

Attachment B
710-20-0020 Quickbase Support
Written Questions and Answers

Instructions				
This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.				
Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.				
Question ID	RFP Reference (page number, section number, paragraph)	Specific IFB Language	Question	Answer
Example	Page 20, Desk Reviews	Desk Review	Where are the Desk Review Specifications?	
1	Bid Solicitation Document (Page 3, 1.7, Response Documents)	...preferably on a flash drive...	Should we include ONE flash drive for the Official Bid Price Sheet and ONE for the Bid Response Packet (total of two flash drives) or should the electronic documents be consolidated onto a single flash drive?	Yes, two flash drives. One for the Bid Response packet and one for the Official Bid Price Sheet. (page 3, 1.7A-4, B1-3)
2	Bid Solicitation Document (Page 4, 1.11.A, Pricing, Response Documents)	Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation shall be borne by the vendor.	Due to the customizable nature of QuickBase and the absence of detailed Scopes of Work (Page 10, Section 2.4) for specific application development (whether existing or new), there is no way to foresee potential additional costs or skillset requirements. Therefore, will there be an opportunity to submit a Change Order or separate contract for those additional costs upon approval by ARDHS?	There are processes for change management both at the State contracting level and at the project level.
3	Bid Solicitation Document (Page 11, 2.5, Support Staff, Response Documents)	Minimum Qualifications	If the Staff meets the majority of the Minimum Qualifications (4 out of 6 requirements) will that suffice or must the Staff meet EVERY single requirement?	No. Vendor must meet or exceed all defined specifications. (page 6, 1.17A-1)
4	Bid Solicitation Document (Page 11, 2.5, Support Staff, Response Documents)	5 years HTML and JavaScript	Please provide further clarification - is the expectation that the Senior QuickBase Developer have 5 years PROGRAMMING experience with HTML and JavaScript or 5 years familiarity and exposure to HTML and JavaScript? Typically, these are two different types of resources with varied skillsets and background.	These skills are requested due to the possibility of needing to use custom html or javascript code inside a QuickBase app or API. The requirement can be met with "familiarity" so long as any assigned developer has enough experience or "familiarity" with these languages to deliver on a request for a custom html or javascript module/part/section/etc.
5	Bid Solicitation Document (Page 12, 2.5, Quick Base Project Manager, Response Documents)	Current Project Management Professional (PMP) certification by the Project Management Institution	Is a comparable certification or completion of training course acceptable? For example, would a Masters of Project Management from an accredited university suffice?	Yes.
6	Bid Solicitation Document (Page 14, 3.1.D, Payment)	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.	Given the nature of the services provided and defined in the Scope of Work (Page 10, Section 2.4), a fair amount of work will be considered on-going and without a true deliverable in nature. Therefore, will the vendor be allowed to invoice on a regular interval (every 30 days) for work completed in the prior month? We typically submit itemized and detailed invoices for the previous month's billing period. Will this be acceptable?	Yes. Monthly invoices should be separated out by Project or Level of Effort.
7	Bid Solicitation Document (Page 16, 3.9, Cancellation)	Cancellation	What means or methods does the vendor have in the event the vendor chooses to cancel the contract?	The contract will be a term contract. Vendor may elect not to accept a renewal offer at the end of each term.
8	Bid Response Packet		Is there an electronic version of this PDF that is editable in order to type-in information requested and required?	No.
9	Bid Response Packet (Page 8, QuickBase Support)	Official Bid Price Sheet	If we identify an additional resource/staff that is applicable to this contract, can we add an additional line to the sheet in order to identify the Staff Description and Rate Per Hour?	No. Vendor must not alter the Official Bid Price Sheet. (page 5, 1.15C)
10	Performance Based Contracting - Attachment C (Page 2, Service Criteria B-J)	\$500 for each business day the LOE is late.	Are the "Damages for Insufficient Performance" listed for Service Criteria B-J a mandatory requirement or can we request that they all be modified to "The Arkansas Department of Human Services (DHS) may cancel the contract."?	See 2.6 B "Performance Standards" in the IFB.
11	Performance Based Contracting - Attachment C (Page 2, Service Criteria A)	B. Fixed Price LOE Vendor shall provide a fixed price "Level of Effort" for each request, including all planning, DDI, training and Implementation services when requested by DHS to build or enhance an application. The LOE must include the date at which the LOE will be delivered the client.	If we are not provided with sufficient details to deliver a Fixed Price LOE, can we provide an Estimate Price LOE?	No. Vendor should request additional details from DHS if necessary. If DHS changes requirements after approval, then a change request should be submitted to address the change.

