



STATE OF ARKANSAS
 Department of Human Services
 Office of Procurement
 700 Main Street
 Little Rock, Arkansas 72201

REVISED INVITATION FOR BID
BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION

Bid Number:	710-23-0039	Solicitation Issued:	April 12, 2023
Description:	Language Interpreter and Translation Services		
Agency:	Department of Human Services, Office of Procurement (OP)		

SUBMISSION DEADLINE

Bid Submission Date/Time	May 3, 2023 @ 1:30pm Central Time	Bid Opening Date/Time:	May 3, 2023 @ 2:30pm Central Time
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Bids **shall not** be accepted after the designated bid submission date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit proposals at the designated location on or before the bid submission date and time. Bids received after the designated bid submission 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 the Office of Procurement.

DELIVERY OF RESPONSE DOCUMENTS

Delivery Address:	Arkansas Department of Human Services Attn: Office of Procurement 700 Main Street Slot W345 Little Rock, AR 72201
United States mail (USPS):	Arkansas Department of Human Services Attn: Office of Procurement P.O. Box 1437 Slot W345 Little Rock, AR 72203-1437
Commercial Carrier (UPS, FedEx or USPS Exp):	Arkansas Department of Human Services Attn: Office of Procurement 112 West 8 th Street, Slot W345 Little Rock, AR 72201
	Delivery providers, USPS, UPS, and FedEx deliver mail to OP's street address on a schedule determined by each individual provider. These providers will deliver to OP based solely on the street address. Prospective Contractors assume all risk for timely, properly submitted deliveries.
Bid's Outer Packaging:	Seal outer packaging and properly mark with the following information. If outer packaging of bid 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

OFFICE OF PROCUREMENT CONTACT INFORMATION

OP Buyer:	Nawania Williams	Buyer's Direct Phone Number:	501-320-6511
Email Address:	DHS.OP.Solicitations@dhs.arkansas.gov	DHS's Main Number:	501-396-6045
DHS Website:	https://humanservices.arkansas.gov/do-business-with-dhs		
OSP Website:	http://www.arkansas.gov/dfa/procurement/bids/index.php		

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

1.1 PURPOSE

This Invitation for Bid (IFB) is issued by Department of Human Services (DHS), Office of Procurement (OP) to obtain pricing and a non-mandatory contract for certified and non-certified foreign language interpreter and translation services (both oral and written) on an as needed basis.

1.2 INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT

In accordance with Arkansas Code §19-11-249, this proposal and resulting contract is available to any State Agency or Institution of Higher Education that wishes to utilize the services of the selected proposer, and the proposer agrees, they may enter into an agreement as provided in this solicitation.

1.3 TYPE OF CONTRACT

- A. A Term contract will be awarded to a single vendor.
- B. Any resultant contract of this *Bid Solicitation* **shall** be subject to State approval processes which may include Legislative review.
- C. The term of this contract **shall** be for one (1) year. The anticipated starting date for the contract is October 1, 2023. Upon agreement by the vendor and agency the contract may be renewed by the Office of Procurement (OP) on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof not to exceed a total aggregate contract term of seven (7) years.

1.4 ISSUING AGENCY

The OP, as the issuing office, is the sole point of contact throughout this solicitation process. Vendor questions regarding this Bid Solicitation should be made through the State's buyer as shown on page two of this document. Vendor's questions will be answered as a courtesy and at vendor's own risk.

1.5 BID OPENING LOCATION

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

Department of Human Services
Office of Procurement
700 Main Street
Little Rock, AR 72201

Vendors wishing to attend the bid opening must report to the main entrance location, Arkansas Department of Human Services, Donaghey Plaza South Building, 700 Main Street, Little Rock, Arkansas 72201 and check in with the receptionist. All attendees are required to obtain security clearance upon entrance to the building by submitting a current, valid photo ID, preferably a driver's license, to the Security Officer at the reception area. The Security Officer will issue a visitor's badge which must be worn at all times. Before leaving the bid opening, visitors are required to return the visitor's badge to the Security Officer and retrieve their ID. The receptionist is to contact the buyer, for the vendor, for more detailed directions to the bid opening location.

When circumstances warrant, DHS may elect to conduct the bid opening entirely via video conference. If DHS makes this election, DHS shall post a link to the video conference on its website. If the bid opening will be conducted entirely via video conference, individuals will not be permitted to attend in-person.

1.6 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 *Bid Solicitation*, whether submitted in the vendor's bid or in subsequent correspondence, **shall** cause the vendor's bid to be disqualified.

1.7 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*.
- B. The words “bidder,” “vendor,” and “contractor” are used synonymously in this document.
- D. The terms “Invitation for Bid”, “IFB” and “Bid Solicitation” are used synonymously in this document.
- E. The term “translation” is the process of transferring ideas expressed in writing from one language to another language.
- F. The term “interpretation” is the process by which the spoken word is used when transferring meaning between languages.

