attached division-specific performance indicators (*Attachments F-H*) will be incorporated into a standard contract on a case-by-case basis. When DHS requires deliverables in addition to those indicated in performance indicators, DHS shall negotiate additions to performance indicators and scopes of work on a case-by-case basis.
- C. The State may be open to negotiations of Performance Standards prior to individual contract award, prior to the commencement of services, or at times throughout the contract duration.
- D. The State **shall** have 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 vendor so as to establish standards that are reasonably achievable.
- E. All changes made to the Performance Standards **shall** become an official part of the contract.
- F. Performance Standards **shall** continue throughout the term of the contract.
- G. Failure to meet the minimum Performance Standards as specified **shall** result in the assessment of damages.
- H. In the event a Performance Standard is not met, the vendor will have the opportunity to defend or respond to the insufficiency. The State **shall** have the right to waive damages if it determines there were extenuating factors beyond the control of the vendor that hindered the performance of services. In these instances, the State **shall** have final determination of the performance acceptability.
- I. Should any compensation be owed to the agency due to the assessment of damages, vendor **shall** follow the direction of the agency regarding the required compensation process.

2.5 **DIVISION-SPECIFIC BILLING REQUIREMENTS**

Vendor shall comply with the following billing requirements specific to the DHS division with which Vendor has contracted:

A. Division of Aging Adult and Behavioral Health Services

Invoices for monthly billing must be submitted to DAABHS by the tenth (10th) day of each month in order to ensure timely processing. Invoices must be submitted to the following address with an original signature:

Arkansas Department of Human Services
Division of Aging Adult and Behavioral Health Services
305 South Palm Street
Little Rock, AR 72205

B. Division of Children and Family Services

Invoices for monthly billing must be developed on-line through the Provider Invoice Entry (PIE) Program at <https://dhs.arkansas.gov/dcfs/pie/>. After the contract award the Division of Children and Family Services contract's staff shall contact the awardee to identify the awardee billing person(s) in order to set up their user login name and provide instructions for logging into the PIE system and password creation procedures.

C. Division of Youth and Family Services

DYS utilizes an electronic information management system (currently RiteTrack) that provides data entry, storage, tracking, and reporting capabilities for all custody and non-custody juveniles. It also provides the automated framework for billing and service delivery documentation and for incident reporting. Secure connectivity to the data base is provided through the Internet. Contractor shall implement and maintain the database as prescribed by DYS in accordance with all official policy, guidance and administrative directives. Contractor must demonstrate a willingness to provide data in the format prescribed by DYS and meet data entry maintenance requirements that shall include necessary reconciliation of juvenile data and completion of required error corrections. **Contractor shall enter all incident report summaries into the DYS database.** Contractor shall use the database for all service billing for DYS juveniles.

Contractor shall connect to the State Network using an Internet Service Provider (ISP), Microsoft Internet Explorer (IE), and Microsoft Terminal Server. Contractor's PCs that connect to the DYS database through Terminal Server must meet Best Practice Guidelines and comply with all official State and DHS policy, guidance, and administrative directives for security and protection of any data accessed and/or stored on the PC. Policies are found at http://www.dis.arkansas.gov/poli_stan_bestpract/policies.htm. Please refer back to this website often as new security and operational polices are formulated that shall apply to your connection to the web site for RiteTrack.

SECTION 3 – CRITERIA FOR SELECTION

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

3.1 REVIEW OF SUBMISSIONS

- A. DHS will review each response received to this RFQ to verify Requirements have been met. Responses that do not meet Requirements **shall** be disqualified and the vendor **shall not** be included on the Qualified Vendor Listing.
- B. Vendors whose response meets all Requirements of this RFQ **shall** be included on the Qualified Vendor Listing.
- C. DHS reserves the right to clarify presented information as it deems necessary.

SECTION 4 – GENERAL CONTRACTUAL REQUIREMENTS

- **Do not provide responses to items in this section.**
- **The following requirements shall apply in the event a resultant contract is issued.**

4.1 PAYMENT AND INVOICE PROVISIONS

- A. All invoices **shall** be forwarded to the agency as required for each project.
- B. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance of goods and services by the agency.
- C. The State **shall not** be invoiced in advance of delivery and acceptance of any goods or services.
- D. Payment will be made only after the vendor has successfully satisfied the agency as to the reliability and effectiveness of the goods and/or services purchased as a whole.
- E. The vendor 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. Selected vendor **must** be registered to receive payment and future *Bid Solicitation* notifications. Vendors may register on-line at <https://www.ark.org/vendor/index.html>.

4.2 GENERAL INFORMATION

- A. The State **shall not** 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 vendor/lessor in the event funds are not appropriated.
- B. The State **shall not** contract with another party to indemnify and defend that party for any liability and damages.
- C. The State **shall not** pay damages, legal expenses or other costs and expenses of any other party.
- D. The State **shall not** continue a contract once any equipment has been repossessed.
- E. Any litigation involving the State **must** take place in Pulaski County, Arkansas.
- F. The State **shall not** agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
- G. The State **shall not** enter a contract which grants to another party any remedies other than the following:
 - The right to possession.
 - The right to accrued payments.
 - The right to expenses of de-installation.
 - The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- H. The laws of the State of Arkansas **shall** govern this contract.
- I. A contract **shall not** be effective prior to award being made by DHS.

