



STATE OF ARKANSAS
OFFICE OF STATE PROCUREMENT
1509 West 7th Street, Room 300
Little Rock, Arkansas 72201-4222

INVITATION FOR BID
BID SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Bid Number:	SP-20-0022	Solicitation Issued:	09/06/2019
Description:	Long Distance Telephone Services		
Agency:	Division of Information Systems		

SUBMISSION DEADLINE FOR RESPONSE			
Bid Opening Date:	October 3, 2019	Bid Opening Time:	9:00 a.m., Central Time
<p>Deliver bid submissions for this Invitation For Bid to the Office of State Procurement on or before the designated bid opening date and time. In accordance with Arkansas Procurement Law and Rules, it is the responsibility of Prospective Contractors to submit bids at the designated location on or before the bid opening date and time. Bids received after the designated bid opening date and time may be considered late and may be returned to the Prospective Contractor without further review. It is not necessary to return "no bids" to OSP.</p>			

DELIVERY OF RESPONSE DOCUMENTS	
Delivery Address:	<p>Office of State Procurement 1509 West 7th Street, Room 300 Little Rock, AR 72201-4222</p> <p>Delivery providers, USPS, UPS, and FedEx deliver mail to OSP's street address on a schedule determined by each individual provider. These providers will deliver to OSP based solely on the street address. Prospective Contractors assume all risk for timely, properly submitted deliveries.</p>
Bid's Outer Packaging:	<p>Seal outer packaging and properly mark with the following information. If outer packaging of bid submission is not properly marked, the package may be opened for bid identification purposes.</p> <ul style="list-style-type: none">• Bid number• Date and time of bid opening• Prospective Contractor's name and return address

OFFICE OF STATE PROCUREMENT CONTACT INFORMATION			
OSP Buyer:	Stephanie Cellers	Buyer's Direct Phone Number:	501-371-6065
Email Address:	Stephanie.Cellers@dfa.arkansas.gov	OSP's Main Number:	501-324-9316
OSP Website:	http://www.dfa.arkansas.gov/offices/procurement/Pages/default.aspx		

SECTION 1 - GENERAL INSTRUCTIONS AND INFORMATION

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

1.1 PURPOSE

This Invitation for Bid (IFB) is issued by the Office of State Procurement (OSP) for the Division of Information Systems (DIS) to obtain pricing and a contract for Long Distance Telephone Services, including:

- Long Distance: Dedicated Access and Switched Access
 - Intrastate
 - Interstate
 - International
- Inbound Toll-Free
- Digital Signal 1 (DS1) Carrier Service
- Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI): Dedicated Access

1.2 TYPE OF CONTRACT

- A. As a result of this IFB, OSP intends to award a contract to a single Contractor.
- B. The anticipated starting date for any resulting contract is October 22, 2019, except that the actual contract start date may be adjusted unilaterally by the State for up to three calendar months. By submitting a signed bid in response to the IFB, the Prospective Contractor represents and warrants that it will honor its bid as being held open as irrevocable for this period.
- C. The initial term of a resulting contract will be for three (3) years. Upon mutual agreement by the Contractor and agency, the contract may be renewed by OSP for up to four (4) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of seven (7) consecutive years.

1.3 ISSUING AGENCY

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

1.4 BID OPENING LOCATION

Bids will be opened at the following location:

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

1.5 ACCEPTANCE OF REQUIREMENTS

- A. A Prospective Contractor **must** unconditionally accept all Requirements in the Requirements Section(s) of this IFB to be considered a responsive Prospective Contractor.
- B. A Prospective Contractor's bid will be rejected if a Prospective Contractor takes exceptions to any Requirements in the Requirements Section(s) of this IFB.

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. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law and used herein have the same definitions herein as specified therein.
- C. "Prospective Contractor" means a person who submits a bid in response to this solicitation.
- D. "Contractor" means a person who sells or contracts to sell commodities and/or services.

