

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
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1			What is the Website to view the current/expiring contract? What is the number of this contract?	<i>Not Applicable</i>
2			Please provide the incumbent proposals?	<i>Not Applicable</i>
3			Is there a way to get the bid tabulation or proposal document of the previous contract.	<i>Not Applicable</i>
4			<i>Can you share the previous spending for this contract and the previous rates</i>	<i>Not Applicable</i>
5			Currently we don't wish to have sub-contractors . But in future incase if we decide to have sub-contractore what is the procedure that we need to follow.	<i>Please see page 6, section 1.18 Award Process item 3 .</i>
6			Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	<i>No. Not relevant for bid</i>
7			Can you please let us know the previous spending of this contract?	<i>Not Applicable</i>
8			Please confirm if we can get the proposals or pricing of the incumbent(s).	<i>Not Applicable</i>
9			Are there any pain points or issues with the current vendor(s)?	<i>Not Applicable</i>
10			Please confirm the anticipated number of awards.	<i>Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, Item A.</i>
11	Page 3, section 1.8, 3,b	b. Copy of Vendor's Equal Opportunity Policy. (See Equal Opportunity Policy.)	Do we only need to submit our EEO policy or Also need to submit Diverse Workforce Utilization Report?	<i>A Diverse Workforce Utilization Report is not required. The State is required to have a copy of the Equal Opportunity Policy.</i>
12	Page 10, section 2.3, C	C. The Contractor must be a staffing agency in operation for at least three (3) years. For verification purposes, bidder must provide a Certificate of Good Standing with bid submission.	Do we need to submit the Certificate of Good Standing from State or Arkansas OR can we provide Certification of Good Standing in the State of Virginia (State where company is incorporated)?	<i>A certificate of Good Standing in the State the company was registered in is acceptable.</i>
13	Page 2, section 1.3, A	Term contract will be awarded to multiple contractors.	To how many vendors OP is going to award the contract and add in vendor pool? And Is there any preference for Local vendors?	<i>Unknown. Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, Item A.</i>

14	Page 4, section 1.11 A	A. Vendor must complete, sign and submit the Proposed Subcontractors Form included in the Bid Response Packet to indicate vendor's intent to utilize, or to not utilize, subcontractors.	In order to stay in compliance for award, is this mandatory to use/utilize subcontractors under this contract?	<i>The utilization of a subcontractor is not required. Please refer to page 4, section 1.11 Subcontractors.</i>
15			Is this a new/fresh contract OR is there any previous contract that is going to expire and this contract is going to replace the previous contract? (IF YES), So can we request for the information of Incumbents, their proposals, pricing (Hourly Rate, Long Term Rate and any other discounts provided by existing vendors), What was the total Previous spent (Historic Spent) of existing contract and what is the Not To Exceed (NTE) budget for new contract.	<i>Not Applicable</i>
16	Page 6, section 1.18, A	A minority or women owned business defined by Arkansas Code	Is it a requirement that the vendor be a minority or women owned business to award?	<i>No. Please refer to page 6, section 1.18 Award Process, item A.</i>
17	Page 10, section 2.4, A	Scope of work	The job description is listed and the last comment is other duties as assigned, can you define this and be more specific.	<i>The scope of assignments will remain clerical. However, tasks may vary depending on needs of the location.</i>
18			How many vendors do you intend to award for this contract?	<i>Unknown. Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, item A.</i>
19			Can you please provide us with an estimated or NTE budget allocated for this contract?	<i>Not Applicable</i>
20			Please provide the evaluation criteria for evaluating the bids for this ITB.	<i>Bid submissions in response to invitation for bids are reviewed based on minimum qualifications and pricing. Please refer to page 6, section 1.18 Award Process, item A.</i>
21			Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name?	<i>New</i>
22			If there is an incumbent for this contract, is the incumbent eligible to submit the proposal again?	<i>Not Applicable</i>
23			Are there any pain points or issues with the current vendor(s), If any?	<i>Not Applicable</i>
24			Is this re-compete or new requirement?	<i>New</i>
25			Could you please share the previous spending on this contract, if any?	<i>Not Applicable</i>
26			Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	<i>The utilization of a subcontractor is not required. Please refer to page 4, section 1.11 Subcontractors.</i>
27			What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?	<i>Not Applicable</i>
28			Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?	<i>Yes. Please refer to page 11, section 2.4, item B Staffing Qualifications.</i>