Acronyms:

Term	Definition
AOC	Administrative Office of the Courts
HIPAA	Health Insurance Portability and Accountability Act
LEP/NEP	Limited or Non- English Proficiency

1.8 RESPONSE DOCUMENTS

A. *Bid Response Packet*

- 1. An official authorized to bind the vendor(s) to a resultant contract **must** sign the *Bid Signature Page*.
- 2. Vendor’s signature on this page **shall** signify vendor’s agreement that either of the following **shall** cause the vendor’s bid to be disqualified:
 - a. Additional terms or conditions submitted intentionally or inadvertently.
 - b. Any exception that conflicts with a Requirement of this *Bid Solicitation*.
- 3. The following items **shall** be submitted with the *Bid Response Packet in a sealed envelope*:
 - a. EO 98-04 Disclosure Form (Attachment A).
 - b. Copy of Vendor’s *Equal Opportunity Policy*. (See *Equal Opportunity Policy*.)
 - c. Signed addenda to this IFB, if applicable. (See Requirement of Addendum.)
 - d. Documentation that vendor meets the minimum qualifications outlined in this IFB. (See *Minimum Qualifications*.)
- 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.**

B. *Official Bid Price Sheet*. (See *Pricing*.)

- 5. Vendor’s original *Official Bid Price Sheet* **must** be submitted in hard copy format.
- 6. Vendor should also submit one (1) electronic copy of the *Official Bid Price Sheet*, preferably on a flash drive, in a single PDF file.
- 7. The *Official Bid Price Sheet*, including the hard copy and electronic copy, must be separately sealed from the *Bid Response Packet* and should be clearly marked as “Pricing.” Vendor must not include any pricing in the hard copies or electronic copies of the *Bid Response Packet*.

1.9 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 *Bid Response Packet*.
- B. Vendor’s signature on these pages **shall** signify agreement to and compliance with all requirements within the designated section.

1.10 CLARIFICATION OF BID SOLICITATION

- A. Contractor may submit written questions requesting clarification of information contained in this *Bid Solicitation*. Written questions should be submitted by 4:00 p.m., Central Time on April 19, 2023. Submit written questions by email to the buyer as shown on page one (1) of this *Bid Solicitation*.
- B. The attached response template (*Attachment B*) **must** be used for submission of all written questions. All questions should include the information specified in the response template. Written questions submitted in a different format may not be answered by DHS.
- C. Contractor's written questions will be consolidated and responded to by the State. The State's consolidated written response is anticipated to be posted to the OP website by the close of business on April 26, 2023.
- G. Answers to verbal questions may be given as a matter of courtesy and **must** be evaluated at contractor's risk.

1.11 SUBCONTRACTORS

- 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.
- B. Additional subcontractor information may be required or requested in following sections of this *Bid Solicitation*. **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.

1.12 PRICING

- A. Vendor(s) **must** include all pricing on the Official Bid Price Sheet only. Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation **shall** be borne by the vendor. The *Official Bid Price Sheet* is provided in the Bid Response Packet.
- B. A justification of prices quoted should be attached to the *Official Bid Price Sheet*.
- C. To allow time to evaluate bids, prices **must** be valid for one hundred twenty (120) days following the bid opening.
- D. Failure to complete and submit the *Official Bid Price Sheet* **shall** result in disqualification.
- E. All bid pricing **must** be in United States dollars and cents.
- F. The Official Bid Price Sheet may be reproduced as needed.
- G. The *Official Bid Price Sheet* and accompanying price justification **must** be separately sealed from the *Bid Response Packet*.

1.13 PRIME CONTRACTOR RESPONSIBILITY

- A. A joint bid submitted by two (2) 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.

1.14 INDEPENDENT PRICE DETERMINATION

- A. By submission of this bid, the vendor certifies, and in the case of a joint response, each party thereto certifies as to its own organization, that in connection with this bid:
 - 1. The prices in the bid have been arrived at independently, without collusion.
 - 2. No prior information concerning these prices has been received from, or given to, a competitive company.

- B. Evidence of collusion **shall** warrant consideration of this bid by the Office of the Attorney General. All vendors **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 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.
- H. Under no circumstances will pricing information be designated as confidential.
- I. 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 *Bid Response Packet*. A CD is also acceptable. Do not submit documents via email or fax.
- J. 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.
- K. The Prospective Contractor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- L. The redacted copy will be open to public inspection under FOIA without further notice to the Prospective Contractor.
- M. If a redacted copy of the submission documents is not provided with Prospective Contractor's *Bid 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 FOIA.
- N. If the State deems redacted information to be subject to FOIA, the Prospective Contractor will be contacted prior to release of the documents.
- O. The State has no liability to a Prospective Contractor with respect to the disclosure of Prospective Contractor's confidential information ordered by a court of competent jurisdiction pursuant to FOIA or other applicable law.

1.16 CAUTION TO VENDORS

- A. Prior to any contract award, all communication concerning this *Bid Solicitation* **must** be addressed through OP.
- B. Vendor **must not** alter any language in any solicitation document provided by the State.
- C. Vendor **must not** alter the Official Bid Price Sheet.
- D. All official documents and correspondence related to this solicitation **shall** be included as part of the resultant contract.
- E. Bids **must** be submitted in the English language.
- F. 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. Vendor **must** provide clarification of any information in their response documents as requested by OP.
- H. Bids **must** meet or exceed all defined specifications as set forth in this *Bid Solicitation*.
- I. Bids **must** meet all terms and conditions of this Invitation for Bid and the laws of the State of Arkansas.
- J. Vendors may submit multiple bids.