- E. The terms “Invitation For Bid”, “IFB,” “Bid Solicitation,” and “Solicitation” are used synonymously in this document.
- F. “Responsive bid” means a bid submitted in response to this solicitation that conforms in all material respects to this IFB.
- G. “Bid Submission Requirement” means a task a Prospective Contractor **must** complete when submitting a bid response. These requirements will be distinguished by using the term “**shall**” or “**must**” in the requirement.
- H. “Requirement” means a specification that a Contractor’s product and/or service **must** perform during the term of the contract. These specifications will be distinguished by using the term “**shall**” or “**must**” in the requirement.
- I. “State” means the State of Arkansas. When the term “State” is used herein to reference any obligation of the State under a contract that results from this solicitation, that obligation is limited to the State agency using such a contract.
- J. Acronyms used throughout the solicitation:

Acronym	Description
ARO	After Receipt of Order
B8ZS	Bipolar with 8 Zero Substitution
DIS	Division of Information Systems
DS1	Digital Signal 1
FCC	Federal Communications Commission
GoS	Grade of Service
ISDN	Integrated Services Digital Network
Kbps	Kilobits Per Second
LATA	Local Access and Transport Area
LPIC	Local Primary Interexchange Carrier
NSEP	National Security Emergency Preparedness
OSP	Office of State Procurement
PIC	Primary Interexchange Carrier
PRI	Primary Rate Interface
RESPORG	Responsible Organization
SAP	Service Action Plan
SIP	Session Initiation Protocol
TSP	Telecommunication Service Priority
VOIP	Voice Over Internet Protocol

1.7 **RESPONSE DOCUMENTS**

A. Bid Response Packet

1. The following are Bid Submission Requirements and **must** be submitted in the original *Bid Response Packet*.
 - a. Original signed *Bid Signature Page*. (See *Bid Response Packet*.)
 - i. An official authorized to bind the Prospective Contractor(s) to a resultant contract **must** sign the Bid Signature Page included in the *Bid Response Packet*.
 - ii. Prospective Contractor’s signature signifies agreement to and compliance with all Requirements in this IFB, and that any exception that conflicts with a Requirement or Bid Submission Requirement of this *Bid Solicitation* will cause the Prospective Contractor’s bid to be rejected.
 - iii. Bid response **must** be in the English language.

- b. *Bid Submission Sheet*
- c. One (1) original copy of the *Official Bid Price Sheet*. Pricing **must** be proposed in U.S. dollars and cents.
- 2. The following items should be submitted in the original *Bid Response Packet*, preferably on a flash drive and in PDF format.
 - a. One (1) copy of the *Official Bid Price Sheet*,
 - b. EO 98-04 Disclosure Form. (See *Standard Terms and Conditions*, #25. *Disclosure*.)
 - c. Copy of Prospective Contractor's *Equal Opportunity Policy*. (See *Equal Opportunity Policy*.)
 - d. Proposed Subcontractors Form. (See Subcontractors.)
- 3. **DO NOT** include any other documents or ancillary information, such as a cover letter or promotional/marketing information.

1.8 **CLARIFICATION OF BID SOLICITATION**

- A. Submit any questions requesting clarification of information contained in this *Bid Solicitation* in writing via email by 4:00 p.m., Central Time on or before September 17, 2019 to the OSP buyer as shown on page one (1) of this *Bid Solicitation*.
 - 1. For each question submitted, Prospective Contractor should reference the specific solicitation item number to which the question refers.
 - 2. Prospective Contractors' written questions will be consolidated and responded to by the State. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on September 20, 2019. If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or reserves the right not to respond to that question(s).
- B. The Prospective Contractor should notify the OSP buyer of any term, condition, etc., that precludes the Prospective Contractor from submitting a compliant, responsive proposal. Prospective Contractors should note that it is the responsibility of the Prospective Contractor to seek resolution of all such issues, including those relating to the terms and conditions of the contract, prior to the submission of a bid.
- C. Prospective Contractors may contact the OSP buyer with non-substantive questions at any time prior to the bid opening.
- D. An oral statement by OSP will not be part of any contract resulting from this solicitation and may not reasonably be relied on by any Prospective Contractor as an aid to interpretation unless it is reduced to writing and expressly adopted by OSP.
- E. Prospective Contractors entering into a contract with the State **shall** comply with all the terms and conditions contained herein.

1.9 **SUBCONTRACTORS**

- A. Prospective Contractor should complete, sign and submit the *Proposed Subcontractors Form* included in the *Bid Response Packet*.
- B. **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.