29			Are hourly rate ranges acceptable for proposed personnel?	<i>Please refer to page 5 Official Bid Price Sheet included in the response packet.</i>
30			Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?	<i>Services are required onsite.</i>
31			What will be the mode of interview if conducted, via virtual or in-person?	<i>Interviews may be conducted virtually or in person.</i>
32			Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	<i>Please refer to page 12, section D Temporary Employee Assignments.</i>
33			How many people are currently working onsite and offsite?	<i>Temporary employees are required to provide services onsite.</i>
34			Are there any mandated Paid Time Off, Vacation, etc.?	<i>No. Please refer to page 13, Section 2.4.E Schedule.</i>
35			Can we submit the documentation of the active registration from the Arkansas Secretary of State's Office after the award?	<i>No. Please refer to page 2, section 1.6 Definition of Requirement</i>
36	Page 3, section 1.9, 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 Bid Response Packet.	In order to comply with this requirement, please confirm if the bidder/vendor need to sign all the pages of the Bid Solicitation Document that constitutes sections 1-4?	<i>No, it is not necessary to sign all pages of the solicitation document. Sections 1 - 4 Vendor Agreement and Compliance are located on page 3 of the Bid Response Packet.</i>
37	Page 2, section 1.3, A	A Term contract will be awarded to multiple contractors	What is the number of intended awards under this contract?	<i>Unknown. Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, Item A.</i>
38	Page 7, point 1, Attachment C- Performance Based Contracting	The Contractor shall designate a single local point of contact personnel as well as designated backup contact personnel that will be accessible during normal work hours (8:00 am thru 4:30 pm, Monday thru Friday).	Is it mandatory for the single point of contact to be local?	Yes
39	Page 4, section 1.13, A	A. A joint bid submitted by two (2) or more vendors is acceptable. However, a single vendor must be identified as the prime contractor.	Is it required that we have a subcontractor, or are we allowed to submit a sole bid?	<i>The utilization of a subcontractor is not required. Please refer to page 4, section 1.11 Subcontractors.</i>
40	Page 6, section 1.18, A.2	2. Awarded vendors will be contacted for each area. DHS may contact the lowest vendor in a different area to ensure positions are filled across the State of Arkansas.	How many vendors do you intend to award?	<i>Unknown. Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, Item A.</i>
41	Page 10, section 2.3, C	C. The Contractor must be a staffing agency in operation for at least three (3) years. For verification purposes, bidder must provide a Certificate of Good Standing with bid submission.	We are a foreign vendor, our Certificate of Good Standing is in the state of California. Is this acceptable?	<i>A certificate of Good Standing in the State the company was registered in is acceptable.</i>

42	Page 16, section 3.5, B	B. Financial and accounting records shall be 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.	Are financial records required along with submission?	No
43	Page 3, section 1.8, B.5	5. Vendor's original Official Bid Price Sheet must be submitted in hard copy format.	Are we permitted to submit rate ranges?	No. The Official Bid Price Sheet does not allow for rate ranges. Please see the Bid Response Packet page 5, Official Bid Price Sheet.
44	N/A		I If this is not a new requirement, who are the vendors that are currently providing these services?	Not Applicable
45	N/A		What has DHS spent on these services in the past 3 years?	Not Applicable
46	N/A		What is the current bill rate for Local Office Administrative Assistant?	Not Applicable
47	N/A		How will DHS choose a candidate from one for the awarded vendors? Since vendors may have different bill rates.	Bid submissions in response to invitation for bids are reviewed based on minimum qualifications and pricing. Please refer to page 6, section 1.18 Award Process, Item A.
48	Cover Page	Solicitation Due March 31 @2 PM	What time is the proposal due? The RFP states 1 PM CT, but DHS's site states 11 AM CT	Please refer to Addendum 1
49			I was doing search on the portal regarding incumbents on https://humanservices.arkansas.gov/divisions-shared-services/shared-services/office-of-procurement/procurement-announcements/ Can you please help us, from where we can find the incumbent details for (Temporary Staffing For Clerical Positions - IFB-710-22-0026)	710-22-0026 is the solicitation that is currently posted on the DHS website. An award has not been made.
50	RFP Page 2, Section 1.1, Purpose	temporary staffing agency to provide personnel for basic clerical positions for the Division of County Operations (DCO) throughout the State of Arkansas	What does the state of Arkansas define as basic clerical positions?	Please refer to 2.4.A Staffing Classification and Duties

