



# STATE OF ARKANSAS

## OFFICE OF STATE PROCUREMENT

1509 West 7th Street, Room 300

Little Rock, Arkansas 72201-4222

## **REQUEST FOR PROPOSAL** BID SOLICITATION DOCUMENT

### SOLICITATION INFORMATION

|              |   |                      |            |
|--------------|---|----------------------|------------|
| Bid Number:  | SP-16-0139                              | Solicitation Issued: | 04-21-2016 |
| Description: | Online College/Career Planning System   |                      |            |
| Agency:      | Arkansas Department of Career Education |                      |            |

### SUBMISSION DEADLINE FOR RESPONSE

|                   |              |                   |                         |
|-------------------|--------------|-------------------|-------------------------|
| Bid Opening Date: | May 20, 2016 | Bid Opening Time: | 2:00 p.m., Central Time |
|-------------------|--------------|-------------------|-------------------------|

Proposals **shall not** be accepted after the designated bid opening date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of vendors to submit proposals at the designated location on or before the bid opening date and time. Proposals received after the designated bid opening date and time **shall** be considered late and **shall** be returned to the vendor without further review. It is not necessary to return "no bids" to OSP.

### DELIVERY OF RESPONSE DOCUMENTS

|                             |   |
|-----------------------------|---|
| Delivery Address:           | Office of State Procurement<br>1509 West 7 <sup>th</sup> Street, Room 300<br>Little Rock, AR 72201-4222<br><br>Delivery providers, USPS, UPS, and FedEx deliver mail to OSP's street address on a schedule determined by each individual provider. These providers will deliver to OSP based solely on the street address.  |
| Proposal's Outer Packaging: | Outer packaging <b>must</b> be sealed and should be properly marked with the following information. If outer packaging of proposal submission is not properly marked, the package may be opened for bid identification purposes. <ul style="list-style-type: none"><li>• Bid number</li><li>• Date and time of bid opening</li><li>• Vendor's name and return address</li></ul> |

### OFFICE OF STATE PROCUREMENT CONTACT INFORMATION

|                |   |                              |              |
|----------------|---|------------------------------|--------------|
| OSP Buyer:     | Jaime Motley  | Buyer's Direct Phone Number: | 501-371-6070 |
| Email Address: | Jaime.Motley@dfa.arkansas.gov   | OSP's Main Number:           | 501-324-9316 |
| OSP Website:   | <a href="http://www.dfa.arkansas.gov/offices/procurement/Pages/default.aspx">http://www.dfa.arkansas.gov/offices/procurement/Pages/default.aspx</a> |                              |              |

## **SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION**

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

### **1.1 PURPOSE**

The Arkansas Department of Career Education seeks a vendor to provide an on-line college and career planning system designed to enable middle/high school students, adult learners, higher education systems, and job seekers with a guided, unified, and age-appropriate approach to college and career exploration, college and career preparation, and employment.

### **1.2 TYPE OF CONTRACT**

- A. A Term contract will be awarded to a single vendor.
- B. The term of this contract **shall** be for one (1) year. The starting date for the contract is immediately upon award. Upon mutual agreement by the vendor and agency, the contract may be renewed by OSP on a year-to-year basis, for up to six (6) additional one-year terms or a portion thereof.
- C. The total contract term **shall not** be more than seven (7) years.

### **1.3 ISSUING AGENCY**

OSP, as the issuing office, is the sole point of contact throughout this solicitation.

### **1.4 BID OPENING LOCATION**

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

Office of State Procurement  
1509 West Seventh Street, Room 300  
Little Rock, AR 72201-4222

### **1.5 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 proposal or in subsequent correspondence, **shall** cause the vendor's proposal to be disqualified.
- C. Vendor may request exceptions to NON-mandatory items. Any such request **must** be declared on, or as an attachment to, the appropriate section's *Agreement and Compliance Page*. Vendor **must** clearly explain the requested exception and should reference the specific solicitation item number to which the exception applies. (See *Agreement and Compliance Page*.)

### **1.6 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" and "vendor" are used synonymously in this document.
- C. The terms "Request for Proposal", "RFP" and "Bid Solicitation" are used synonymously in this document.

### **1.7 RESPONSE DOCUMENTS**

- A. Original Technical Proposal Packet
  - 1. The original *Technical Proposal Packet* **must** be submitted on or before the bid opening date and time.
  - 2. The Proposal Packet should be clearly marked "Original" and **must** include the following:

- a. Original signed *Proposal Signature Page*. (See *Proposal Signature Page*.)
  - b. Original signed *Agreement and Compliance Pages*. (See *Agreement and Compliance Pages*.)
  - c. *Technical Proposal* response to the *Information for Evaluation* section included in the *Technical Proposal Packet*.
  - d. Other documents and/or information as may be expressly required in this *Bid Solicitation*.
3. The following items should be submitted in the original *Technical Proposal Packet*.
- a. EO 98-04 Disclosure Form. (See *Standard Terms and Conditions*, #27. *Disclosure*.)
  - b. Copy of Vendor's *Equal Opportunity Policy*. (See *Equal Opportunity Policy*.)
  - c. *Voluntary Product Accessibility Template* (VPAT). (See *Technology Access*.)
4. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

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

1. Vendor's original *Official Bid Price Sheet* **must** be submitted in hard copy format.
2. Vendor should also submit one (1) electronic copy of the *Official Bid Price Sheet*, preferably on a flash drive. A CD will also be acceptable.
3. The *Official Bid Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed from the *Technical Proposal Packet* and should be clearly marked as "Pricing". Vendor **must not** include any pricing in the hard copies or electronic copies of their *Technical Proposal Packet*.