1.10 **PRICING**

- A. Prospective Contractor(s) **shall** include all pricing on the *Official Bid Price Sheet* only. If any cost is not identified by the successful Contractor but is subsequently incurred in order to achieve successful operation,

the Contractor **shall** bear this additional cost. The *Official Bid Price Sheet* is provided as a separate electronic file posted with this *Bid Solicitation*.

- B. To allow time to review bids, prices **must** be valid for 90 days following the bid opening.
- C. DO NOT submit any ancillary information not related to actual pricing on or with the *Official Bid Price Sheet*.

1.11 PRIME CONTRACTOR RESPONSIBILITY

- A. A single Prospective Contractor **must** be identified as the prime Contractor.
- B. The prime Contractor **shall** be responsible for the contract and jointly and severally liable with any of its subcontractors, affiliates, or agents to the State for the performance thereof.

1.12 INDEPENDENT PRICE DETERMINATION

- A. By submission of this bid, the Prospective Contractor certifies, and in the case of a joint response, each party thereto certifies as to its own organization, that in connection with this bid:
 - The prices in the bid have been arrived at independently, without collusion.
 - No prior information concerning these prices has been received from, or given to, a competitive company.
- B. Evidence of collusion warrants consideration of this bid by the Office of the Attorney General. All Prospective Contractors **shall** understand that this paragraph may be used as a basis for litigation.

1.13 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 so 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 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 the Freedom of Information Act (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 the Arkansas Freedom of Information Act (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.

1.14 CAUTION TO PROSPECTIVE CONTRACTORS

- A. Prior to any contract award, address all communication concerning this *Bid Solicitation* through the OSP buyer.
- B. Do not alter any language in any solicitation document provided by the State.
- C. Do not alter the *Official Bid Price Sheet*.
- D. All official documents and correspondence related to this solicitation become part of the resultant contract.
- E. The State has the right to award or not award a contract, if it is in the best interest of the State to do so.
- F. As requested, provide clarification regarding Prospective Contractor's bid response to OSP.
- G. Qualifications and proposed services **must** meet or exceed the required specifications as set forth in this *Bid Solicitation*.
- H. Prospective Contractors may submit multiple bids.

1.15 REQUIREMENT OF ADDENDUM

- A. Only an addendum written and authorized by OSP will modify this *Bid Solicitation*.
- B. An addendum posted within three (3) calendar days prior to the bid opening may extend the bid opening and may or may not include changes to the Bid Solicitation.
- C. The Prospective Contractor is expected to check the OSP website, <http://www.arkansas.gov/dfa/procurement/bids/index.php>, for any and all addenda up to bid opening.

1.16 AWARD PROCESS

A. Successful Contractor Selection

- 1. Award will be made to a single Contractor who meets all bid requirements and provides the lowest grand total in the *Official Bid Price Sheet's Table 14: Cost Summary*.

B. Negotiations

- 1. If the State so chooses, negotiations may be conducted with the lowest-bidding Prospective Contractor. Negotiations are conducted at the sole discretion of the State.
- 2. If negotiations fail to result in a contract, the State may begin the negotiation process with the next lowest-bidding Prospective Contractor. The negotiation process may be repeated until the anticipated successful Contractor has been determined, or until such time the State decides not to move forward with an award.

C. Anticipation to Award

- 1. Once the anticipated successful Contractor has been determined, the anticipated award will be posted on the OSP website at http://www.arkansas.gov/dfa/procurement/pro_intent.php.

2. The anticipated award will be posted for a period of fourteen (14) days prior to the issuance of a contract. Prospective Contractors and agencies are cautioned that these are preliminary results only, and a contract will not be issued prior to the end of the fourteen day posting period.
3. OSP may waive the policy of Anticipation to Award when it is in the best interest of the State.
4. It is the Prospective Contractor's responsibility to check the OSP website for the posting of an anticipated award.

D. Issuance of Contract

1. Any resultant contract of this *Bid Solicitation* is subject to State approval processes which may include Legislative review.
2. A State Procurement Official will be responsible for the solicitation and award of any resulting contract.