1.17 REQUIREMENT OF ADDENDUM

- A. This *Bid Solicitation* **shall** be modified only by an addendum written and authorized by OP.
- 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 following websites for any and all addenda up to bid opening:
<https://humanservices.arkansas.gov/do-business-with-dhs>
<https://www.arkansas.gov/dfa/procurement/bids/index.php>

1.18 AWARD PROCESS

A. Vendor Selection

1. Award will be made to lowest responsible, responsive bidder based on annual grand total which is the sum of all extended amounts. Consideration will only be given to those who bid all line items. Bidders must meet minimum qualifications. Bids must meet or exceed all defined specifications. Bids must meet all terms and conditions of this Invitation for Bid and the laws of the State of Arkansas.
2. Contract award, extension, or renewal is contingent upon approval by DHS officials, subsequent approval by the OP, review by the Legislative Council and the availability of State funds. Changes to any non-financial portion of this agreement may be made with the agreement of both DHS and the Contractor.

B. Negotiations

1. If the State so chooses, negotiations may be conducted with the lowest responsive bidder. 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 lowest responsive bidder. The negotiation process may be repeated until the lowest responsive vendor has been determined, or until such time the State decides not to move forward with an award.

C. Anticipation to Award

1. Once an anticipated successful vendor has been determined, the anticipated award will be posted on the following websites:
<https://humanservices.arkansas.gov/do-business-with-dhs>
<https://www.arkansas.gov/dfa/procurement/bids/index.php>
2. The anticipated award will be posted for a period of fourteen (14) days prior to the issuance of a contract. Vendors and agencies are cautioned that these are preliminary results only, and a contract will not be issued prior to the end of the fourteen (14) day posting period.
3. OP **shall** have the right to waive the policy of Anticipation to Award when it is in the best interest of the State.
4. It is the vendor's responsibility to check the above referenced websites for the posting of an anticipated award.

D. Issuance of Contract

1. Any resultant contract of this Bid Solicitation shall be subject to State approval processes which may include Legislative review.
2. An Office of Procurement Official will be responsible for award and administration 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 that is at least fifty-one percent (51%) 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 Veterans Affairs
- B. A woman-owned business 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 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 *Bid Signature Page*.

1.20 EQUAL EMPLOYMENT OPPORTUNITY POLICY

- A. In compliance with Arkansas Code Annotated § 19-11-104, the State is required to have a copy of the anticipated Contractor's *Equal Opportunity (EO) Policy* prior to issuing a contract award.
- B. EO Policies should be included as a hardcopy accompanying the solicitation response.
- C. The submission of an *EO Policy* to the OP 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 the OP stating that they do not employ or contract with illegal immigrants.
- B. OP 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 Bid Signature Page of the response packet, 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 vendor's past performance with the State may be used to determine if the vendor is "responsible." Proposals submitted by vendors determined to be non-responsible **shall** 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.

1.25 COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM

The respondent’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 <https://www.dfa.arkansas.gov/intergovernmental-services/state-technology-cost-analysis/architecture-compliance/>. Only those standards which are fully promulgated or have been approved by the Governor’s Office apply to this solution.

1.26 VISA ACCEPTANCE

- A. Awarded vendor should have the capability of accepting the State’s authorized VISA Procurement Card (p-card) as a method of payment.
- B. Price changes or additional fee(s) **shall not** be levied against the State when accepting the p-card as a form of payment.
- C. VISA is not the exclusive method of payment.

1.27 PUBLICITY

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

1.28 RESERVATION

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

1.29 SCHEDULE OF EVENTS

Public Notice of IFB	April 12, 2023
Deadline for Receipt of Written Questions	April 19, 2023
Response to Written Questions, On or About	May 4, 2023
Date and Time for Bid Submission	May 16, 2023 @ 1:30
Date and Time for Bid Opening	May 16, 2023 @ 2:00
Intent to Award Announced, On or About	May 25, 2023
Contract Start (Subject to State Approval)	October 1, 2023

1.30 STATE HOLIDAYS

Holidays are those days as declared legal state holidays by authority of Act 304 of 2001. Those days are as follows:

New Year’s Day	January 1
Dr. Martin Luther King Jr.’s Birthday	Third Monday in January
George Washington’s Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Eve	December 24
Christmas Day	December 25

Additional days can be proclaimed as holidays by the Governor through executive proclamation. State offices are normally closed on holidays however, there are occasions (i.e. during legislative sessions) when it may become necessary to keep state offices open on holidays. The Contractor shall maintain adequate staff on such working holidays.

SECTION 2 – MINIMUM REQUIREMENTS

2.1 INTRODUCTION

This Invitation for Bid (IFB) is issued by Department of Human Services (DHS), Office of Procurement (OP) for the to obtain pricing and a non-mandatory contract for certified and non-certified foreign language interpreter and translation services (both oral and written) on an as needed basis.

