



STATE OF ARKANSAS

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

INVITATION FOR BID BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Bid Number:	710-20-2029	Solicitation Issued:	April 13, 2020
Description:	Nursing Services		
Agency:	Department of Human Services (DHS), Arkansas Health Center (AHC)		
SUBMISSION DEADLINE FOR RESPONSE			
Submission Date:	May 4, 2020 10:00a.m. CT	Bid Opening Time:	May 4, 2020 @ 10:30a.m. CT
<p>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.</p>			
DELIVERY OF RESPONSE DOCUMENTS			
Delivery Address:	Arkansas Department of Human Services Attn: Office of Procurement 700 Main Street Slot W345 Little Rock, AR 72201		
Drop off (walk in):			
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.		
Bid's Outer Packaging:	<p>Outer packaging must 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.</p> <ul style="list-style-type: none">• Bid number• Date and time of bid opening• Vendor's name and return address		
Department of Human Services CONTACT INFORMATION			
OP Buyer:	Nawania Williams	Buyer's Direct Phone Number:	501-320-6511
Email Address:	Nawania.williams@dhs.arkansas.gov	DHS's Main Number:	501-682-1001
DHS Website:	http://humanservices.arkansas.gov/Pages/default.aspx		
OSP Website:	http://www.arkansas.gov/dfa/procurement/bids/index.php		

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

1.1 PURPOSE

The Department of Human Services (DHS) Arkansas Health Center (AHC) is seeking bids to contract with multiple vendors to provide highly qualified, skilled nursing personnel for the positions of Licensed Practical Nurse (LPN) and Certified Nurse Assistant (CNA).

1.2 TYPE OF CONTRACT

- A. A Term contract will be awarded to multiple vendors.
- 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 **July 1, 2020**. 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.

1.3 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.

1.4 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.

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 bid or in subsequent correspondence, **shall** cause the vendor's bid 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,” “vendor,” and “contractor” are used synonymously in this document.
- C. The terms “Invitation for Bid”, “IFB” and “Bid Solicitation” are used synonymously in this document.

1.7 **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*.)

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, in a single PDF file.
3. 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*.

1.8 **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.

1.9 **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 20, 2020**. 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 24, 2020**.

- D. Answers to verbal questions may be given as a matter of courtesy and **must** be evaluated at contractor's risk.

1.10 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.

1.11 PRICING

- A. Vendor(s) **must** include all pricing on the Official Bid Price 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 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*.

1.12 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.

1.13 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.

1.14 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.
- E. Under no circumstances will pricing information be designated as confidential.
- F. 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.
- G. 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.
- H. The Prospective Contractor is responsible for identifying all proprietary information and for ensuring the electronic copy is protected against restoration of redacted data.
- I. The redacted copy will be open to public inspection under FOIA without further notice to the Prospective Contractor.
- J. 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.
- K. If the State deems redacted information to be subject to FOIA, the Prospective Contractor will be contacted prior to release of the documents.
- L. 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.

1.15 **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.

1.16 **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:
<http://www.arkansas.gov/dfa/procurement/bids/index.php>,
<http://humanservices.arkansas.gov/about-dhs/op/procurement-announcements>

1.17 **AWARD PROCESS**

A. Vendor Selection

1. The contract will be awarded on an **ALL or NONE basis for each category of nursing disciplines, CNAs only, LPNs only or for both CNAs and LPNs** to the lowest responsible/responsive bidder meeting the minimum qualifications as set out herein. To be considered, all bids must meet or exceed the specifications contained in this IFB. This contract shall be a multiple contract award, DHS plans to award contracts to all respondents who meet the minimum qualifications, not to exceed twelve (12), to ensure there is adequate coverage by any discipline for the center.
2. Awarded vendors will be ranked by the lowest priced vendor for each category of nursing disciplines; the lowest overall vendor shall be listed first and then the next lowest listed second and so forth. It is the intent of the division to contact the first lowest vendor, and if the first vendor cannot provide the requested service required at that time, then the second vendor will be contacted, and so on. However, in the event of a crisis situation, including without definition pandemics or other emergent situations that demand immediate coverage, the division will first contact the first vendor, and if the first vendor is unable to provide the service, the division will be permitted to contact any one of the remaining vendors in order to supply the required service. "Crisis" shall be defined as that period identified as one (1) hour or less from the beginning of the shift position needed.
3. Contract award, extension, or renewal is contingent upon approval by DHS officials, subsequent approval by OSP, 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 pending subsequent approval by the Arkansas Legislative Council or Joint Budget Committee.