1.17 INTERGOVERNMENTAL/COOPERATIVE USE OF COMPETITIVELY BID PROPOSALS AND CONTRACTS

In accordance with Arkansas Code Annotated § 19-11-249, any State public procurement unit may participate in any contract resulting from this solicitation with a participating addendum signed by the Contractor and approved by the chief procurement officer of the procurement agency issuing this solicitation.

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 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 Veteran Affairs
- B. A women-owned business is defined by Act 1080 of the 91st General Assembly Regular Session 2017 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 OPPORTUNITY POLICY

- A. In compliance with Arkansas Code Annotated § 19-11-104, OSP **must** have a copy of the anticipated Contractor's *Equal Opportunity (EO) Policy* prior to issuing a contract award.
- B. *EO Policies* should be included in the solicitation response.
- C. Contractors 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. Prospective Contractors who are not required by law 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, Contractor(s) providing services **shall** certify with OSP that they do not employ or contract with illegal immigrants.
- B. By signing and submitting a response to this *Bid Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.

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 Prospective Contractor's past performance with the State may be used to determine if the Prospective Contractor is "responsible". Bids submitted by Prospective Contractors determined to be non-responsible will be rejected.

1.23 COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM

The Prospective Contractor's commodity or service **must** comply with the State's shared Technical Architecture Program which is a set of policies and standards that can be viewed at:

<https://www.dfa.arkansas.gov/intergovernmental-services/state-technology-cost-analysis/architecture-compliance/>.

Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.

1.24 VISA ACCEPTANCE

- A. Awarded Contractor 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) **must 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.

1.25 PUBLICITY

- A. Do not discuss the solicitation nor your bid response, nor issue statements or comments, nor provide interviews to any public media during the solicitation and award process.
- B. Failure to comply with this Requirement may be cause for a Prospective Contractor's bid to be rejected.

1.26 RESERVATION

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

SECTION 2 – REQUIREMENTS

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

2.1 INTRODUCTION

This Invitation for Bid (IFB) is issued by the Office of State Procurement (OSP) for the Division of Information Systems (DIS) to obtain pricing and a contract for traditional Long Distance Telephone Services, including:

- Long Distance: Dedicated Access and Switched Access
 - Intrastate
 - Interstate
 - International
- Inbound Toll-Free
- Digital Signal 1 (DS1) Carrier Service
- Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI): Dedicated Access

2.2 MINIMUM MANDATORY QUALIFICATION

Prospective Contractor **shall** have experience providing services similar in size and complexity as this solicitation to a minimum of three (3) customers over a continuous thirty-six (36) month period.

2.3 GENERAL REQUIREMENTS

- A. Contractor **shall** support circuit-switched-voice and circuit-switched-data in all Arkansas Local Access and Transport Areas (LATA's), including 384 Kbps (6 bonded B-Channels) used for some video conferencing.
- B. Contractor **shall** provide True Answer Supervision for the services at no cost to DIS.
- C. Contractor **shall** have the ability to dynamically share access lines between services (i.e. a single DS1 used for both outgoing and incoming 800 traffic).
- D. **Long Distance**
 1. Contractor **shall** provide dedicated and switched access for originating long distance for intrastate, interstate, and international calls.
 2. Dedicated long distance will likely be the first choice at DIS customer locations where it is available and where it is cost effective. In the event that all dedicated access paths are busy or unavailable, Contractor **shall** provide DIS with the ability to default to switched access for originating long distance as a second choice for overflow.
 3. For switched access long distance service, Contractor **shall** provide a minimum of acceptable Busy Hour Grade of Service (GoS) of P.01 on the Contractor's network (i.e. no more than one (1) call in one-hundred (100) attempts made during the average busy hour will be blocked, and that where available, physically diverse routing is being used between nodes.)
 4. Post-dial delay, as measured from the last dialed digit to cut-through, **must not** exceed three (3) seconds for 90% of calls.
 5. Service **must** maintain 99.95% up-time availability.
 6. **Miscellaneous Services**
 - a. Contractor **shall** provide directory assistance for domestic and international calls.
 - b. Contractor **shall** provide operator services, including but not limited to allowing callers to dial "0", person to person, and 3rd party billing and collect calls.