C. *Additional Copies and Redacted Copy of the Technical Proposal Packet*

In addition to the original *Technical Proposal Packet* and the *Official Bid Price Sheet*, the following items should be submitted:

1. Additional Copies of the *Technical Proposal Packet*
  - a. Six (6) electronic copies of the *Technical Proposal Packet*, preferably on flash drives. CDs will also be acceptable.
  - b. All additional hard copies and electronic copies **must** be identical to the original hard copy. In case of a discrepancy, the original hard copy **shall** govern.
  - c. If OSP requests additional copies of the proposal, the copies **must** be delivered within twenty-four (24) hours of request.
2. One (1) redacted (marked "REDACTED") copy the original *Technical Proposal Packet*, preferably on a flash drive. A CD will also be acceptable. (See *Proprietary Information*.)

## 1.8 ORGANIZATION OF RESPONSE DOCUMENTS

- A. It is strongly recommended that vendors adhere to the following format and suggestions when preparing their *Technical Proposal* response.
- B. The original *Technical Proposal Packet* and all copies should be arranged in the following order.
  - *Proposal Signature Page*.
  - All *Agreement and Compliance Pages*.
  - Signed Addenda, if applicable.
  - E.O. 98-04 – *Contract Grant and Disclosure Form*.

- *Equal Opportunity Policy.*
- *Voluntary Product Accessibility Template (VPAT).*
- Other documents and/or information as may be expressly required in this *Bid Solicitation*. Label documents and/or information so as to reference the *Bid Solicitation's* item number.
- Technical Proposal response to the *Information for Evaluation* section of the *Technical Proposal Packet*.

#### 1.9 **CLARIFICATION OF BID SOLICITATION**

- A. Vendors may submit written questions requesting clarification of information contained in this *Bid Solicitation*. Written questions **must** be submitted by 4:00 p.m., Central Time on May 5, 2016. Submit written questions by email to the OSP buyer as shown on page one (1) of this *Bid Solicitation*.
- B. For each question submitted, vendor should reference the specific solicitation item number to which the question refers.
- C. Vendors' written questions will be consolidated and responded to by the State. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on May 12, 2016.
- D. Answers to verbal questions may be given as a matter of courtesy and **must** be evaluated at vendor's risk.

#### 1.10 **ORAL PRESENTATION/DEMONSTRATION**

- A. Oral presentations/demonstrations **shall** be required of all vendors receiving required minimum score on their proposal. The required minimum score is defined in under *Technical Proposal Score* in the *Criteria for Selection* section.
- B. Vendors will be given a minimum of two (2) weeks' notice for scheduling of the demonstration. The vendor may request the presentation be scheduled earlier, provided the date and time are acceptable by the agency. Parameters for the presentation will be provided when vendor is contacted for scheduling.
- C. Demonstrations **shall** be conducted on-site in Little Rock, Arkansas at a location determined by the agency.
- D. Demonstrations **must** be conducted with the same system as proposed. System failure **shall** result in disqualification of a vendor's proposal.
- E. Pricing **must not** be discussed or exposed during the presentation/demonstration.
- F. All presentations are subject to be recorded.
- G. All expenses associated with the demonstration except travel, meals, and lodging for State personnel, will be borne by the vendor.

#### 1.11 **PROPOSAL SIGNATURE PAGE**

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

#### 1.12 **AGREEMENT AND COMPLIANCE PAGES**

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

#### 1.13 **SUBCONTRACTORS**

- Subcontractors **shall not** be allowed to perform work under the terms of this contract.

#### 1.14 **PRICING**

- A. Vendor(s) **must** include all pricing on the Official Price Bid Sheet(s) 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 as a separate excel file posted with this *Bid Solicitation*.
- B. To allow time to evaluate proposals, prices **must** be valid for 120 days following the bid opening.
- C. The *Official Bid Price Sheet*, including the hard copy and electronic copy, **must** be separately sealed from the *Technical Proposal Packet* and should be clearly marked as "Pricing". DO NOT submit any ancillary information not related to actual pricing in the sealed pricing package.
- D. Vendor **must not** include any pricing in the hard copies or electronic copies of their *Technical Proposal Packet*. Should hard copies or electronic copies of their *Response Packet* contain any pricing, the response **shall** be disqualified. Do not submit
- E. Failure to complete and submit the *Official Bid Price Sheet* **shall** result in disqualification.
- F. All proposal pricing **must** be in United States dollars and cents.
- G. The Official Bid Price Sheet may be reproduced as needed.

#### 1.15 **PRIME CONTRACTOR RESPONSIBILITY**

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

#### 1.16 **INDEPENDENT PRICE DETERMINATION**

- A. By submission of this proposal, the vendor certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
  - The prices in the proposal have been arrived at independently, without collusion.
  - 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 proposal by the Office of the Attorney General. All vendors **shall** understand that this paragraph may be used as a basis for litigation.

#### 1.17 **PROPRIETARY INFORMATION**

- A. Submission documents pertaining to this *Bid Solicitation* become the property of the State and are subject to the Arkansas Freedom of Information Act (FOIA).
- B. One (1) complete copy of the submission documents from which any proprietary information has been redacted should be submitted on a flash drive in the *Technical Proposal Packet*. A CD is also acceptable.
- C. Except for the redacted information, the redacted copy **must** be identical to the original hard copy, reflecting the same pagination as the original and showing the space from which information was redacted.
- D. The vendor **shall** be responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- E. The redacted copy **shall** be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor.
- F. If a redacted copy of the submission documents is not provided with vendor's response packet, a copy of the non-redacted documents, with the exception of financial data (other than pricing), **shall** be released in response to any request made under the Arkansas Freedom of Information Act (FOIA).

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

#### 1.18 **CAUTION TO VENDORS**

- A. Prior to any contract award, all communication concerning this *Bid Solicitation* **must** be addressed through OSP.
- 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. Proposals **must** be submitted only 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 OSP.
- H. Qualifications and proposed system **must** meet or exceed the required specifications as set forth in this *Bid Solicitation*.
- I. Vendors may submit multiple proposals.

#### 1.19 **REQUIREMENT OF ADDENDUM**

- A. This *Bid Solicitation* **shall** be modified only by an addendum written and authorized by OSP.
- 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 OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php>, for any and all addenda up to bid opening.