2.2 BACKGROUND

DHS is increasingly experiencing more clients for whom English is a second language. Services include:

- Foreign Language interpretation (In-Person or Remote including telephone or video)
- Translation services (Written)

Clients may have limited or non-English Proficiency (LEP/NEP) and are seeking assistance to services and benefits offered by DHS. Services are required within all seventy-five (75) counties of the State of Arkansas. Languages to be provided for individuals with LEP/NEP may include, but are not limited to the following:

- | | | | |
|-------------|------------------|---------------|------------------|
| • Arabic | • German | • Korean | • Russian |
| • Cambodian | • Greek | • Laotian | • Serbo-Croatian |
| • Chinese | • Haitian Creole | • Marshallese | • Spanish |
| • Farsi | • Italian | • Polish | • Vietnamese |
| • French | • Japanese | • Portuguese | • Urdu |

DHS generally requires a higher volume of services for Spanish and Marshallese communities.

Note: American Sign Language interpretation **shall not** be a part of this contract.

Contract usage will be based on the needs of the Divisions and Offices. This determination will be made at the sole discretion of the Divisions/Offices.

Divisions/Offices may provide to the contractor:

- An overview
- Scope of work (their mission)
- Language needs
- Glossary of key operational terms *
- A confidentiality policy

*Should the using Divisions/Offices provide a glossary of terms, the contractor **must** adhere to them.

2.3 MINIMUM QUALIFICATIONS

The Contractor **must** meet the following requirements:

- A. The Contractor **must** be registered to do business in the State of Arkansas and in good standing by the initial start of any resulting contract. For verification purposes, Contractor **must** provide a Certificate of Good Standing, Certificate of Authority, other required Arkansas Secretary of State documentation such as non-filing or nonqualifying statements, upon DHS request.
~~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.~~
- B. The bidder **must** include a copy of all required licensure and certification documents in the bidder's response to this solicitation. See "Response Documents."
- C. Contractor **shall** use qualified interpreters for the area of expertise requested. Prospective Contractor **must** provide both certified and non-certified interpreters and translators. For purposes of this solicitation, certified interpreters refer to those that are both certified by the American Translators Association (ATA) and non-certified interpreters refer to those that are qualified and have been assessed for professional skills including proficiency, training, and experience. for additional languages not covered by ATA. For verification purposes, Prospective

Contractor **shall** provide the names and language(s) for each certified and non-certified interpreter and translator on pages five (5) and six (6) Tables 2 and 3 of the bid response packet.

- D. Contractor **must** have on staff, interpreters acceptable to the Administrative Office of the Courts (AOC). Prospective Contractor **must** provide a list of certified or registered interpreters who are on file with the Administrative Office of the Courts on page five (5) Table 1 of the response packet. Prospective Contractor may provide a separate document including names if additional space is required. For verification purposes, names will be validated against the [Registry of Court Interpreters](#).
- E. Contractor **must** have an operational toll-free number, within the United States, to access all services. For verification purposes, the toll-free number **must** be provided on page six (6) of the response packet.
- F. Interpreters and translators **must** have at least one (1) year of experience providing interpreter and/or translation services within the last five (5) years. This requirement applies to each kind of service specified in the scope of work. For verification purposes, Prospective Contractor **shall** complete the attestation of personnel experience on page four (4) of the bid response packet. Upon DHS request, Contractor **shall** provide a resume for any interpreter and translator that has provided services to DHS.

2.4 SCOPE OF WORK

Contractor **shall** provide qualified personnel and resources to provide verbal interpretation and professional written translation services. Services may be requested for in-person, telephone, video conference, or other delivery methods.

A. Service Delivery

1. DHS Divisions and Offices may request services on-site, off-site, or remote (phone or video conference) as determined by the requesting division and office. Off-site locations may include, without limitation, the following:
 - State mental hospitals
 - Human development centers
 - Youth treatment facilities
 - State correctional facilities
 - Medical facilities
 - Clinics
 - Schools
 - Courts

DHS divisions and offices will provide specific location and requirements when a request is made.

B. Telephone, Communications

1. Contractor **must** have an operational toll-free number, within the United States, to access all services. The toll-free number **must** be maintained throughout the life of the contract including any amendments or extensions thereof.
2. Contractor **shall** designate a customer service manager to oversee requests for services under this IFB. The Contractor must provide a separate escalation telephone number for DHS to contact the customer service manager directly. The customer service manager's direct telephone number shall be provided upon contract start.
3. Contractor **shall** have trained interpreter staff available twenty-four (24) hours daily to answer all incoming calls.
4. During high volume calls, after hours, and late hours, a voice message system shall be utilized. Calls left on the voice message system or requiring a call back must be returned within thirty (30) minutes. The Contractor **must** provide a list to the DHS designee of calls not returned within thirty (30) minutes and include an explanation for each call not returned.
5. Call backs **must** be returned in the order which they are received.