51	RFP, page 3, section 1.8, A.3.d. and page 9, section 2.3, A	d.Documentation that vendor meets the minimum qualifications outlined in this IFB A. The Contractor must be registered to do business in the State of Arkansas. For verification purposes, Contractor must submit official documentation of their active registration from the Arkansas Secretary of State's Office .	Is a screen shot from the State of Arkansas website showing we are registered and active in the State acceptable to meet this requirement?	<i>Please see page 2, section 1.6 Definition of Requirement, item A and aslo please see page 10, section 2.3 Minimum Qulaificaitons item A.</i>
52	RFP, page 4, section 1.12, B.	B.A justification of prices quoted should be attached to the Official Bid Price Sheet	What justification of pricing is required to properly address this requirement?	<i>A justification may include a breakdown of costs but is not required.</i>
53	RFP Page 6, section 1.18 Award Process	Vendor selection	How many vendors does the state of Arkansas plan to award contracts to? If multi-award, will priority status be assigned to a preferred vendor?	<i>Unknown. Please refer to page 2, section 1.3 Type of Contract, item A and page 6, section 1.18 Award Process, Item A.</i>
54	RFP Page 7, section 1.23 Past Performance	Past program performance	Could the state of Arkansas provide the 2021 spend for the positions under the scope of this RFP?	<i>Not Applicable</i>
55	RFP Page 7, section 1.23 Past Performance	Past program performance	Could you provide a breakdown of the historical placements and the state departments they were assigned to last year?	<i>Information not immediately available.</i>
56	RFP Page 10, Section 2.4, A (staffing classification and duties)	The contractor shall provide temporary employees for the following classification level:	Can the state of Arkansas provide the current pay rates for the positions under the scope of this RFP? (Local Office Adminisrative Assistant)	<i>Not Applicable</i>
57	RFP Page 10, Section 2.4, Scope of Work	Purpose of the bid	What vendor(s) is the state of Arkansas currently working with? What are the current pain points TCA is dealing with currently when it comes to temporary workers	<i>Not Applicable</i>

58	RFP page 11, section B & C, B.2 and C	<p>2.Positions must be filled within twenty-four (24) hours of receipt of the request . In the event any temporary employee fails to adhere to DCO's directions or security regulations or demonstrate that they are not qualified to perform the required duties, DCO shall notify the Contractor who shall replace the employee within one (1) working day.</p> <p>C.TEMPORARY EMPLOYEE SCREENING PROCEDURES The Contractor shall have temporary employee applicant screening procedures in place that may include, but are not limited to:</p> <ul style="list-style-type: none"> •Evaluation of general knowledge and skills •Computer competency testing •Verification of work experience and capabilities through reference checks •Background Check •Drug Screening <p>1.Background check Each applicant must pass a criminal background check prior to employment and must not be</p>	<p>B.2 States that positions must be filled within 24 hours, is it the States expectation that all pre-hire cheks are just done at that time or just that the candidate is submitted within 24 hours? Some of the listed checks cannot legally be done pre-offer.</p>	<i>Please refer to Addendum 1</i>
59	RFP page 12, section D.1	<p>D.TEMPORARY EMPLOYEE ASSIGNMENTS 1.The DCO Manager or designee will notify the Contractor of temporary employee assignments as requirements arise and provide the following information to the Contractor for each assignment:</p> <ul style="list-style-type: none"> •Staffing classification and summary of duties •Assignment start date •Estimated assignment end date •Daily work schedule hours •DCO point of contact 	<p>What is the average duration of assignemnt? What was the average duration per assignment historically during 2020/2021? Do any of the temproary assignments transition to full time permanent roles, if so how many in 2020/2021?</p>	<i>Temporary employee assignments range in duration with an average of 3 - 6 months. In 2019, apprixamtely 9 temporary employees were hired on full time and in 2021, aproximately 6 temporary employees were hired on full time.</i>