#### 1.20 **AWARD PROCESS**

##### A. Successful Vendor Selection

The Grand Total Score for each vendor, which **shall** be a sum of the Technical Score, Oral Presentation/Demonstration Score, and Cost Score, **shall** be used to determine the ranking of proposals. The vendor with the highest ranking proposal **shall** move forward to the next step in the solicitation process.

##### B. Negotiations

1. If the State so chooses, it **shall** have the right to conduct negotiations with the highest ranking vendor. All negotiations **shall** be conducted at the sole discretion of the State. The State **shall** solely determine the items to be negotiated.
2. If negotiations fail to result in a contract, the State **shall** declare the vendor as non-responsive and will begin the negotiation process with the next highest ranking vendor. The negotiation process will be repeated until an anticipated successful 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 OSP website at [http://www.arkansas.gov/dfa/procurement/pro\\_intent.php](http://www.arkansas.gov/dfa/procurement/pro_intent.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 day posting period.

3. OSP **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 OSP website 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 and approval.
2. A State Procurement Official will be responsible for award and administration of any resulting contract.

1.21 MINORITY BUSINESS POLICY

- A. Minority is defined by Arkansas Code Annotated § 15-4-303 as a lawful permanent resident of this State who is:
- African American
  - American Indian
  - Asian American
  - Hispanic American
  - Pacific Islander American
  - A Service Disabled Veterans as designated by the United States Department of Veteran Affairs
- B. The Arkansas Economic Development Commission conducts a certification process for minority businesses and disabled veterans. The vendor's Certification Number should be included on the vendor's *Proposal Signature Page*.

1.22 EQUAL OPPORTUNITY POLICY

- A. In compliance with Arkansas Code Annotated § 19-11-104, OSP is required to have a copy of the vendor's *Equal Opportunity (EO) Policy* prior to issuing a contract award.
- B. *EO Policies* may be submitted in electronic format to the following email address: [eeopolicy.osp@dfa.arkansas.gov](mailto:eeopolicy.osp@dfa.arkansas.gov), but should also be included as a hardcopy accompanying the solicitation response.
- C. The submission of an *EO Policy* to OSP 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.

1.23 PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS

- A. Pursuant to Arkansas Code Annotated § 19-11-105, prior to the award of a contract, selected vendor(s) **must** have a current certification on file with OSP stating that they do not employ or contract with illegal immigrants.
- B. OSP 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.

1.24 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.

1.25 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 Vendor 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 VENDOR 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.

#### 1.26 **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: <http://www.dis.arkansas.gov/policiesStandards/Pages/default.aspx>. Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.



**1.27 INTELLECTUAL PROPERTY**

- A. All reports, documentation, material, and all other data developed, gathered or acquired by the vendor in correlation with a resulting contract **shall** become the property of the State of Arkansas. The vendor **shall** understand and agree that all discussions with the vendor and all information gained by the vendor as a result of the vendor's performance under the contract **shall** be confidential and that no reports, documentation, material prepared, gathered, or acquired **shall** be released to the public without the prior written consent of the State agency.
- B. In the event that the vendor ceases operations, the vendor **must** provide the agency with all intellectual property in a standardized electronic format. The electronic format **must** be approved by the agency.

**1.28 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.

**1.29 PUBLICITY**

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

**1.30 RESERVATION**

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

## **SECTION 2 – MINIMUM REQUIREMENTS**

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

### **2.1 INTRODUCTION**

The Arkansas Department of Career Education seeks a vendor to provide an on-line (web portal with sign in) College and Career Planning System designed to enable middle/high school students, adult learners, higher education systems, and job seekers with a guided, unified, and age-appropriate approach to college and career exploration, college and career preparation, and employment. The system **shall** also provide individual assessments and response data to Users to help direct them in their educational and career goals.

### **2.2 PROSPECTIVE USERS**

A. The system **must** support a minimum of 10,000 concurrent Users. The User levels **shall** be defined per the following:

#### **1. Level 1 Users**

- a. Users with access to their individual account
- b. Requires registration for full Level 1 access
- c. Specialized security/functionality **must** be authorized by Level 2 Users.
- d. Level 1 Users **shall** consist of, at a minimum, the following:
  - Middle/High Schools Students
  - Adult Education Students
  - College/University Students
  - Parents/Guardians
  - Job Seekers
  - Potential Employers

#### **2. Level 2 Users**

- a. Users with access to local aggregate information and local or limited reporting functions.
- b. Level 2 Users **shall** be given access/authority by a Level 3 User.
- c. Level 2 Users **shall** have the ability to authorize and/or restrict functions of Level 1 Users.
- d. Level 2 Users **shall** consist of, at a minimum, the following:
  - Teachers
  - College and Career Coaches
  - School Counselors
  - School Administration
  - State and Local Educators
  - College and University Staff and Faculty

#### **3. Level 3 Users**

- a. Users with access to the complete system, all data, and full reporting functions (State agency administrators)
- b. The State **shall** provide the vendor with a list of approved Level 3 Users.
- c. Level 3 Users **shall** have the ability to authorize and/or restrict functions of Level 1 and Level 2 Users.

d. Level 3 Users **shall** consist of, at a minimum, personnel from the following State Agencies:

- Arkansas Career Education (ACE)
- Arkansas Department of Education (ADE)
- Arkansas Department of Higher Education (ADHE)

4. Guest Users

- a. Users with access to basic assessments or short career interest assessments.
- b. Registration not necessary
- c. Guest Users **shall not** have communication access to other Level 1 Users.