- c. For billing and security purposes, Contractor **shall** provide authorization codes as requested by DIS for long distance access at DIS customer locations. Currently there are approximately 10,000 three-digit, four-digit, six-digit, and eight-digit authorization codes in use and administered by DIS. Prompt for the authorization code **must** be after the call is dialed. Contractor **shall** prompt for both switched and dedicated service.
- d. Contractor **shall** provide traffic and usage studies as requested by DIS.
- e. Contractor **shall** provide billing media. (*Refer to IFB Section 3.1(I)*).
- f. Contractor **shall** add and disconnect telephone numbers as requested by DIS.
- g. Contractor **shall** be responsible for the initial conversion cost and issuance of orders related to Primary Interexchange Carrier (PIC) and Local Primary Interexchange Carrier (LPIC) code adds and changes. There are approximately 9,000 telephone numbers using dedicated access and 11,000 using switched access to long distance services.
- h. Following initial conversion of PIC and LPIC code adds and changes, DIS will be responsible for the cost and order issuance related to PIC and LPIC code adds and changes.
- i. As requested by DIS, Contractor **shall** initiate service tests and provide the results to DIS.

E. Inbound Toll-Free (800 Service)

- 1. Contractor **shall** provide dedicated and switched inbound toll free (800 service) for intrastate, interstate, and Canada calls.
- 2. Contractor **shall not** change 800 numbers currently in use.
- 3. Contractor **shall** perform the function of Responsible Organization (RESPORG) for domestic toll-free numbers. As the RESPORG, Contractor **shall** reserve, assign, activate and change toll-free numbers in accordance with Federal Communications Commission (FCC) rules and customary industry standards and practices.
- 4. Due to the complexity of State government business, some DIS customers may desire optional advanced 800 Service features, such as restricting 800 Service to calls that are truly long distance. *See Official Bid Price Sheet Table 6.*

F. DS1 Carrier Service

Contractor **shall** provide DS1 Digital Carrier Service for the physical circuit – *see Official Bid Price Sheet Table 11*. To meet DIS's various customer needs, Contractor **shall** provide the following DS1 Digital Carrier services:

- 1. Un-Channelized
- 2. 24 Channels at 64 Kbps
- 3. Clear channel capability
 - a. The method used to provide clear channel capability **must** be the same in both directions of transmission.
 - b. The preferred method is Bipolar with 8 Zero Substitution (B8ZS).

G. Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI): Dedicated Access

1. For dedicated access long distance service, Contractor **shall** provide ISDN PRI to the State network locations identified in *Official Bid Price Sheet Table 12*. Contractor **shall** provide long distance PRIs to connect DIS customer phone systems to the long distance provider. To meet DIS's various customer needs, Contractor **shall** provide the ISDN PRI services listed in IFB Section 2.3(F)(2-3).
 2. The service **must** allow for collection of the originating station telephone number for billing purposes.
 3. DIS is in the process of converting most traditional dial tone services, including Centrex services, to Cisco VOIP with SIP over the Ethernet connection from each site to the State datacenters for aggregation to DIS's SIP provider, AT&T. The estimated date of completion is June 2020.
- H. Prospective Contractors should provide information regarding expansion and upgrading, available e-Tools, other available features not otherwise listed in the *Official Bid Price Sheet*, and toll fraud and internal abuse protection. See *Official Bid Price Sheet Tables 7-10*.

2.4 INSTALLATION, TESTING AND CUTOVER

- A. Installation, testing and cutover **shall** be the sole responsibility of the Contractor.
- B. Contractor **shall** provide online service order entry with status reporting by order.
- C. Contractor **shall** provide installation, testing and cutover services in a manner and under a timeframe designed to minimize disruption to DIS customers.
1. Contractor **shall** coordinate with DIS throughout installation, testing and cutover so that affected DIS customers can be notified and emergency alternative communications can be provided by DIS if necessary.
 2. Services **must** be performed on a schedule that supports DIS and DIS customers' operational needs and may include nights, weekends, and holidays.
 3. Cutover services **must not** be completed during normal business hours (Monday through Friday, 7:30 a.m. – 5:00 p.m. Central Time).
- D. Installation Plan
1. Immediately following award, Contractor **shall** work with DIS to provide an installation plan for the services.
 2. This installation plan provided to DIS **must** be negotiable and subject to modification by DIS.
 3. Contractor **shall** receive written approval of DIS prior to commencement of installation.
- E. Contractor **shall** perform testing after installation and cutover of services to ensure services are operating properly. Installation will not be considered complete until the Contractor has received notification from DIS that the installation is accepted, and the installed service is working.
- F. The sequence of events related to cutover of existing services will be as follows:
1. Contractor **shall** install the service according to the contract and the installation plan.
 2. Contractor **shall** test the service for a maximum of thirty (30) consecutive calendar days.
 3. Contractor **shall** provide written notification to DIS that the system has been tested and is fully functional and ready for use.