- J. 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:
- 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
 - The contract has required the State to carry insurance for such risk.

4.3 **CONDITIONS OF CONTRACT**

- A. The vendor **shall** at all times 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. The vendor **shall** 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 vendor.
- C. The vendor agrees to pro forma contract as presented in Attachment A, DHS Standard Terms and Conditions as presented in Attachment C, the Business Associate Agreement as presented in Attachment D, the Organizational or Personal Conflict of Interest policy as presented in Attachment E, and the Performance Based Contracting standards as presented in Attachments F-H. With the exception of Attachments F-H, the State will not entertain changes to
- D. this RFQ or any of the Attachments listed above.

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 vendor-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 vendor **shall** retain total liability for equipment, software and technical and business or operations literature. The State **shall** not at any time be responsible for or accept liability for any vendor-owned items.
- B. The vendor's liability for damages to the State **shall** be limited to the value of the Contract or as set forth in the agency's statement of work, whichever is higher. The foregoing limitation of liability **shall 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 vendor; 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 vendor and the State **shall not** be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability **shall 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 vendor; 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 **shall not** be construed or deemed as the State's waiver of its right of sovereign immunity. The vendor agrees that any claims against the State, whether sounding in tort or in contract, **shall** be brought before the Arkansas Claims Commission as provided by Arkansas law, and **shall** be governed accordingly.

4.5 **RECORD RETENTION**

- A. The vendor **shall** 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, access **shall** be granted to State or Federal Government entities or any of their duly authorized representatives.
- B. Financial and accounting records **shall** be retained and made 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 or until all audit questions or review

issues, appeal hearings, investigations or administrative or judicial litigation to which the records may relate are finally concluded.

4.6 PRICE ESCALATION

- A. Price increases will be considered at the time of contract renewal.
- B. The vendor **must** provide the State with 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. The State **shall** have the right to require additional information pertaining to the requested increase.
- C. Increases **shall not** be considered to increase profit or margins.
- D. The State **shall** have the right to approve or deny the request.

4.7 CONFIDENTIALITY

- A. The vendor, vendor's subsidiaries, and vendor's employees **shall** be bound to all laws and to all Requirements set forth in this Bid Solicitation concerning the confidentiality and secure handling of information of which they may become aware 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.

4.8 CONTRACT INTERPRETATION

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

4.9 CANCELLATION

- A. In the event the State no longer needs the service and/or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, relocation of offices, or lack of appropriated funding. The State **shall** give the vendor written notice of cancellation, specifying the terms and the effective date of contract termination. The effective date of termination **shall** be 30 days from the date of notification, unless a longer timeframe is specified in the notification.
- B. Upon default of a vendor, the State **shall** agree to pay only sums due for goods and/or services received and accepted up to cancellation of the contract.

4.10 SEVERABILITY

If any provision of a resulting contract, including items incorporated by reference, is declared or found to be illegal, unenforceable, or void, then both the agency and the vendor **shall** be relieved of all obligations arising under such provision. If the remainder of the contract is capable of performance, it **shall not** be affected by such declaration or finding and **shall** 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 Response Packets **must** be submitted to the Office of Procurement on or before the date and time specified for bid opening. The Response 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 responses **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. Vendor **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 vendor to supply additional descriptive material. The vendor **shall** guarantee that the product offered will meet or exceed specifications identified in this *Bid Solicitation*. Vendors 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 vendor 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 vendor **shall** further guarantee that if the items furnished hereunder are to be installed by the vendor, such items **shall** function properly when installed. The vendor **shall** guarantee that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The vendor'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 vendor'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 vendor's expense. After reasonable examination, all demonstrators will be returned at vendor'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 vendor.
- 10. **AMENDMENTS:** Vendor's responses 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 vendor. 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 vendor.
- 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 vendor cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Office of Procurement **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 vendor.

14. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the Office of Procurement. 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 Office of Procurement 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 Office of Procurement 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 vendors 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 OSP. Vendor **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. **OTHER REMEDIES:** In addition to the remedies outlined herein, the contractor and the State **shall** have the right to pursue any other remedy permitted by law or in equity.
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 vendor 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 vendor agrees that: (a) the vendor **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 vendor **shall** state that all qualified applicants **shall** receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the vendor 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 vendor 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 vendor **shall** include the provisions of above items (a) through (d) in every subcontract so that such provisions **shall** be binding upon such subcontractor or vendor.
25. **CONTINGENT FEE:** The vendor guarantees that he has not retained a person to solicit or secure this 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 vendor for the purpose of securing business.
26. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation, the vendor named on the *Response 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.