## 2.3 SYSTEM CAPABILITIES

### A. General

1. The system **shall** provide Users the ability to establish a single account from which they can operate from within the system under multiple or different roles, such as a User who may utilize the system as a Level 3 User as well as a Level 2 or 1 User.
2. The system **shall** provide secure and encrypted access to User's data, per federal guideline FIPS PUB 140-2.
3. The system **shall** facilitate the import of course catalog, student course history, teacher lists, and parent data by state and local educators.
4. The system **shall** provide college and career planning information and resources for Users based on that User's assessments and search history.
5. The system **shall** provide a media-rich environment that engages the User and promotes interactive research, such as information relayed through videos, graphics, and interactive activities and functions.
6. The system **shall** offer use of multiple languages.
  - a. English and Spanish languages options **must** be provided, and should the State require other languages to be added, the vendor **must** add those language options.
  - b. The provision of three additional languages of the State's choice (beyond English and Spanish) **must** be included in the pricing on the Official Price Sheet.
  - c. If the State requires more languages beyond those additional three, pricing will be negotiated for each of those languages at the time of request.
7. The system **shall** provide System Upgrades and Enhancements to meet the ever changing needs of youth and adults programs.
8. The system **shall** have the capability to provide a mobile application for Users, available for all the active mobile operating systems, that syncs with product and allows Users of all Levels to communicate with each other from a smart phone or tablet.
  - a. This function **shall not** be initially utilized or functioning at the initial implementation of the system and **shall not** be included in the Table 1 pricing on the Official Price Sheet.
  - b. Pricing for the initiation and function of this capability **must** be submitted on Table 2 of the Official Price Sheet.
  - c. The State **shall** have the right to add this function at any time during the contract term.

9. The system **shall** provide system Users access 24 hours a day/7 days a week, excluding scheduled system maintenance.
10. The system **must** support administrative (Level 2 and 3) User functions such as reporting relative to data entered, system usage, and utilization.

**B. Career Exploration and Planning**

1. The system **shall** provide assessments measuring and providing feedback on Users' knowledge, skills, ability, and interests with alignment to the 16 career clusters. (<http://www.careertech.org/career-clusters>)
2. The system **shall** provide Interest profiler assessment based on Holland Code. The link for Holland Code is: [http://www.hopkinsmedicine.org/fac\\_development/documents/lisa\\_heiser\\_faculty\\_development\\_handout.pdf](http://www.hopkinsmedicine.org/fac_development/documents/lisa_heiser_faculty_development_handout.pdf)
3. The system **shall** provide integration of assessment programs into customized student learning plans.
4. The system **shall** provide occupational profiles with consideration of Users' assessment results including at a minimum:
  - Informational videos for careers
  - Career wage data
  - Career matches for job seekers
5. The system **shall** provide access to local, regional, state and national labor market data with employment growth and trends. Market data **must** be updated at least quarterly.
6. The system **shall** provide Users with feedback on individual education and skill deficiencies in comparison to desired career pathway.
7. The system **shall** provide Users with access to financial literacy and awareness information to assist with career goals and matches.
8. The system **shall** provide career readiness lesson plans for Level 2 Users as well as self-directed lessons for Level 1 Users.
9. The system **shall** provide Users with information to address identified education and skills gap, including at a minimum:
  - Industry recognized credentials and certifications
  - Licensures and Degrees
  - Training Programs
  - Professional Development Opportunities

**C. College Exploration and Planning**

1. The system **shall** provide research tools for Users to find the correct institution for them.
2. The system **shall** provide the ability to build college lists and create personalized readiness plans.
3. The system **shall** enable local career counseling staff to create personalized college-readiness plans that link Users skills and areas of interest to their college and career goals.
4. The system **shall** provide the ability to connect colleges with individual career goals and academic skills.
5. The system **shall** provide acceptance rates of colleges with GPA, and ACT/SAT score information.
6. The system **shall** provide Users with feedback based on course history/plans and ACT/SAT scores regarding the plan achievability as well as alternative options.

7. The system **shall** measure rigor of each User's course history and plans and provide individualized data to assist in strengthening lower scoring areas.
8. The system **shall** provide access to contact information for inquiring and scheduling college visits.
9. The system **shall** provide the ability for college/university staff to receive and respond to correspondence from Users.
10. Level 2 Users **shall** have the ability to manage and coordinate college visit attendees with college reps.

D. College Application Process

1. The system **shall** monitor and guide Users' progress during college application process.
2. The system **shall** track Users' college applications and results.
3. The system **shall** provide electronic document delivery for transcripts and letters of recommendation to include Common App Schools.
4. The system **shall** provide Federal Application for Free Student Aid (FAFSA) / Financial aid application forms and submission option.
5. The system **shall** provide National scholarship search.
6. The system **shall** provide guidance and templates for applying for local and national scholarships.

E. Course Planning

1. The system **shall** allow for Local Education Agencies (LEAs or School Districts) to input or download their course offerings and requirements.
2. The system **shall** provide this listing of course options and requirements to:
  - a. Level 1 Users for viewing capability.
    - The ability to set and connect course plans with User goals.
  - b. Level 2 Users for editing capability.
    - The ability to create lessons, individual study plans, and course plans, based on college and career readiness needs of Level 1 Users.
3. The system **shall** allow Users to create goals and to do lists.
4. The system **shall** allow for Level 1 Users to input and store state assessment scores and standardized test results (AP, ACT, SAT, etc.)
5. The system **shall** allow for parent/guardian approval of course plans for their student.
6. The system **shall** provide a dashboard for Level 2 teachers and counselors to identify students failing to meet key requirements for graduation, certificate, and/or degree completion.

F. Employability Outcomes

1. The system **shall** provide Soft Skills assessments which Level 1 Users can utilize to receive response data and information from the system for enrichment and enhancement of identified deficit areas.
  - a. Soft Skills **shall** be defined as personal workplace skills such as, but not limited to:
    - Communications

- Initiative
  - Problem Solving
  - Respect
  - Responsibility
  - Time Management
  - Teamwork
2. The system **shall** provide individualized information on assessments of a User's Soft Skills with an opportunity for tutorials and development based on those skills assessments.
  3. The system **shall** provide access to real-time local, state and regional labor market data.
  4. Level 1 Employer accounts **shall** have the capability to:
    - a. Post current job openings, internships, externships, job-shadowing opportunities.
    - b. View posted resumes or job interests of Level 1 job seekers.
  5. Level 1 Job seekers **shall** have the capability to view job postings and post resumes.