6. Contractor **shall** answer an incoming call, or have it transferred to a message system, within five (5) rings. DHS will place calls at random to verify compliance.
7. Representatives answering calls **must** have strong communications skills and the ability to direct calls as needed. Contractor must ensure staff is trained in customer service.
8. Contractor shall not charge DHS when returning phone calls unless interpreter services are being provided.
9. Contractor **must** have "land-line" call center capabilities operational at the time of the bid response. Land-line capabilities must be maintained throughout the life of the contract or extensions.

C. Video, Conferencing

1. Interpreters and translators providing services remotely **must** have a video conferencing equipment to maintain high-quality audio and video. Equipment required for video conferencing must include, without limitation, the following:
 - Computer
 - High resolution webcam
 - Microphone
 - Speakers
 - Stable internet connection
 - Video Conference software or app (i.e., Zoom, Webex, Microsoft Teams)
2. Skyping or Face Timing will be considered only when the Contractor and DHS agree. Use of these methods of technology shall not exceed (60) minutes.

D. Interpreter Services

The Contractor **shall** provide certified and non-certified foreign language interpreters. of foreign language (simultaneous and/or consecutive). DHS reserves the right to request simultaneous interpretation services.

1. Skills, Interpreter
 - a. Both Certified and Non-Certified Interpreters **must** have the ability to easily interpret what is being said in a clear and comprehensible manner.
 - b. Both Certified and Non-Certified Interpreters **must** make every effort to assure the client has understood questions, instructions and other information transmitted by the using agency.
 - c. Both Certified and Non-Certified Interpreters **must** never add nor subtract anything that is being communicated by the person with LEP/NEP or the corresponding individual(s).
 - d. Certified and Non-Certified Interpreters **must** be familiar with basic medical and legal terminology.
2. Certified Interpreters may be directed by DHS to provide services for:
 - Persons with Limited or non-English proficiency (LEP/NEP) in worker compensation exams or cases
 - Medical exams
 - Blood banks
 - Dialysis centers
 - Clinic registration to psychiatric evaluations, etc.
3. Certified Interpreters **shall** be familiar with the laws of the State of Arkansas regarding:
 - Courtroom testimony and sworn deposition statements.
 - Certified Interpreters **shall** not interrupt the proceedings or unduly delay the testimony in a court of law.
 - They **shall** not take sides, show bias or deference to either party, and never show emotion or reaction to testimony.
 - Both Certified and Non-Certified Interpreters **shall** be familiar with and show respect in both attire and conduct to rules of a professional environment.

- Follow professional rules of Courts regarding cell phones, computers, or other electronic devices.

E. Translation Services

Contractor **shall** provide translation, proofing, and editing of documentation by qualified and experienced translators, and output in the media format requested by DHS.

1. Translation Authentication

- a. In the event a claim of inaccuracy is authenticated by two (2) or more foreign language specialists, engaged by the using agency, the Contractor **shall** have the responsibility to dispute the findings.
- b. If, after fifteen (15) business days, the Contractor is unable to provide the evidence and/or documentation to support their position, a "presumption of authentication" will be made on behalf of the outside specialist(s).
- c. Once the Contractor's translation has been found to be incorrect, the contractor assumes 100% of the financial liability for the correction of the inaccuracies.

2. Documentation (Forms /Publications)

- a. Contractor **shall** have no proprietary interest in forms, publications, or other documents translated. English and or Non-English document translations are the sole property of DHS.
- b. The using agency may request the Contractor to translate English forms, publications, correspondence etc., into a variety of non-English languages as determined by authorized contact personnel at the using agency.
- c. Documents requiring translation will primarily be English to non-English. However, the Contractor could receive non-English text to be translated into English.
- d. Documents to be translated can be provided to the Contractor, by DHS in any mutually agreed upon and legible format.
- e. Translated documents **must** be returned "translated" in the same format as the original was provided and if specified **must** be "print ready."
- f. During proofing/editing of documents, correspondence, etc., the Contractor **must** offer written justification for all edits and changes they suggest to the using agency.
- g. Basic grammar and punctuation may be added, without justification, but changes on word choice and adjustments to major blocks of text or content **must** be accompanied by the Contractor's rationale.
- h. It may be necessary to offer explanations based on the existing/specific circumstances.

F. Scheduling

1. Services **must** be available as requested including during normal business hours, after hours, late hours, weekends, and holidays.
 - a. Normal business hours are defined as Monday – Friday, 8:00 am – 5:00 pm CT
 - b. After hours is defined as Monday – Friday, 5:01 pm – 10:59 pm CT
 - c. Late hours are defined as Monday – Friday 11:00 pm – 7:59 am CT
 - d. Weekend is defined as any time on Saturday and Sunday
 - e. State observed holidays is defined in Section 1.30
2. Contractor **shall** provide pre-scheduling of interpreter appointment times. Contractor **must** adhere to Arkansas time zone (Central Time).
3. Contractor shall not delay interpreter activities. The service should be based on the requirements of DHS and not when an interpreter is available.
4. If the Contractor is unable to secure an interpreter within the original requested time frame within two (2) hours), DHS **shall** have the right to secure an interpreter through other means.
5. Once an appointment has been accepted, the Contractor **shall** be responsible for keeping the appointment. Contractor cannot provide substitutes or outsource without prior written approval from DHS.