B. Negotiations

1. If the State so chooses, negotiations may be conducted with the lowest responsive bidders. Negotiations are conducted at the sole discretion of the State.
2. If negotiations fail to result in contracts, the State may begin the negotiation process with the next lowest responsive bidders. The negotiation process may be repeated until the lowest responsive vendors have 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:
<http://www.arkansas.gov/dfa/procurement/bids/index.php>,
<http://humanservices.arkansas.gov/about-dhs/op/procurement-announcements>
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(s) 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(s).

1.18 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*.

1.19 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.

1.20 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.

1.21 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.

1.22 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.

1.23 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.

1.24 **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://dis.publishpath.com/policies-standards>. Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.

1.25 **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.

1.26 **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.

1.27 **RESERVATION**

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

1.28 **SCHEDULE OF EVENTS**

Public Notice of IFB	April 13, 2020
Deadline for Receipt of Written Questions	April 20, 2020
Response to Written Questions	April 24, 2020
Date and time for Opening Bids	May 4, 2020 @ 10:30 a.m. CT
Intent to Award Announced, On or About	May 11, 2020
Contract Start (Subject to State Approval)	July 1, 2020

1.29 **STATE HOLIDAYS**

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

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.

Holiday pay will only be paid for the hours worked from midnight before the holiday until 11:59 p.m. the same day and not for the entire shift.

Approval of overtime will be at the discretion of the nursing home administrator or delegate and will only be paid for hours worked in excess of forty (40) hours per pay period. Pay periods will begin at midnight on Sunday and run through Saturday, 11:59 p.m.

AHC will pay time and a half for approved overtime and holidays as shown in the below chart.

New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Eve	December 24
Christmas Day	December 25

SECTION 2 – MINIMUM REQUIREMENTS

2.1 INTRODUCTION

This Invitation for Bid (IFB) is issued by the Office of Procurement (OP) for the DHS Arkansas Health Center (AHC) to obtain pricing and a contract(s) for highly qualified, skilled nursing personnel for the positions of Licensed Practical Nurse (LPN) and Certified Nurse Assistant (CNA). To adequately staff the nursing positions twenty-four (24) hours per day, which includes weekdays, weekends, and holidays, it is imperative that AHC have access to a number of vendors who can provide needed personnel at a moment's notice, and that no position(s) critical to AHC operations is left unattended.

AHC is a 290-bed long-term care facility operated by the DHS Division of Aging, Adult, and Behavioral Health Services (DAABHS). AHC provides services to patients who have a combination of physical and mental conditions that require the care of nurses who have specialized training.

NOTE: All DHS facilities are designated as **NON-SMOKING** (See Appendix A: Arkansas Health Center Smoking Policy).

2.2 MINIMUM QUALIFICATIONS

Each Vendor must include with their bid package the following:

- A photocopy of the vendor's license, registration, certificate, and/or permit of operation;
- Proof (i.e., Arkansas Business License/Privilege License, Chamber of Commerce certificate, city licenses, etc. **) of a minimum of two (2) verifiable years in business within the State of Arkansas;
- A roster listing all named personnel with their respective qualification(s) for the nursing discipline in which you are submitting the bid. Vendors must have a minimum pool of ten (10) staff available for AHC utilization; and
- A list of at least two (2) current accounts, either commercial or governmental, preferably nursing home or hospital environment within the United States, for which you are furnishing this type of service. The references must include the following: organization name, address, contact person name, email address, phone and fax numbers.

FAILURE TO SUBMIT ALL LISTED QUALIFICATION DOCUMENTS WILL CAUSE THE BID TO BE REJECTED.

2.3 SCOPE OF WORK

A. General Requirements

1. Providing proper nursing care is a health and welfare need. As such, all vendors are cautioned that, once they are awarded a contract, they **must** adhere to all provisions contained within the contract. Vendors **must** maintain a pool of the minimum of ten (10) qualified LPNs and/or CNAs available for AHC utilization for each discipline they bid on.
2. Under the direction of the supervisor of nursing services, agency staff **shall** perform functions as specified at AHC, in accordance with all federal, state, and institutional procedures, policies, guidelines, administrative orders, directives, and applicable regulations.