G. Communication

1. The system **shall** provide automated reminders to Users of pending college and career readiness tasks
2. The system **shall** have the capability to provide secure links, send emails, resource contact information, etc. to Level 1 Users which they may utilize for contacting resources for assistance with writing cover letters or resumes, preparing for an interview, college visits, course information, etc.
  - a. The vendor **must** add or update contact or resource information/links provided by the State immediately upon receipt.
3. The system **shall** provide communication management tools that enable school district personnel, college and career coaches, and parents/guardians to control and monitor all communication between their underage Users and others within the system.
4. The system **shall** provide group e-mail to Users targeted via multi-criteria searches, including career interests.
5. The system **shall** allow for customizable journal entries to allow for confidentiality when needed, and open sharing of information with all Users when appropriate
6. ACE, ADE, Department of Workforce Services (DWS), and Arkansas Economic Development Commission (AEDC) have data systems which house education and employment information for the State. At a minimum, the vendor's system **shall** be compatible with these State systems, through utilization of an API, so that it **shall** be able to interface and download data from these systems. These State systems include:
  - a. eSchool: The data collection system used by ADE to house AR school information and data
  - b. Discover Arkansas: The data collection system used by DWS to house information on workforce development and training.
  - c. EMSI (Economic Modeling Specialists Incorporated): The data collection system used by Economic Development to house labor market data.

H. Outcome Tracking and Reporting for Level 2 and Level 3 Users

1. The system **must** allow for the following functions for Level 2 Users on a local platform and for Level 3 Users on a State platform:
  - a. The system **shall** provide the ability to create and administer surveys to Users.

- i. Level 2 Users **shall** be able to survey Level 1 Users
  - ii. Level 3 Users **shall** be able to separately survey both Level 1 Users and Level 2 Users.
  - iii. The system **shall** allow the surveyor to select a demographic of survey recipients.
  - iv. The system **shall** disseminate the survey to the accounts of the selected Users.
  - v. The system **shall** create an aggregate survey response for the surveyor.
- b. The system **shall** provide account activity usage statistics by User types.
  - c. The system **shall** provide Holland codes report by User.
2. The system **shall** provide the ability for Level 2 and Level 3 Users to customize and create reports for any of the above data.

## 2.4 **TRAINING**

- A. Vendor **must** provide a minimum of a half day face-to-face “kick-off” meeting for Level 3 Users prior to go-live. ACE will provide the location for the “kick-off” meeting.
- B. Vendor **must** provide a minimum of a half day face-to-face training for all Level 2 Users, preferably at the Arkansas Association of Career and Technical Education (AACTE) conference in the summer of 2016, but prior to the start of the 2016 school year. ACE will provide the location for the “kick-off” meeting if not at the conference.
  1. If initial Level 2 training is not able to be completed prior to the start of the 2016 school year, due to any unforeseen circumstances, the training may be split in to multiple training sessions offered at the educational cooperatives throughout the state, upon approval from ACE. The training **must** be completed within the first ninety (90) days of the contract award.
- C. Vendor **must** provide a minimum of online tutorials for all Users to access through the system covering the use of the features provided by the system.
- D. Vendor **must** provide any on-going training, likely to consist of webinars, online tutorials, and face-to-face meetings, as approved by ACE and necessary for any new features and for additional Level 2 and Level 3 Users.

## 2.5 **PUBLIC RELATIONS/MARKETING**

- A. Vendors **must** attend at least three (3) state-wide conferences each school year of the contract to provide marketing and continued trainings for Level 2 and Level 3 Users.
  1. ACE will provide location, dates and times of conferences when they become available.
  2. ACE **shall** have final approval of the three (3) conferences the vendor selects to attend.
  3. If ACE determines that fewer conferences, or no conferences, are needed, ACE will notify vendor of such and invoice totals **shall** be adjusted to reflect this change.
- B. Vendor **shall** market their product to the All Users levels.
- C. Vendor **shall** provide marketing materials for Level 2 and Level 3 Users to market the system to Level 1 Users.

## 2.6 **ACCOUNT MANAGER**

- A. Vendor **shall** provide a single point of contact for all aspects of the contract and vendor performance.

## 2.7 **TECHNICAL SUPPORT**

- A. The vendor **must** provide live-person customer support for Level 2 and Level 3 Users, Monday to Friday from 7:00am – 7:00pm (CST). Support center **must** be located in the continental United States.
- B. Requests for assistance due to an error message, system malfunction, or similar **must** have the following response times, including resolution. Resolution **shall** be defined as requested needs have been met.
  - 1. Standard: Request submitted by Level 2 or Level 3 Users, who are preparing to provide classroom instruction or deliver a workshop or presentation **must** have a resolution time within two (2) business hours of notification of issue during the business hours of 7:30am – 5:00pm CST.
  - 2. Critical: Request submitted by Level 2 or Level 3 Users, who are in the process of providing classroom instruction or delivering a workshop or presentation **must** have their request resolved within (1) hour of notification of issue during the business hours of 7:30am – 5:00pm CST.

## 2.8 **IT REQUIREMENTS**

- A. After contract expiration or cancellation ACE **shall** maintain 100% access and ownership of all of User data entered into the system as well as all account activity tracked by the system.
- B. System **must** provide a secure, real-time back end connection to the raw system data entered by all Users. (e.g. ODBC, Access via Crystal Reports or MS SQL Reporting Services)
- C. Vendor **must** ensure that data residency and access to the system (including its back end maintenance) is limited to the continental United States of America.
- D. The system **must** be able to web-service API's (Application Programming Interface) for interfaces with external applications.
- E. The System **must** be capable of exporting data to a minimum of the following formats:
  - 1. Flat file
  - 2. ASCII
  - 3. Comma Separated Values (CSV)
  - 4. XML
  - 5. Excel (.xls and .xlsx)
- F. The system **must** provide data through a SIF 3.x compliant web service and an XML data payload.
- G. The system **must** support HTTPS when transferring student data across the network.
- H. The system **must** support all major browsers on PCs and Macs.
- I. The system **must** support web browsers on tablets. (Apple, Android and Windows)
- J. The system **must** support a minimum of 10,000 concurrent Users with no visible impact on performance.
- K. The system **must** support authentication via Active Directory, LDAP, or other standard SSO method
- L. The system **must** support Level 1 and Level 2 User directed session management.

