

## Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

**Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
Example	Page 7, section 1.15, C	J. Vendors may submit multiple bid	May vendors submit more than one bid?	yes See section 1.15, J
1	<a href="https://humanservices.arkansas.gov/announcements/pharmacy-services-2/">https://humanservices.arkansas.gov/announcements/pharmacy-services-2/</a>	Join Zoom Meeting <a href="https://us02web.zoom.us/j/83339396288?pwd=WWdqUXBfbktFS3VpU1hTNUIZcnVFdz09">https://us02web.zoom.us/j/83339396288?pwd=WWdqUXBfbktFS3VpU1hTNUIZcnVFdz09</a> Meeting ID: 833 3939 6288 Passcode: 316753	What is the Zoom link for?	The zoom link is published on the DHS website for the live bid opening. Refer to Section 1.5 & 1.28 of the Solicitation.
2	1.8A.4., 1.8B.1 & 2, 1.12B	4. DO NOT include any other documents or ancillary information, such as a cover letter or promotional/marketing information. Submit one (1) electronic copy of the response packet, excluding the Official Bid Price Sheet, preferably on a flash drive, and one (1) hard copy. To the extent possible, all electronic files should be a single document in PDF format. Official Bid Price Sheet. (See Pricing.) 1. Vendor's original Official Bid Price Sheet must be submitted in hard copy format. 2. Vendor should also submit one (1) electronic copy of the Official Bid Price Sheet, preferably on a flash drive, in a single PDF file B. A justification of the prices quoted should be attached to the Official Bid Price Sheet.	Should the "justification of prices quoted" be submitted in a narrative style explanation? Further, is this attachment to be included in the sealed pricing envelope as an additional hard copy? As an electronic copy, should it be added as a sheet on the excel file or an additional PDF on the flash drive?	Refer to Addendum 2, Section 1.12.B
3	1.12A. The Official Bid Price Sheet	Vendor(s) must include all pricing on the Official Bid Price Sheet(s) only	Where on the price sheet should all pricing be included? The 3 fields are marked as percentages.	Refer to Addendum 2, Section 1.12.A
4	1.13A	A joint bid submitted by two (2) or more vendors is acceptable.	In a case where two entities team to submit a joint response, do the entities require different owners?	No. However, a single vendor must be identified as the prime contractor. The prime contractor shall be held responsible for the contract and shall be the sole point of contact. Refer also to Section 1.11 Subcontractors and 1.14 Independent Price Determination of the solicitation.
5	1.26A.	Awarded vendor should have the capability of accepting the State's authorized MASTERCARD Procurement Card (p-card) as a method of payment.	Credit cards often charge fees per transaction to the contractor. What is the expected percentage of payment through Mastercard Procurement cards? How many individual p-cards are expected to be utilized annually?	Mastercard is not the exclusive method of payment. Refer also to Section 3.1 Payment and Invoice Provisions of the solicitation.

6	2.4D	1. Within six (6) months of the contract start date, Contractor must have a computer system in place that will interface with each division's electronic health records	Which electronic health record system does each division use?	<i>Currently, the Division of Adult, Aging and Behavioral Health Services facilities use MatrixCare 2024 R2 and the Division of Youth Services facilities use Qshift .</i>
8	2.4E.2	The Contractor shall provide backup plans for urgent/emergent drug delivery in the event of hazardous road conditions, natural disasters, etc	In the event of unforeseen road or traffic conditions, what is the expectation for urgent/emergent delivery.	<i>The expectation for urgent/emergent drug delivery is that Contractor will complete deliveries as quickly as possible in coordination with DHS.</i>
9	2.4E.2, 1.11	The Contractor shall provide backup plans for urgent/emergent drug delivery in the event of hazardous road conditions, natural disasters, etc, Subcontractors	Can this requirement be met by submitting an alternate pricing model where subcontractors were engaged only in the event of natural disasters?	<i>No. However the utilization of local providers (subcontractors) is permissible to meet this service requirement.</i>
9	2.4F.8	Provide Schedule II Narcotics with a physician's verbal telephone order followed by a written order/prescription.	Due to state law, is this provision expected only in the case of emergency?	<i>Refer to Section 2.4.F.8 of Addendum 2</i>
10	2.4F.10	Provide a method for medication management for client's visits home.	Is this provision as stated outside the scope of work?	<i>Refer to Section 2.5.A.10 of Addendum 2</i>
11	2.5A.7	Develop a report and provide to the Director of Nursing and consultant Pharmacist.	How often is the report expected?	<i>Refer to Section 2.5.A.7 of Addendum 2</i>
12	2.6B	The Contractor shall designate a pharmacy liaison to assist DHS with assessing client needs and providing product information and samples.	What samples may clients need?	<i>Refer to Section 2.6.B of Addendum 2</i>
13	3.5	The amount of the performance bonds shall be one hundred percent (100%) of the annual contract price	How will the annual contract price be determined?	<i>Refer to Addendum 2, Section 3.5</i>
14	3.7 PRICE ESCALATION	Price increases will be considered at the time of contract renewal.	Is there an alternate bid pricing structure allowable during the contract's term for deliveries of products that have not been assigned an Average Wholesale Price?	<i>Refer to Addendum 2 and the Revised Official Bid Price Sheet</i>