4. Acceptance Testing

- a. DIS will test the system in a live DIS-provided environment for a maximum of thirty (30) consecutive calendar days.
 - b. The service **shall not** be accepted by DIS until the availability of 99.95% is met for a maximum of thirty (30) consecutive calendar days.
 - c. If the service up-time falls below 99.95% during DIS acceptance testing, DIS's testing measurement period **must** be restarted beginning with the first day of the maximum thirty (30) consecutive calendar days.
 - d. Contractor **shall** pass acceptance testing within ninety (90) calendar days.
5. If the service fails DIS's acceptance testing, DIS will notify the Contractor of the deficiencies in writing and submit a below standard Vendor Performance Report (VPR).

2.5 SUPPORT SERVICES

A. Contractor **shall** own and maintain trouble tickets reported by DIS until trouble tickets are resolved.

B. **Toll-Free Telephone Support Center**

1. Contractor **shall** provide toll-free telephone support.
 - a. Telephone support **must** be available twenty-four (24) hours a day, seven (7) days per week to begin the restoration process. If access to a facility is required, the ticket may be placed on hold until access can be granted.
 - b. Contractor's telephone support center staff **must** be fluent in the English language.
 - c. Contractor's telephone support center should be located within the continental United States of America.
2. Contractor's staff **shall** log trouble calls including, at a minimum, the following information:
 - a. DIS-issued Ticket Number (to be provided when reporting a trouble to the Contractor)
 - b. Contractor-issued Ticket Number
 - c. Date & Time of call
 - d. For Long Distance trouble tickets: telephone number(s) and site name(s)
For DS1 and ISDN PRI trouble tickets: Circuit ID(s)
 - e. Apparent nature of trouble
 - f. Arrival time of maintenance personnel (if applicable)
 - g. Time trouble is cleared
 - h. Cause of trouble
3. Contractor **shall** provide, no later than thirty (30) calendar days from contract award, the toll-free telephone support center number. Contractor **shall** email the toll-free number to dis.contracts@arkansas.gov. Prospective Contractors should not include this with their bid response.

C. Online Trouble Ticket Reporting System

1. Contractor **shall** provide online trouble ticket reporting system. Online trouble reporting system **must** provide, but not be limited to, the following functionality:
 - a. Ability to create trouble tickets on new or recurring problem(s)
 - b. Ability to create tickets for informational and test assist purposes
 - c. Ability to view trouble ticket information, including but not limited to the information listed in Section 2.5(B)(2)
 - d. Ability to monitor the status of open tickets and update open tickets
 - e. Ability to generate trouble history reports (detailed summary)
 - f. Ability to generate repeat trouble reports for chronic problem isolation and monitoring
 - g. Ability to generate detailed summary report logs by location, date, time, trouble type, etc.
 - h. Ability to generate detailed summary performance overview reports
 - i. Ability to send email notifications to appropriate parties of trouble ticket status changes and updates

D. Contractor shall participate in Contractor meetings as part of DIS's Contractor management program to review service results and arrive at remedies to improve or correct deficiencies. Contractor meetings will be monthly or quarterly.

1. DIS will send the agenda and location for each meeting in advance.
2. Contractor **shall** have appropriate personnel present to address all agenda items on-site at a facility provided by DIS, or available by Contractor-provided and Contractor paid Conference Bridge and/or web meeting, unless otherwise authorized in writing by DIS.