B. Certification/Requirements

Contractor **must** provide certification, prior to award and throughout any resultant contracts, that all provided personnel are current/valid in the following:

1. Ten (10) panel urine Drug/Alcohol Screening – Must be within ten (10) calendar days of AHC receiving profile of new personnel. (Inactive personnel will be treated as new profiles.***)
2. Purified Protein Derivative (PPD) /Tuberculosis (TB) skin test results*
3. Flu Immunization-from October 1-April 1 of the current year*
4. Hepatitis B Record

5. Office of Long-Term Care (OLTC) Background Check (CNA)*
6. Arkansas State Police Background Check (LPN & CNA)*-Must be within thirty (30) calendar days of AHC receiving profile on new personnel. (See Criminal Background History Reports for more information.)
7. CPR- American Heart Association-Health Care Provider Basic Life Saver (HCPBLS)**
8. Registry screening checks as follows for every state the individual has resided in during the last five (5) years:
 - a. Child Maltreatment Registry**
 - b. Adult Maltreatment Registry**
 - c. Arkansas DHS OLTC Employment Clearance Registry-Must be within ten (10) calendar days of AHC receiving profile on new personnel*.
 - d. Registry Records for LPN's**

* Required Annually

** Required Every two (2) Years

*** Anytime personnel are placed in an inactive status, a drug screen is required before returning to the active status. Drug screening must be done within ten (10) calendar days of being placed in active status.

- Drug testing **must** be completed for: All new hires, all those in new positions, and all those that are inactive.
- Contractor **must** provide proof for CNA's continued residence in Arkansas for the past five (5) years or provide a federal background check (FBI fingerprint card. (The process for obtaining a background check may change. Vendor shall comply with the process in place at the time of each request.))
- Contractor **must** provide proof that all licensed/certified personnel are graduates of an accredited medical program and that their licenses/certifications are current.
- Licensed/certified personnel **must** provide evidence that they have a minimum of one (1) year full-time experience in the appropriate area of practice (i.e., ventilator care, behavioral care, etc.) and that no disciplinary actions are pending or in progress with their licensing boards.
- All personnel **must** possess and maintain current licenses and certifications, as required by the State of Arkansas. The Contractor **must** furnish copies of licenses and certifications before personnel can be assigned to work. Each contractor **must** provide the required information for all personnel prior to any employee being assigned to work at AHC.
- All personnel assigned to perform work **shall** be physically able to do the assigned work and **shall** be in good health.
- All personnel **must** successfully complete the AHC orientation course prior to starting work. This course will be conducted by AHC.

C. Criminal Background History Reports

The Department of Human Services and the Division of Aging, Adult, and Behavioral Health Services reserves the right to:

- Request Criminal Background History Reports on employees assigned to the Arkansas Health Center location at any time, as identified in this Invitation for Bid. Criminal Background History reports, when requested, **must** show a "Date of Report" of not less than seventy-two (72) hours from request date.
- Terminate a vendor as irresponsible based on unacceptable Criminal Background History Reports received.
- Terminate any resultant contract resulting from this Invitation for Bid should Criminal Background History Reports show evidence of being tampered with, i.e., sections blocked out, dates of greater time than seventy-two (72) hours, etc.

D. Other Essential Requirements

1. LPNs **must** complete an eight (8) hour orientation with med pass (on site) at the contractor's expense prior to beginning work at AHC. **AHC DOES NOT PAY FOR ORIENTATION.**
2. All personnel **must** also complete the 20-hour training to be provided by AHC prior to beginning work at AHC. Additionally, eight (8) hours of training **must** be completed annually to maintain certification. MANDT training is mandatory. AHC will document all training. Contractor **shall** be responsible for one hundred percent (100%) of the MANDT training cost. **AHC DOES NOT PAY FOR MANDT.**
3. Additional orientation may be required at the discretion of AHC Nursing Department; if required, the cost shall be borne by AHC.

