



**STATE OF ARKANSAS**  
**OFFICE OF PROCUREMENT**  
**ARKANSAS DEPARTMENT OF HUMAN SERVICES**  
700 Main Street  
Little Rock, Arkansas 72203

***RESPONSE PACKET***  
***710-21-0035***

**CAUTION TO VENDOR**

Vendor's failure to submit required items and/or information as specified in the *Bid Solicitation Document* **shall** result in disqualification.

## SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:					
Address:					
City:		State:		Zip Code:	
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit				
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Asian American <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Pacific Islander American <input type="checkbox"/> Women-Owned				
AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>			

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			

CONFIRMATION OF REDACTED COPY
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, 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). See Bid Solicitation for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , 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.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.
<input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* **will cause the Prospective Contractor's bid to be disqualified:**

**Authorized Signature:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
Use Ink Only.

**Printed/Typed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **SECTION 1, 2, 3 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>		<b>Date:</b>	
<b>Authorized Signature:</b>		<b>Title:</b>	
<b>Print/Type Name:</b>			



## INFORMATION FOR EVALUATION

• Provide a response to each item/question in this section. Vendor may expand the space under each item/question to provide a complete response.

• **Do not** include additional information if not pertinent to the itemized request.

	Maximum RAW Score Available
<b>E.1 EXPERIENCE AND QUALIFICATIONS</b>	
A. Describe previous or current engagements performed by your organization within the last three (3) years of similar size and scope to those described in the Solicitation that demonstrate your organization's capability to perform all services required in the Solicitation. For each engagement referenced, provide the entity name, contact information (including contact name and email address), contract term dates, and geographic area serviced. (Section 1.3B) Include whether you are currently under contract with any other systems for ERA, what locations, and go-live dates for those states.	5 points
B. Provide an organization chart with job descriptions, including minimum qualifications, for key personnel and Project Lead.	5 points
<b>E.2 CLIENT ASSISTANCE CAPABILITIES</b>	
A. Discuss your organization's capability to accept and process electronic and paper applications, including call center support, training methods, and other customer assistance functions, and the ability to track and match tenants with landlords even when both apply for the same housing unit.	5 points
B. Describe your capabilities in communicating with individuals who speak languages other than English. Include all languages you provide (e.g., English, Spanish, Marshallese) and how you will accommodate special populations such as those with cultural/health disparities.	5 points
<b>E.3 TECHNOLOGICAL CAPABILITIES</b>	
A. Describe your proposed system, including whether it is currently in operation, in development, or is a retrofit of an existing system. If the system is currently in operation, provide a list of the states and programs using it.	5 points
B. Describe your strategies for providing redundancy, fault tolerance, and an uptime of 99.9% scheduled website availability.	5 points
C. Describe your approach to a user-friendly, easy to understand interface for applicants. Include screen shots or examples to illustrate.	5 points
D. Describe the system's user-side document upload capabilities and mobile support.	5 points
<b>E.4 COMMUNITY OUTREACH PLAN</b>	
A. Provide a proposal for how to involve community action agencies and other community organizations in the process, including a proposal for compensating those agencies for their work. Include a summary of your experience in providing outreach for similar state or federal assistance programs, a proposed budget for this ERA outreach, and plans to reach rural and high poverty areas.	5 points
<b>E.5 PAYMENT PROCESSING AND DISTRIBUTION</b>	
A. Describe your payment processing and distribution, including compensation details regarding Contractor-financed payments and DCO reimbursements by invoice.	5 points

<b>E.6 DATA MANAGEMENT AND SECURITY</b>	
A. Discuss your approach to eligibility determination/verification and fraud deterrence.	5 points
B. Describe your organization's level of compliance and experience working with the privacy and security practices and processes as defined by the National Institute of Standards and Technology (NIST) and state and federal requirements regarding the use of protected information.	5 points
C. Describe the solution's recovery point objective (RPO) and recovery time objective (RTO).	5 points
<b>E.7 AUDIT/RECORD RETENTION</b>	
A. Discuss your strategies for record retention, reporting capabilities, and information auditing experience and capabilities.	5 points
<b>E.8 IMPLEMENTATION PLAN</b>	
A. Outline your plan for completing implementation no later than April 1, 2021 and key milestones to reach disbursement of at least 65% of total ERA funding by September 30, 2021 and 100% by December 31, 2021. Include a timetable of implementation activities as well as the activities expected to be completed by DHS.	5 points