For Example: Upon Level 2 user approval, a Level 1 parent/guardian will have the ability to view and authorize or restrict Level 1 student access.)

- M. The system **must** implement customizable role-based User security based on local LEA (Level 2 and 3) selection or needs.



- N. The system **must not** place undisclosed cookies in User web browsers.

## 2.9 DATA AND PRIVACY

- A. The system **must** have reliability of network connections of 95.999% quarterly. (redundancy preferred)
- B. The system **must** have uptime reliability of 95.999% quarterly.
- C. Data Ownership **must** belong to the Arkansas Department of Career Education.
- D. Users' personal information or system activity **shall not** be used by the vendor for any purpose outside the requirements of this contract.
- E. Users' personal information or online activity **shall not** be used to target advertising to Users or families.
- F. Users' personal information **must** be removed from vendor database at the conclusion of state contract.
- G. The vendor's database **must** be segregated from any other client data with firewalls in place.
- H. The system **must** have a disaster recovery plan including off-site data backup.
1. The plan **must** be tested and verified annually by a third party.
  2. Vendor **must** submit a certified copy of this annual verification as well as the results of the testing to the agency, within sixty (60) prior to contract extension in the form and manner required by ACE.
- I. Vendor **must** have a clearly defined process for notifying the agency immediately upon any type of intrusion detected.

## 2.10 IMPLEMENTATION

- A. System go-live **must** be completed and accepted by ACE prior to invoicing
- B. ACE projects the go-live date to be August 1, 2016.

## 2.11 TESTING AND ACCEPTANCE

- A. Prior to system go-live vendor **must** test and verify functionality of all User Levels and features of the system.
- B. Prior to system go-live ACE **shall** have the ability to test all User levels and features of the system.
- C. Should ACE or the vendor determine that the system does not function per the specifications of the RFP, or should bugs or glitches be found, vendor **must** provide immediate maintenance to the system to correct the issue(s).
- D. ACE **shall** re-test the system after any required testing maintenance is complete for final approval.
- E. Prior to go-live ACE will sign off that the system meets the specifications set out in the RFP and performs to accepted standards.

## 2.12 ADDITIONAL SERVICES

- A. Vendor should provide pricing on Table 2 of the *Official Price Sheet* for any related services available in addition to those required in this RFP.
- B. Additional services and pricing beyond the requirements of this RFP **shall not** be considered as part of the evaluation or cost calculation of this RFP.

## 2.13 PERFORMANCE STANDARDS

- A. State law requires that all contracts for services include performance standards for measuring the overall quality of the services provided. Table A: *Performance Standards* identifies expected deliverables, performance

measures, or outcomes; and defines the acceptable standards a vendor **must** meet in order 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 time 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 **shall** result in the assessment of damages.
- G. In the event a performance standard is not met, the vendor will have the opportunity to defend or respond to the insufficiency. The state **shall** have the right to waive damages if it determines there were extenuating factors beyond the control of the vendor that hindered the performance of services. In these instances, the state **shall** have final determination of the performance acceptability.
- H. Should any compensation be owed to the agency due to the assessment of damages, the vendor shall follow the direction of the agency regarding the required compensation process. A Check **shall** be sent to ACE within thirty (30) days of notification.

**Table A: Performance Standards**

| Service Criteria | Acceptable Performance   | Damages  |
|------------------|--|--|
| Up-Time          | System Uptime* of no less than 95.999% per quarter<br><br>* The first six months after go-live will not be included in this measure. | <ul style="list-style-type: none"> <li>• 95.99% - \$5,000.00</li> <li>• 95.9% - \$10,000.00</li> <li>• 95% or below - \$20,000.00</li> <li>• 90% or below for 2 consecutive quarters will not be considered for contract renewal</li> </ul>  |
| Response Time    | Requests for assistance meet the required timeframes of one (1) hour for critical and two (2) hours for standard.                    | <ul style="list-style-type: none"> <li>• Between 90 and 99% - \$2,500.00</li> <li>• Between 65 and 89% - \$5,000.00</li> <li>• Between 40 and 64% - \$15,000.00</li> <li>• Between 0 and 30% - \$20,000.00 and will not be considered for contract renewal</li> <li>• 90% or below 2 consecutive quarters will not be considered for contract renewal</li> </ul> |

## **SECTION 3 – CRITERIA FOR SELECTION**

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

### **3.1 TECHNICAL PROPOSAL SCORE**

- A. OSP will review each *Technical Proposal Packet* to verify submission Requirements have been met. *Technical Proposals Packets* that do not meet submission Requirements **shall** be disqualified and **shall not** be evaluated.
- B. An agency-appointed Evaluation Committee will evaluate and score qualifying Technical Proposals. Evaluation will be based on vendor's response to the *Information for Evaluation* section included in the *Technical Proposal Packet*. Other agencies, consultants, and experts may also examine documents at the discretion of the Agency.
- C. The *Information for Evaluation* section has been divided into sub-sections.
  1. In each sub-section, items/questions have each been assigned a maximum point value of ten (10) points. The total point value for each sub-section is reflected in the table below as the Maximum Raw Score Possible.
  2. The agency has assigned Weighted Percentages to each sub-section according to its significance.

| Information for Evaluation Sub-Sections   | Maximum Raw Points Possible | Sub-Section's Weighted Percentage | * Maximum Weighted Score Possible |
|---|-----------------------------|-----------------------------------|-----------------------------------|
| E.1 Qualifications and Experience         | 30                          | 5                                 | 30                                |
| E.2 College and Career Awareness Features | 100                         | 55                                | 330                               |
| E.3 End User Features                     | 50                          | 15                                | 90                                |
| E.4 Program Management Features           | 40                          | 10                                | 60                                |
| E.5 Technology Requirements               | 110                         | 10                                | 60                                |
| E.6 Data Security and Privacy             | 70                          | 5                                 | 30                                |
| <b>Totals</b>                             | <b>400</b>                  | <b>100.0%</b>                     | <b>600</b>                        |

\*Sub-Section's Percentage Weight x Total Weighted Score = Maximum Weighted Score Possible for the sub-section.