6. When face-to-face interpretation services are requested by the using agency, the agency will provide the Contractor at least forty-eight (48) hour notice prior to the appointment except in unforeseen circumstances identified by DHS.
7. A Contractor may be required by agencies to provide interpreters with less than forty-eight (48) hour notice in case of emergency. Pursuant to such circumstances, the Contractor may apply a set a fee for expedited services at the submitted bid price for such circumstances.
 - a. Travel time for on-site visits is included in the two (2) hour time frame.
 - b. The using agency will determine the expected date/time for completion of document translations on an individual project basis.
 - c. If a Contractor's staff fails to attend a scheduled assignment or provide a qualified substitute, the Contractor **shall** reimburse DHS for two (2) hours of the Contractor's hourly fee.,
 - d. Contractor **shall** arrive on time to the scheduled appointments.
 - e. Contractor **must** keep accurate records of all appointments.
- G. Professionalism
Contractor and personnel providing services under this IFB **must** wear appropriate attire for the environment and consistently convey a professional appearance and behavior.
- H. Emergency Notice
Contractor may be required to provide face-to-face assistance to Persons with Limited or non-English proficiency (LEP/NEP) with less than two (2) hour notice in case-of-emergency.
- I. Cancellations, Contractor
 1. All call-in(s) or cancellation(s) by the Contractor's staff **must** be communicated to the DHS requestor a minimum of two (2) hours prior to the start of a scheduled assignment.
 2. DHS may request a substitute interpreter or translator.

2.5 CONFIDENTIALITY

Contractor shall provide for physical and electronic safety of all Protected Health Information generated or acquired by the Contractor when providing services. All information gathered, learned, or relayed while providing services under this IFB **shall** remain confidential. The Contractor **shall** be bound by confidentiality of any information that its employees may become aware of during performance of tasks.

2.6 STATUTES, REGULATIONS AND POLICIES

- A. Contractor, subcontractor(s), and personnel **must** comply with federal and state laws and regulations, including without limitation: Health Insurance Portability Accountability Act (HIPAA), Arkansas Personal Information Protection Act, Americans with Disabilities Act (ADA), Privacy Act, and consistent with the Business Associate Agreement (BAA) executed between the parties. Prior to award, the Contractor **must** complete a BAA.
- B. If any federal or state statute or regulation is enacted which requires a change in this IFB or any attachment thereof, both parties will deem this contract and any attachment automatically amended to comply with the newly enacted statute or regulation as of its effective date.
- C. In the event of a conflict between these standards and other applicable state, local, or federal laws, rules, or standards, the stricter requirement **shall** apply.

2.7 REPORTING

The Contractor **shall** submit written reports during the term of the contract. The report format **shall** be determined, after the award, with DHS having final approval.

2.8 AGENCY RESPONSIBILITIES

- A. Each division/office will specify the type of interpreter(s) (certified/non-certified) they need prior to a scheduled appointment.
- B. Purchase orders should indicate the type of service and the time required.
- C. All services, materials, and processes to be provided under the contract will be accomplished in consultation with DHS. DHS will have final approval.

2.9 INSURANCE REQUIREMENTS

- A. Contractor **must** furnish an approved "Certificate of Insurance" and **must** maintain the following insurance requirements throughout the contract period:
 - B. The Insurance **shall** not be modified without DHS approval.
 - C. The Contractor **shall** maintain insurance for the contract period and any resultant renewals in the minimum amount:
 - \$1,000,000 per occurrence
 - \$3,000,000 aggregate, for professional liability, negligence, errors and omissions and public liability.
 - D. The insurance **must** have limits sufficient to cover losses resulting from, or arising out of:
 - Contractor's action or inaction in the performance of the contract by the Contractor, its agents, servants, employee's, or subcontractors.
 - E. The insurance **shall** cover and continue to cover all occurrences during the term of this contract and any extensions thereof.
 - F. Prior to contract start and upon request, Contractor **must** submit a current Certificate of Insurance as evidence that policies are in full force and effect.
 - G. Contractor **shall** notify DHS, not less than forty-five (45) days in advance of any non-renewal, cancellation, or expiration of the Contractor's insurance policy. In the event DHS receives a notice of non-renewal, the Contractor **shall** provide DHS with an insurance policy from another carrier at least thirty (30) days prior to the expiration of the insurance policy then in effect.
 - H. All insurance policies **shall** be with a company licensed by the State of Arkansas to do business and to provide such policies.
 - I. DHS reserves the right to inspect the original insurance policies held by the Contractor.