4. Contractor **must** provide written documentation that each employee has read the facility job description and orientation manual, to also include AHC policy and procedure manual. All contractor employees **shall** adhere to and abide by AHC policy and procedures. Failure to do so **shall** result in the employee being immediately relieved of duty. The contractor **shall** be informed that the employee could be barred from future employment by AHC. Employees **must** review and demonstrate an understanding of the AHC orientation manual and updates prior to working at AHC. All agency staff **shall** be held to the same standards as AHC employees, including but not limited to the following: discipline, attendance, and inclement weather.
5. Contractor **must** provide written documentation that each employee has completed all AHC Nursing department competencies.
6. Employees **must** demonstrate competency in the following areas in treatment of adult and geriatric clients.
 - a. Observe and evaluate psychiatric conditions.
 - b. Use good judgment to maintain confidentiality related to patient and information.
 - c. Perform in a high-level stimulated environment.
 - d. React calmly and effectively in emergency situations.
 - e. Work as a team player.
 - f. Demonstrate tact, resourcefulness, patience, and dedication
 - g. Adhere to and apply skills to policy and procedures.
 - h. Work different shift times/flexible-staffing times.
 - i. Communicate effectively orally and in writing.
 - j. Demonstrate organizational skills.
 - k. Have basic knowledge of computers.
 - l. Adhere to Health Insurance Portability and Accountability Act (HIPPA) standards. Written documentation that the employee has completed HIPPA training **shall** be provided to AHC).
 - m. Perform nursing duties commensurate to level of nursing qualifications.

E. Contractor's Liability

1. AHC will not schedule/accept any nurse(s), LPN or CNA, who are employed by the State of Arkansas in any capacity.
2. An agency employee cannot be active with more than one agency while working at AHC. All agency employees shall commit to work only on AHC premises for one agency during any ninety (90) day period set up by AHC. For example: The first period might be July 1, 2020 through September 30, 2020. Each employee would declare which Agency they will be working for while on AHC premises during this period. The effect is that an employee cannot work on AHC premises for both Agency A and Agency B during this period. However, they may work for more than one Agency at other hospitals.

F. Call-ins or Cancellations

1. All call-in(s) or cancellation(s) **must** be communicated to the nursing scheduler or the nurse on duty a minimum of two (2) hours prior to the start of any required shift. Specifically, for the shifts that start at 6:30 a.m., call-in(s) must be communicated prior to 4:30 a.m.; for shifts that start at 6:30 p.m., call-in(s) must be communicated prior to 4:30 p.m. There will be **NO EXCEPTIONS.**
2. If the contractor fills a shift and then cancels, the contractor **shall** be responsible for filling that shift even if it puts their employee in an overtime status. If this happens AHC shall not bear the overtime expense.
3. If a trend is noted whereby a contractor's personnel is consistently late or at the last-minute calls in without justification, this may be grounds for termination of the contractor's contract with AHC.
4. If an agency and/or employee calls and cancels less than two (2) hours prior to the beginning of a shift on more than three (3) occasions, and if the agency fails to replace a cancelled employee for a shift on three (3) separate occasions, a Vendor Performance Report (VPR) will be written on the agency.
5. If an agency employee's performance is less than satisfactory:

- The employee **shall** go through re-education on the subject;
- The employee **shall** face possible suspension for a specified time; or
- The agency **shall** make a DO NOT RETURN (DNR) report to the facility; through ANY agency, based on that incident.

G. Response Time

Contractor's response time to a staffing request **MUST** BE TIMELY, which is determined, for the purpose of this document, to mean:

- **IMMEDIATE NEED** – FIFTEEN (15) MINUTES OR LESS
- **ROUTINE NEED** – THIRTY (30) MINUTES OR LESS
- **PROJECTED NEED** – FOUR (4) HOURS OR LESS

NOTE: Staffing needs for each category are defined as

IMMEDIATE NEED = **CRISIS**

ROUTINE NEED = **NEXT SHIFT**

PROJECTED NEED = **TWENTY-FOUR (24) HOURS OR GREATER**

H. Duties:

The following duties, described as a minimum, **shall** be performed by the LPN or CNA in providing nursing services under this contract.

1. Licensed Practiced Nurse (LPN)

- A. LPNs **shall** be constantly aware of safety considerations and well-being of patients as well as the cleanliness and sanitation of the environment. Patients are never to be left unattended or in unsafe situations. Patients **shall** always be under personnel supervision, unless otherwise specified in the treatment plan.
- B. At the direction of the head nurse, or as advised, LPNs **shall** perform functions as specified in all federal, state, departmental, and institutional procedures, policies, guidelines, administrative orders, directives, and applicable regulations.
- C. All goals for patients on LPNs assigned to unit **shall** be implemented and documented as required. Nurses **shall** ensure that activity schedules are current and followed by all assigned personnel. LPNs **shall** work closely with the physician, unit personnel, and other health team members to provide optimum care for each client in the assigned units, including a safe environment.
- D. LPNs **shall** always be alert for safety concerns and/or unusual events and **shall** promptly report them. Any deviation or suspected deviation from the norm for a client **shall** be immediately assessed and reported to the assigned supervisor.
- E. LPNs **shall** use the steps of the nursing process in all client care areas. These steps include assessment, planning, implementation or intervention, and evaluation. Although LPNs are not responsible for writing formal client care plans, the LPN's professional knowledge, skills, and judgment are essential for accurate client assessment, a realistic plan of care, effective intervention, and ongoing client evaluation.
- F. All medications and treatments prescribed by the physician **shall** be transcribed, prepared, administered, and recorded with one hundred percent (100%) accuracy. LPNs **shall** use all means available to ensure accurate identification of each client for each medication administration. Errors, actual or suspected, **shall** be reported immediately.