- D. The vendor's weighted score for each sub-section will be determined using the following formula:

$$(A/B) * C = D$$

A = Actual Raw Points received for sub-section in evaluation  
 B = Maximum Raw Points possible for sub-section  
 C = Maximum Weighted Score possible for sub-section  
 D = Weighted Score received for sub-section

- E. Vendor's weighted scores for sub-sections will be added to determine the Total Technical Score for the Proposal.
- F. Vendor's whose *Technical Responses* that **do not** receive a minimum weighted score of 300 **shall not** be eligible to provide an oral presentation/demonstration and **shall not** move forward in the solicitation process and pricing **shall** remain sealed and **shall not** be scored.

### 3.2 **COST SCORE**

- A. When pricing is opened for scoring, the maximum amount of cost points will be given to the vendor with the lowest grand total as shown in Table One (1) on the Official Bid Price Sheet. Table two (2) will not be considered as part of the evaluation. (See *Grand Total Score* for maximum points possible for cost score.)
- B. The amount of cost points given to the remaining vendors will be allocated by using the following formula:

$$(A/B)*(C) = D$$

A = Lowest Total Cost  
 B = Second (third, fourth, etc.) Lowest Total Cost  
 C = Maximum Points for Lowest Total Cost  
 D = Total Cost Points Received

### 3.3 **GRAND TOTAL SCORE**

The Technical Score, Oral Presentation/Demonstration Score, and Cost Score will be added together to determine the Grand Total Score for the vendor. The vendor with the highest Grand Total Score will be selected as the apparent successful vendor. (See *Award Process*.)

|   | Maximum Points Possible |
|---|-------------------------|
| Technical Proposal                        | 600                     |
| Oral Presentation/Demonstration           | 200                     |
| Cost                                      | 200                     |
| <b>Maximum Possible Grand Total Score</b> | <b>1,000</b>            |

### 3.4 **VENDOR ACCEPTANCE OF EVALUATION TECHNIQUE**

- A. Vendor **must** agree to all evaluation processes and procedures as defined in this solicitation.
- B. The submission of a *Technical Proposal Packet* **shall** signify the vendor's understanding and agreement that subjective judgments **shall** be made during the evaluation and scoring of the Technical Proposals.

## **SECTION 4 – GENERAL CONTRACTUAL REQUIREMENTS**

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

### **4.1 PAYMENT AND INVOICE PROVISIONS**

- A. All invoices **shall** be forwarded to:

Arkansas Department of Career Education  
#3 Capitol Mall  
Little Rock, AR 72201

- B. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance goods and services by the agency.
- C. The State **shall not** be invoiced in advance of delivery and acceptance of any goods or services.
- D. Payment will be made only after the vendor has successfully satisfied the agency as to the reliability and effectiveness of the goods or services purchased as a whole.
- E. The vendor should invoice the agency by an itemized list of charges. The agency's Purchase Order Number and/or the Contract Number should be referenced on each invoice.
- F. Other sections of this *Bid Solicitation* may contain additional Requirements for invoicing.
- G. Selected vendor **must** be registered to receive payment and future *Bid Solicitation* notifications. Vendors may register on-line at <https://www.ark.org/vendor/index.html>.

### **4.2 GENERAL INFORMATION**

- A. The State **shall not** lease any equipment or software for a period of time which continues past the end of a fiscal year unless the contract allows for cancellation by the State Procurement Official upon a 30 day written notice to the vendor/lessor in the event funds are not appropriated.
- B. The State **shall not** contract with another party to indemnify and defend that party for any liability and damages.
- C. The State **shall not** pay damages, legal expenses or other costs and expenses of any other party.
- D. The State **shall not** continue a contract once any equipment has been repossessed.
- E. Any litigation involving the State **must** take place in Pulaski County, Arkansas.
- F. The State **shall not** agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
- G. The State **shall not** enter a contract which grants to another party any remedies other than the following:
- The right to possession.
  - The right to accrued payments.
  - The right to expenses of deinstallation.
  - The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
  - The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- H. The laws of the State of Arkansas **shall** govern this contract.
- I. A contract **shall not** be effective prior to award being made by 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:
- The extent of liability for such risk is based upon the purchase price of the equipment or software at the time of any loss, and
  - The contract has required the State to carry insurance for such risk.

#### 4.3 **CONDITIONS OF CONTRACT**

- A. The vendor **shall** at all times observe and comply with federal and State of Arkansas laws, local laws, ordinances, orders, and regulations existing at the time of, or enacted subsequent to the execution of a resulting contract which in any manner affect the completion of the work.
- A. 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.

#### 4.4 **STATEMENT OF LIABILITY**

- A. The State will demonstrate reasonable care but will not be liable in the event of loss, destruction or theft of vendor-owned equipment or software and technical and business or operations literature to be delivered or to be used in the installation of deliverables and services. The vendor **shall** retain total liability for equipment, software and technical and business or operations literature. The State **shall** not at any time be responsible for or accept liability for any vendor-owned items.
- B. The vendor's liability for damages to the State **shall** be limited to the value of the Contract or \$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 Claims Commission as provided by Arkansas law, and **shall** be governed accordingly.

#### 4.5 **RECORD RETENTION**

- A. The vendor **shall** maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Upon request, access **shall** be granted to State or Federal Government entities or any of their duly authorized representatives.
- B. Financial and accounting records **shall** be 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.