2.10 CRIMINAL BACKGROUND CHECKS

~~A. Contractor **must** provide DHS with copies of criminal background checks upon request.~~

~~**NOTE:** Per the following website link: <https://static.ark.org/asp/criminal/faqs.html>~~

~~The background check releases a person's Arkansas felony and misdemeanor conviction record, any pending Arkansas felony arrests (where a person has been arrested and has not gone to trial) within the last three (3) years, and whether the person is a registered sex offender (levels one through four) or is required to register as a sex offender.~~

~~A. Applicable to all in-person and all court interpreter services and pursuant to Arkansas Code Annotated (A.C.A.) § 19-11-273, Contractor shall comply with A.C.A. §21-15-101 et seq, or any amendments thereto, should an applicant, Vendor's agent or employee be found to have been convicted of a crime listed in A.C.A. §21-15-101 et seq, that individual shall be prohibited from providing services. Should an applicant, Vendor's agent or employee be found to have been named as an offender or perpetrator in a true, substantiated, or founded report from the Child Maltreatment Central Registry, the Adult Abuse Central Registry, or the Certified Nursing Assistant/ Employment Clearance Registry, the individual/applicant/employee shall be immediately disqualified.~~

1. Prior to ~~Anticipation to Award~~contract start date or when requested by DHS, the Contractor must provide, at no cost to the State of Arkansas, the following Criminal Background Check Reports on individuals providing services in person:

- The Contractor
- The Supervisors and Employees-

2. All employees or agents of the vendor, providing Interpreter Services must pass a criminal background check prior to the commencement of their work. No employee or agent of the vendor shall be scheduled to commence in-person work until and unless they have passed a criminal background check.

B. For services provided via telephone or by internet video conference by non-certified qualified interpreters, all individuals must submit a criminal background or otherwise provide a commercially run criminal background check to the state upon request. If Vendor cannot provide a criminal background check on an individual who will be providing services, then that individual may be prevented from providing interpreter services, unless otherwise approved by the DHS Privacy Office or Office of Chief Counsel.

D.C. DHS reserves the right to determine if a company employee or hired individual passes or fails the criminal background check based on the results of the report. If the individual fails, they shall not be allowed to provide services under any resultant contract resulting from this IFB.

E.D. Online Background Reports Will Be Accepted.

1. Arkansas State Police (ASP) certified background reports on all employees or individuals providing in-person services shall be provided to DHS prior to providing services, including employees or individuals that may be added at a later date.
 - a. Background reports **must** be current. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or the commercial entity, as applicable. Background reports which are not current **shall** not be considered.
 - b. Should ASP or other commercial entity be delayed in sending the Criminal Background reports to DHS, DHS will accept proof of payment and application from Contractor to receive the reports as compliant with this requirement.
 - c. DHS reserves the right to terminate any resultant contract resulting from this IFB should evidence show tampering of any background reports.
 - d. The Contractor **shall** utilize the Arkansas State Police (ASP) for all background reports for in-person services. Commercial background reports for other individuals providing services are permissible.
 - e. Contractor **shall** immediately notify DHS of any changes or substitution of any employees assigned to the locations.
 - f. Background reports **shall** be sent by ASP directly to DHS for review, or by the commercial entity as applicable.
2. Online background reports will be accepted through the Arkansas State Police website only. <http://asp.arkansas.gov/services-and-programs/detail/criminal-background-checks> .

F.E. Additional Background Checks

1. DHS reserves the right to require, at no cost to the State, additional background checks of any employee at any time during the initial or any subsequent terms of the contract should good cause exist and is provided to the Contractor. DHS **shall** have sole authority to determine good cause.
2. Contractor **shall** complete the form and send it directly to the ASP after written notification has been provided. ~~DHS will supply copies of the criminal background information, when requested, to OSP.~~

G.F. Renewal Periods

1. DHS requires, at no cost to the State, current reports. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or commercial entity. (Background reports which are not current **shall** not be considered). ~~on all individuals that will be placed in the building at the start of each contract renewal period).~~

2. Contractor **shall** complete the form for each employee or individual pursuant and submit it to the ASP or the commercial entity, as applicable, not more than thirty (30) days prior to the start of the renewal period.

2.11 ADDITION OF NEW SERVICE METHODS

- A. The State intends to obtain for the duration of this contract, or any contract extensions thereof requiring Interpreter Services and or Translation Services, methods that reflect the industry's latest service technology.
- B. The State recognizes that there will be service technological modifications and improvements that may become available during the life of this contract that may be unavailable on the date of the contract award.
- C. Modified or improved methods for Interpreter Services and Translation Service technologies presented to DHS **shall** be at pricing parameters as the initial bid response pricing. (i.e. Discounts, Tier Cost, Volume Base, etc).
- D. DHS **shall** have final approval of modified or improved Interpreter Services and Translation Service methods prior to implementation.

2.12 PERFORMANCE STANDARDS

- A. State law requires that all contracts for services include Performance Standards for measuring the overall quality of services provided. Attachment C: Performance-Based Contracting identifies expected deliverables, performance measures, or outcomes; and defines the acceptable standards a vendor **must** meet 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.
- C. 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.
- D. All changes made to the Performance Standards **shall** become an official part of the contract.
- E. Performance Standards **shall** continue throughout the term of the contract.
- F. Failure to meet the minimum Performance Standards as specified **may** result in the assessment of damages or termination of the contract.
- G. In the event a Performance Standard is not met, the vendor will have the opportunity to defend, respond to, or cure to as determined by the State, the insufficiency. The State **may** waive damages if it determines there were extenuating factors beyond the control of the vendor that hindered the performance of services or it is in the best interest of the State. In these instances, the State **shall** have final determination of the performance acceptability.
- H. 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.