12	Performance Based Contracting - Attachment C (Page 3, Service Criteria F)	System Updates and Maintenance The Vendor shall provide written notice to the Contract Monitor of any system update or maintenance that requires scheduled downtime. The Vendor agrees that sometimes DHS will require work to be delivered after business hours and agrees to satisfy these requests as required.	Does this criteria apply to Vendor since we do not schedule the Quick Base maintenance downtime?	No, this would not apply to DDI vendor.
13	Performance Based Contracting - Attachment C (Page 4, Service Criteria I)	Transition Planning Ninety (90) days prior to the contract end date, the vendor shall submit to DHS a detailed plan for transitioning all contracted services to DHS, or to another vendor selected by DHS to provide the contracted services.	Could you provide a template or additional details regarding the information to be included in the Transition Plan?	If DHS is not executing an extension option, at a minimum the transition plan should include: - Delivery of most recent copies of technical and user documentation for all solutions implemented under contract. - Delivery of all source code. - Plan for handing off projects under way, but not completed.
14	Attachment D (Page 1, Paragraph 1: General Terms and Conditions for Non-State Agency)	Except upon the approval of DHS, the terms and conditions set out in this section are non-negotiable items and will be transferred to the contract as written	If we would like to negotiate some of these terms, what's the proper way to submit our suggested changes?	Bidder must address requested alternate Terms and Conditions to the Chief Procurement Officer via the issuing officer named in the IFB by close of business Tuesday, February 4, 2020. See Attachment D for further detail.
15	Attachment D (Page 1, Graph: General Terms and Conditions for Non-State Agency)	Funding Source, Reimbursement Method, Payment Limitations, Maximum Amount of Match Required OR Percentage of Allowable Billing Required	Could you please let us know what data to enter in these columns?	None required.
16	Attachment D (Page 8: Accessibility Act 1227 of 1999)	TECHNOLOGY ACCESS: 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 system meets the statutory requirements found in 36 C.F.R. § 1194.21, as it existed on January 1, 2013 (software applications and operating systems) 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.	Since we will be developing in Quick Base, a system that is already in use by ARDHS, can we assume that Quick Base has already met these requirements?	Quickbase VPATs are available at: https://www.quickbase.com/uploads/masthead/Quickbase-v2-VPAT-v1.2a.pdf
17	Attachment D (Page 8, Accessibility Act 1227 of 1999)	If the information technology product or system being offered by the Vendor does not completely meet these standards, the Vendor must provide an explanation within the Voluntary Product Accessibility Template (VPAT) detailing the deviation from these standards.	Could you provide the Voluntary Product Accessibility Template?	Quickbase VPATs are available at: https://www.quickbase.com/uploads/masthead/Quickbase-v2-VPAT-v1.2a.pdf

18	Attachment D (Page 9: Employee Background Requirements)	Employee Background Requirements Contractor shall comply with Arkansas Code Annotated (A.C.A.) §21-15-101 et seq, or any amendments thereto, which requires all employees of state agencies, in designated positions including those providing care, supervision, treatment or any other services to the elderly, mentally ill or developmentally disabled persons, to individuals with mental illnesses or to children who reside in any state-operated facility or a position in which the applicant or employee will have direct contact with a child, to have a criminal history check and a central registry check.	Will this apply to Vendor?	Yes. Detailed reference is for state employees. As a contractor I would attest that I comply, because i don't have any state employees and services not included in this procurement.
19	Attachment E (Page 12, #12: Cancellation Clauses)	"In the event the State of Arkansas fails to appropriate funds or make monies available for any biennial period covered by the term of this contract for the services to be provided by the Vendor, this contract shall be terminated on the last day of the last biennial period for which funds were appropriated or monies made available for such purposes."	When is the last day of your biennial period?	06/30/2021