2. Certified Nurses Aid (CNA)

The CNA **shall**:

- Obtain data regarding the physical and psychiatric (behavioral) status of the patient (i.e., temperature, pulse, respiration and weight), at prescribed interval(s), whether the patient is oriented, confused, or a behavioral problem.

- Report changes in patient's physical status to RN in charge.
- Report changes in mental status of patient (e.g., attitude and behavior) to the nurse in charge.
- Interact in a therapeutic way with patient.
- Assist general hospital personnel with lifting and moving, carrying out programs of exercise, recreation, and social activities.
- Submit accurate oral reports to their supervisor at end of the tour of duty.
- Assist patients with letter writing, phone calls, and other personal social tasks.
- Supervise and/or assist patients, as appropriate, with meals.
- Provide one-to-one supervision for psychiatric patients temporarily transferred to other local hospitals for medical and/or surgical services not available at AHC.

I. Required Equipment

- A. The Contractor **must** have access to or use of a fax machine and/or e-mail capability in order to receive nursing requirements and be able to send responses to the requesting department.
- B. E-mail will be the primary way of communicating with the Contractor, including sending monthly staffing schedule requests to the Contractor, receiving correspondence from the Contractor, and to document communication requests.

J. Personnel

The Contractor's personnel **shall** complete and sign AHC time sheets at the request of AHC. The Contractor personnel are not required to complete AHC application forms. The Contractor **shall** provide screening of their personnel and verify the following:

- Work records relative to attendance.
- Reasons for leaving last employment.
- Background checks of all prior employment, inclusive of criminal records check.

K. Unsatisfactory Personnel

AHC **shall** have the right to remove contracted personnel with or without just cause. When requested, immediate action **shall** be taken by the Contractor to remove the employee. AHC shall have the right to report any inappropriate behavior to the proper authority if required, such as, the Department of Health or the police. AHC may also maintain a data base of unsatisfactory personnel. Once the Contractor's employee is removed for cause, the Contractor **shall not** assign that employee to AHC in the future.

L. Shift Information

Services may be required on a seven (7) day per week basis and to cover all shifts and/or during a 12-hour shift. Assignments by day or shift, including starting time and hours, will be at the discretion and needs of AHC.

Present Nursing Shifts: (subject to change)

Day: 0630 – 1900

Night: 1830 – 0700

M. Shift Modifications

Modifications may be made to shifts on an individual basis but only when agreed upon by both parties. For example, if a Contractor has been requested to fill shifts totaling 24 continuous hours, a Contractor may offer to fill the requirement with two (2) twelve-hour shifts. Billing will remain the same as the present nursing shifts.

N. Order Procedures

1. Whenever AHC requires nursing services that are known, whether it be long term or immediate need, an e-mail/fax will be sent to the 1st listed lowest priced contractor for the required job classification. The e-mail/fax will provide a response cut-off time. If the 1st lowest contractor responds by the cut-off time, then the lowest priced contractor will be used first. For immediate need notice, an email/fax will be sent to all listed contractors and the contractor who responds first that they can fill the request, within the requested time frame, will be awarded the job.
2. Contractors must also have a means of after normal business hour, weekend, and holiday communication. This can be accomplished with an alternate email, fax, phone, or an after-hours call service.