SECTION 3 – GENERAL CONTRACTUAL REQUIREMENTS

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

3.1 PAYMENT AND INVOICE PROVISIONS

A. Invoice Submission

1. The Contractor should invoice the agency by an itemized list of charges. The appropriate Purchase Order Number and/or the Contract Number should be referenced on each invoice. Each DHS division and office will have a unique purchase order number under this contract.
2. All invoices **shall** be forwarded to designated DHS staff.
3. Contractor **must** index each instance of service to the requesting DHS division or office.
4. Contractor **must** submit distinct invoices including that unique purchase order number for each DHS division and office. For example, if DCFS requests five (5) instances of service, and DCO requests three (3) instances of service in a given month the Contractor **must** submit two (2) invoices one grouping DCFS instances of service and another grouping DCO instances of service.
5. Invoices **must** be submitted by the 15th of each month for services provided in the prior month.
6. Contract **shall** submit any reporting to DHS required under the contract with monthly invoicing, including without limitation Sections 2.4 B (4) and 2.10 C of the IFB.

B. Travel Reimbursement

1. Reimbursable travel expenses **must** be approved in writing in advance by DHS designee.
2. Travel miles for translation services will be reimbursed by the requesting division/office at the per diem rate recognized by the State of Arkansas. No additional (travel time, lodging, meals, etc.) costs may be charged to clients. The current State of Arkansas mileage reimbursement rate is \$0.52 per mile. The mileage reimbursement rate may increase or decrease throughout the duration of the contract in accordance with the rate set by the Arkansas Department of Finance and Administration. The mileage reimbursement rate applied will be the current state rate on the date of travel.
3. Travel miles (within a twenty-five (25) mile radius of the Contractor's base location for each county up to fifty (50) miles one-way) will begin when Contractor commences their trip from their base location address or last work site, whichever is the shortest distance, to the proposed work site. No travel reimbursement **shall** be allowed on the return trip.
4. If a Contractor claims mileage, they **must** provide a transcript and mileage number of trip (where they began and how many miles traveled).

C. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance goods and services by the agency.

D. The State **shall not** be invoiced in advance of delivery and acceptance of any goods or services.

E. 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.

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. Vendors may register on-line at <https://www.ark.org/vendor/index.html>. Contractors may register on-line at <https://www.ark.org/vendor/index.html>.

3.2 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:
 - 1. The right to possession.
 - 2. The right to accrued payments.
 - 3. The right to expenses of deinstallation.
 - 4. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - 5. 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 a State Procurement Official.
- 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:
 - 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.
 - 2. The contract has required the State to carry insurance for such risk.

3.3 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 Contractor agrees to the Performance-Based Contracting standards as presented in Attachment C, DHS Standard Terms and Conditions as presented in Attachment D, a pro forma contract as presented in Attachment E, the Business Associate Agreement as presented in Attachment F, and the Organizational or Personal Conflict of Interest policy as presented in Attachment G.

ALL VENDOR STAFF MAY BE MANDATED REPORTERS UNDER STATE AND FEDERAL MANDATES

3.4 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 five million dollars (\$5,000,000), 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 State Claims Commission as provided by Arkansas law, and **shall** be governed accordingly.

3.5 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 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.
- C. Other sections of this *Bid Solicitation* may contain additional requirements regarding record retention.

3.6 PRICE ESCALATION

- A. Price increases will be considered at the time of contract renewal.
- B. The vendor **must** provide to the Office of Procurement (OP) 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. OP **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. OP **shall** have the right to approve or deny the request.

3.7 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 of while 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 *Bid Solicitation* may contain additional confidentiality requirements.

3.8 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.

3.9 CANCELLATION

- A. For Cause. The State may cancel any contract resulting from this solicitation for cause at the discretion of the Arkansas Department of Human Services. The State shall give the vendor written notice of cancellation, specifying the terms and the effective date of contract termination.
- B. For Convenience. The State may cancel any contract resulting from the solicitation by giving the Contractor written notice of such cancellation no less than 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.

3.10 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 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 4 – 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 Bid Packets **must** be submitted to the Office of State Procurement on or before the date and time specified for bid opening. The Bid 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 the firm in a contract. Multiple bids **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 (30) 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. Contractors **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 (1) 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 bids 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 Office of State 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 Contractor.

14. **DELIVERY REQUIREMENTS:** No substitutions or cancellations are permitted without written approval of the Office of State Procurement. Delivery **shall** be made during agency work hours (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 State 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 State 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 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; (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. 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 all claims that the Contractor may have arising 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 if 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. **CONTINGENT FEE:** The Contractor guarantees that no one has been retained 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 Contractor for securing business.
26. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation, the Contractor named on the *Bid 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.