60	RFP page 13, section E.1	E.SCHEDULE 1.The estimated hours are eight (8) hours per day, Monday through Friday, 8:00am - 4:30pm CST excluding State Holidays and weekends. If the DCO building is open during a State Holiday, DCO reserves the right to request paid volunteers to work if the State Holiday falls on a weekday. Under this circumstance, a supervisor must provide prior written approval and a timesheet for each temporary employee that worked. Approved hours outside of normal working hours will be paid at the contract price .	Pricing sheet does not allow for entry of over time or holiday rate. Is it the States intention not to have a rate for overtime and holiday hours worked?	<i>Please refer to 2.4.E Schedule</i>
61	RFP page 13, section G.2	2.The Contractor shall provide a substitute temporary employee in the event of either the planned or unplanned absence of an assigned temporary employee. DCO will review the substitute's resume, qualifications, and the results of reference checks and may reject the employee based on their review. This also applies to any temporary employee that leaves, for any reason, before the assignment is completed.	What is the States expectation for a planned or unplanned absense as far as length of time a temporary employee may be out? Should a contractor be replaced, will they then restart the contract duration or will they take on the remaining contract time of the existing contractor?	<i>DCO will consider all circumstances surrounding planned or unplanned absenses.</i>
62	RFP Page 15, section 3.3, C	Attachment E	Does Attachment E need to be filled out by the vendor? If yes, is there anything specific that must be completed?	No
63	Attachment D, page 1	Professional Services Contract	Will it be required for Aston Carter to fill out page 1?	No
64	Attachment D, document	Entire Attachment D	How would the State like to proceed with changes to these terms and conditions?	<i>The final terms and condition of any Contract shall be agreed upon during negotiation. DHS' Standard Terms and Conditions shall be included in any award Contract, unless the parties agree to changes or exceptions. Alternate terms and conditions or exceptions thereof must be submitted with the bidder's response to be considered by DHS. Note: Bidder's response may be disqualified if their changes or exceptions are excessive, or if they list exceptions to non-negotiable terms.</i>
65	Attachment F, document	Entire Attachment F	Business Associates Agreement (BAA): Will this be required for Aston Carter's business? It is our company's stance that any BAA would not be applicable since all information will be accessed and stored on our Client's networks and equipment.	Yes

66	Response Packet, Page 5, Official Bid Price Sheet	Please select the area(s) the prospective contractor has the capacity to provide services. Bidders may select multiple areas	Does the state of Arkansas plan to select the lowest priced bid for each division of county operations?	<i>Please see page 6; Section 1.18 Award Process Item A Vendor Selection</i>
67	Response Packet, Page 5, Official Bid Price Sheet	Please select the area(s) the prospective contractor has the capacity to provide services. Bidders may select multiple areas	Is a staffing vendor only able to conduct business in counties it's the lowest priced bidder?	<i>Please see page 6; Section 1.18 Award Process Item A Vendor Selection # 2</i>
68	Response Packet, Page 5, Official Bid Price Sheet	Please select the area(s) the prospective contractor has the capacity to provide services. Bidders may select multiple areas	Can the state of Arkansas provide the incumbents current bill rates/markups for clerical skillsets?	<i>Not Applicable</i>