

WRITTEN QUESTIONS AND ANSWERS

SP-16-0080 Data Processing

ANSWERS ARE IN BLUE

RFP Page	RFP Section	Question
1.		Is there any budget limitations for this project?
Answer:		This is not applicable to the vendor's response.
2.		Is there any presently service provider for similar services, if yes please share the name along with last year expenditure.
Answer:		This is not applicable to the vendor's response.
3.		Can you please provide the current consultants Pay rate and Bill Rate on the current contract?
Answer:		This is not applicable to the vendor's response.
4.		How many ticket raised per year?
Answer:		This is not applicable to the vendor's response.
5.		Are you looking only US citizen / local residence resources to deploy in Arkansas Department of Finance and Administration (DFA) -Office of Child Support Enforcement (OCSE) OR outside of USA eg. India.
Answer:		See Section 2.5 G
6.		What does the State intend to award to only one vendor?
Answer:		See section 1.2.A
7.		Who is currently providing these services?
Answer:		This is not applicable to the vendor's response.
8.		Is the current vendor's performance satisfactory to the State?
Answer:		This is not applicable to the vendor's response.
9.		Since when is the current vendor providing these services to the State? Since how long the incumbent vendor has been engaged/contracted?
Answer:		This is not applicable to the vendor's response.
10.		Does the current vendor have any sub-contractors?
Answer:		This is not applicable to the vendor's response.
11.		What has been the yearly spend on these services during FY 14, FY 15 and FY 16?
Answer:		This is not applicable to the vendor's response.
12.		In response to the Technical Proposal Packet documents in states the a VPAT should be submitted. Could you please clarify what this template is?
Answer:		Document not required for this RFP

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13.		Is there an incumbent contractor for this RFP? If there is we would like to request the name of the incumbent contractor, the award amount including the award amount for all option periods.
Answer:		This is not applicable to the vendor's response.
14.		Do you need sample resumes for all proposed resources?
Answer:		Actual resumes of proposed resources not samples
15.		Can you please provide the current hourly pay rate for each resource?
Answer:		This is not applicable to the vendor's response.
16.		What is the budget allocated for this project?
Answer:		This is not applicable to the vendor's response.
17.	1.14	It is mentioned 2 or more vendors; Question: Is there a limit on the number of sub-contractor on the bid?
Answer:		See section 1.2.A and section 1.12
18.	2.4	Does the client intend to award one vendor the contract for providing all (at least 44) resources?
Answer:		See section 1.2.A
19.	2.8	If the vendor is in other state such as Alabama, is the vendor expected to utilize providers of background checks in the State of Arkansas only or is the vendor allowed to utilize providers in Alabama with the necessary approvals?
Answer:		See section 2.8.B.1
20.	2.8	That being said - Are you looking for consulting resources from within the State of Arkansas only?
Answer:		See Section 2.5 G
21.	1.26	We currently except check and electronic payments but do not have the capability of accepting VISA payments. Will these two methods be acceptable or is VISA capability required?
Answer:		VISA is not the exclusive method of payment.
22.	1.7.A.3.c 1.24	As stated in section 1.7, the requirement is for the vendor provide a VPAT with their response. Can the State provide a template, example and/or further clarification of this requirement?
Answer:		Document not required for this RFP
23.	2.4	This section states that the estimated total number of resources expected is forty-four (44); however, the resource descriptions that follow total forty-two (42). Please clarify.
Answer:		See Addendum

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24.	2.8	Criminal background checks are performed on each resource before hire. Does this requirement mean that new background checks should be performed on all resources upon a potential contract award?
Answer:	Yes	
25.		Can we bid on partial number of resources (out of total 44) or is this all or nothing?
Answer:	See section 1.2.A	
26.		Are there any state mandates or guidelines for rates on these different resources?
Answer:	No	
27.		Are all the resources required to be on site in Little Rock? Or can resources work offsite?
Answer:	See Section 2.4 G.	
28.		If we are subcontracting, is there a limit on how many companies we can partner with to provide the total of 44 resources?
Answer:	See section 1.2.A and section 1.12	