O. Employee Conduct

1. All Contractor personnel **must** observe all AHC regulations in effect at the location where the work is being performed. While on AHC property, the Contractor's personnel **shall** be subject to oversight by the Director of Nursing or his/her designee. Under no circumstances shall the Contractor's or any subcontractor's personnel be deemed employees of AHC. Contractor or subcontractor personnel **shall not** represent themselves to be employees of AHC.
2. Contractor's personnel **shall** at all times make their best efforts to be responsive, polite, and cooperative when interacting with representatives of AHC or any other AHC employees.
3. The Contractor's personnel **shall** be required to work in a harmonious manner with AHC employees as well as outside contractors, if applicable. Nothing contained in this IFB shall be construed as granting the Contractor the sole right to supply personal or contractual services required by AHC.
4. The Contractor agrees that, upon request by Director of Nursing or his/her designee, the Contractor **shall** remove from the work site any of its personnel who are, in the opinion of AHC, guilty of improper conduct or who are not qualified or needed to perform the work assigned to them. Examples of improper conduct include, but are not limited to, insobriety, sleeping on the job, insubordination, tardiness, or substandard performance. Director of Nursing or his/her designee or their representative is empowered to request that the Contractor replace offending personnel immediately.
5. Director of Nursing or his/her designee may require replacement and removal from the work site of any employee who is identified as a potential threat to the health, safety, security, general well-being, or operational mission of the facility and its population.

P. Licenses and Permits

The Contractor **shall** obtain and maintain in full force and effect all required licenses, permits, and authorizations necessary to perform this contract. The Contractor **shall** supply AHC with evidence of all such licenses, permits, and authorizations. This evidence **shall** be submitted subsequent to the contract award, in the event that it had not been required as part of the Contractor's bid.

Q. Employees of the Contractor

1. All parties **must** clearly understand that all Contractor personnel provided by the Contractor or any of his/her subcontractors **shall** be considered employees of the Contractor or subcontractor. Under no circumstances **shall** these people be considered employees of AHC or as independent Contractors. Therefore, the Contractor and any of his/her subcontractors **must** provide all functions related to these personnel with respect to their classification as employees. These functions **shall** include such services as salary, benefits, and proper payroll deductions, such as federal and state income taxes, disability, and unemployment insurance, etc.
2. Contractor's personnel **shall** be in uniform, clearly indicating name of firm and identifying their affiliation with the firm. In addition, personnel **shall** bear identification cards at all times with their name and photo as well as the firm name listed on the card.

2.4 INSURANCE REQUIREMENTS

- A. Prior to contract awarding, the vendor **must** furnish an approved "Certificate of Insurance" and must maintain the insurance requirements throughout the contract and any/all extensions.

- B. The insurance **shall** not be modified without DHS approval.
- C. The Vendor **shall** maintain insurance for the contract period and any resultant renewals in the minimum amounts:
 - 1. One million dollars (\$1,000,000) per occurrence general liability.
 - 2. Three million dollars (\$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 vendor's action or inaction in the performance of the contract by the vendor, its agents, servants, employees, or subcontractors.
- E. The insurance **shall** cover and continue to cover all occurrences during the term of this contract and any extensions thereof.
- F. All insurance policies **shall** be with a company licensed by the State of Arkansas to do business and to provide such policies.
- G. The vendor **shall** notify DHS not less than forty-five (45) days in advance of any non-renewal, cancellation, or expiration of the vendor's insurance policy. In the event DHS receives a notice of non-renewal, the vendor **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. DHS **shall** have the right to inspect the original insurance policies held by the vendor.

2.5 **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.

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

AHC must authorize any services rendered which are not in the ordinary course of the contractor's business in writing. In no instance shall any payment be made for services that are not in accordance with the quoted prices on the contractor's Official Price Sheet(s).

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

**Arkansas Health Center
Attn: Purchasing
6701 Hwy 67
Benton, AR 72015**

All hourly rates are capped as follows:

Licensed Practical Nurse (LPN)	\$35.00 per hour
Certified Nurse Assistant (CNA)	\$21.50 per hour

- B. The capped rates are the maximum that AHC will pay for any personnel requirements. This includes shift differential. Rates are to remain the same for the duration of the contract, not subject to price escalation. AHC will pay only for hours worked and will not pay for show ups or call pay. AHC must authorize any services rendered which are not in the ordinary course of the contractor's business in writing. In no instance shall any payment be made for services that are not in accordance with the quoted prices on the contractor's Official Price Sheet(s).
- C. All invoices must be submitted in duplicate and no more than once weekly for services provided. The invoices are subject to DHS invoice requirements. Invoices must be accurate and match the employee's time sheet – time in and time out and date worked must be listed on the invoice. All time sheet(s) **MUST** contain employee's full name, date worked, actual hours worked (i.e., time in and time out) and the Unit/Agency where employee worked. Inaccurate invoices/time sheets will be returned to the contractor without payment. Payment of invoice will normally be 30-45 days after receipt of invoice(s).
- 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 vendor 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 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>.

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 **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.

3.7 **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.

3.8 **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.

3.9 **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.