**4.6 PRICE ESCALATION**

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

**4.7 CONFIDENTIALITY**

- A. The vendor, vendor's subsidiaries, and vendor's employees **shall** be bound to all laws and to all Requirements set forth in this *Bid Solicitation* concerning the confidentiality and secure handling of information of which they may become aware of during the course of providing services under a resulting contract.
- B. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of a resulting contract, and the State **shall** have the right to cancel the contract on these grounds.
- C. Previous sections of this *Bid Solicitation* may contain additional confidentiality Requirements.

**4.8 CONTRACT INTERPRETATION**

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

**4.9 CANCELLATION**

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

**4.10 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 5 – STANDARD TERMS AND CONDITIONS**

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

1. **GENERAL:** Any special terms and conditions included in this solicitation **shall** override these Standard Terms and Conditions. The Standard Terms and Conditions and any special terms and conditions **shall** become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The State **shall** have the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the State.
3. **BID SUBMISSION:** Original Proposal Packets **must** be submitted to the Office of State Procurement on or before the date and time specified for bid opening. The Proposal Packet **must** contain all documents, information, and attachments as specifically and expressly required in the *Bid Solicitation*. The bid **must** be typed or printed in ink. The signature **must** be in ink. Unsigned bids **shall** be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Multiple proposals **must** be placed in separate packages and should be completely and properly identified. Late bids **shall not** be considered under any circumstances.
4. **PRICES:** Bid unit price F.O.B. destination. In case of errors in extension, unit prices **shall** govern. Prices **shall** be firm and **shall not** be subject to escalation unless otherwise specified in the *Bid Solicitation*. Unless otherwise specified, the bid **must** be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the *Bid Solicitation*.
5. **QUANTITIES:** Quantities stated in a *Bid Solicitation* for term contracts are estimates only, and are not guaranteed. Vendor **must** bid unit price on the estimated quantity and unit of measure specified. The State may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual Requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Unless otherwise specified in the *Bid Solicitation*, any catalog brand name or manufacturer reference used in the *Bid Solicitation* is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid **must** show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The State **shall** have the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the State may require the vendor to supply additional descriptive material. The vendor **shall** guarantee that the product offered will meet or exceed specifications identified in this *Bid Solicitation*. Vendors not bidding an alternate to the referenced brand name or manufacturer **shall** be required to furnish the product according to brand names, numbers, etc., as specified in the solicitation.
7. **GUARANTY:** All items bid **shall** be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the *Bid Solicitation*. The vendor hereby guarantees that everything furnished hereunder **shall** be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it **shall** conform thereto and **shall** serve the function for which it was furnished. The vendor **shall** further guarantee that if the items furnished hereunder are to be installed by the vendor, such items **shall** function properly when installed. The vendor **shall** guarantee that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The vendor's obligations under this paragraph **shall** survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, **must** be furnished free of expense to the State. Each sample should be marked with the vendor's name and address, bid or contract number and item number. If requested, samples that are not destroyed during reasonable examination will be returned at vendor's expense. After reasonable examination, all demonstrators will be returned at vendor's expense.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and Requirements of the specifications, the cost of the sample used and the reasonable cost of the testing **shall** be borne by the vendor.
10. **AMENDMENTS:** Vendor's proposals cannot be altered or amended after the bid opening except as permitted by regulation.
11. **TAXES AND TRADE DISCOUNTS:** Do not include State or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
12. **AWARD:** Term Contract: A contract award will be issued to the successful vendor. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a purchase order from the ordering agency. Firm Contract: A written State purchase order authorizing shipment will be furnished to the successful vendor.
13. **DELIVERY ON FIRM CONTRACTS:** This solicitation shows the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the vendor cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Office of 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 vendor.



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 only 8:00 a.m. to 4:30 p.m. Central Time, unless prior approval for other delivery has been obtained from the agency. Packing memoranda **shall** be enclosed with each shipment.
15. **STORAGE:** The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.
16. **DEFAULT:** All commodities furnished **shall** be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications **shall** authorize the Office of 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 vendors list or suspension of eligibility for award.
17. **VARIATION IN QUANTITY:** The State assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.
18. **INVOICING:** The contractor **shall** be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the *Bid Solicitation*, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary State agencies. Invoices **must** be sent to the "Invoice To" point shown on the purchase order.
19. **STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder **shall** remain property of the State, **shall** be kept confidential, **shall** be used only as expressly authorized, and **shall** be returned at the contractor's expense to the F.O.B. point provided by the agency or by OSP. Vendor **shall** properly identify items being returned.
20. **PATENTS OR COPYRIGHTS:** The contractor **must** agree to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.
21. **ASSIGNMENT:** Any contract entered into pursuant to this solicitation **shall not** be assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.
22. **OTHER REMEDIES:** In addition to the remedies outlined herein, the contractor and the State **shall** have the right to pursue any other remedy permitted by law or in equity.
23. **CANCELLATION:** In the event, the State no longer needs the commodities or services specified for any reason, (e.g., program changes; changes in laws, rules or regulations; relocation of offices; lack of appropriated funding, etc.), the State **shall** have the right to cancel the contract or purchase order by giving the vendor written notice of such cancellation thirty (30) days prior to the date of cancellation.  
  
Any delivered but unpaid for goods will be returned in normal condition to the contractor by the State. If the State is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission under the laws and regulations governing the filing of such claims. If upon cancellation the contractor has provided services which the State has accepted, the contractor may file a claim. **NOTHING IN THIS CONTRACT SHALL BE DEEMED A WAIVER OF THE STATE'S RIGHT TO SOVEREIGN IMMUNITY.**
24. **DISCRIMINATION:** In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the vendor agrees that: (a) the vendor **shall not** discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the vendor **shall** state that all qualified applicants **shall** receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the vendor will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the vendor to comply with the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause **shall** be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the vendor **shall** include the provisions of above items (a) through (d) in every subcontract so that such provisions **shall** be binding upon such subcontractor or vendor.
25. **CONTINGENT FEE:** The vendor guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the vendor for the purpose of securing business.
26. **ANTITRUST ASSIGNMENT:** As part of the consideration for entering into any contract pursuant to this solicitation, the vendor named on the *Proposal 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.