E. Contractor shall provide, no later than fourteen (14) calendar days following contract award, the following information. Contractor shall email the information to dis.contracts@arkansas.gov. Prospective Contractors should **not include this with their bid response.**

1. Proposed trouble notifications and response procedures, including time, place, and frequency of Contractor acknowledged DIS trouble tickets. All response and resolution times in *Figure A: Severity Levels* **must** be applied. Proposed information is subject to DIS approval.
2. Name and contact information of Contractor's assigned Service Manager. The Contractor's Service Manager **shall** be the central point of contact for advanced escalation of all issues and **shall** be responsible for all aspects of the contract, including but not limited to Contractor performance.
3. Contact information for Contractor's assigned account specific resources for administrative and technical support to assist in initiating orders, resolving service problems, trouble escalation, billing errors, etc. Personnel should be familiar with the State Network and DIS processes. The resources **must not** be pooled. Local resources are preferred.

F. Contractor shall provide, no later than thirty (30) calendar days following contract award, the following information. Contractor shall email the information to dis.contracts@arkansas.gov. Prospective Contractors should **not include this with their bid response.**

1. Information for accessing the Contractor's trouble reporting system.

2. Contact information for a single designated point of contact where all troubles will be reported for any of the services or facilities specified in this IFB. The personnel at this location **shall** be responsible for coordinating all efforts to correct troubles and will update DIS at intervals to be established by DIS and the Contractor.

2.6 **OUTAGES**

A. Catastrophic Events

1. Restoration of service after catastrophic events such as fires, storms, earthquakes, or accidental damage **must** be on an around-the-clock basis until service is restored.
2. Contractor **shall** describe the anticipated level of response, response times, and response procedures in case of a catastrophe. Contractor **shall** email the information to dis.network.support@arkansas.gov no later than thirty (30) calendar days following contract award. Prospective Contractors should **not** include this with their bid response.

- B. Contractor **shall** comply with the Telecommunications Service Priority (TSP) Program, a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to National Security and Emergency Preparedness (NS/EP) and be in compliance with all Arkansas Public Service Commission and FCC Requirements.

- C. *Figure A* defines outages and specifies the maximum response time and resolution times based on level of severity:

1. DIS **shall have** the right to further define outage terms as deemed necessary during the course of the contract.
2. "Response time" is calculated as the time from which the outage is reported until the time maintenance personnel arrive on site.
3. "Resolution time" is calculated as the time from which the trouble ticket is opened with the Contractor until the trouble is cleared and notification is received by DIS from the Contractor.
4. Response times may be met via remote maintenance procedures.
5. DIS business hours are 8:00 a.m. to 5:00 p.m. (CST) Monday through Friday excluding State holidays, <https://portal.arkansas.gov/pages/state-employees/>. However, there are critical locations which operate around the clock and require 7x24x365 Contractor support. The critical locations include, but **must not** be limited to, Arkansas Crime Information Center (ACIC) and Arkansas State Police (ASP).

Figure A: Severity Levels

Severity Level	Definitions	Maximum Response Initial Time	Resolution Time
1	Critical outages and situations when network services are down and DIS customers are unable to use/access the network.	Four (4) hours Around the clock	As quickly as possible, which on average must not exceed four (4) business hours, unless otherwise authorized in writing by the DIS. For any critical outage that cannot be fixed remotely, DIS shall have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than four (4) business hours from time of request.
2	Major outages and/or repeated failure of service preventing its successful operation. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.).	Six (6) business hours	As quickly as possible, which on average must not exceed six (6) business hours, unless otherwise authorized in writing by the DIS. DIS shall retain the right to escalate Level 2 outages to Level 1 at its discretion. For any major outage that cannot be fixed remotely, DIS shall have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than six (6) business hours from time of request.
3	Minor outages and/or a problem that exists with the service but the majority of the functions/services are still usable and some	Eight (8) business hours	As quickly as possible, which on average shall not exceed eight (8) business hours, unless otherwise authorized in writing by the DIS.

2.7 **REPORTING**

A. Trouble Ticket Reports

Two weeks prior to monthly or quarterly Contractor meetings, Contractor **shall** provide a report in “.xls” format, via email to the designated DIS staff, of the diagnostic findings, including at a minimum:

1. Trouble ID
2. Time and date the trouble is reported
3. Time and date the trouble is resolved
4. Trouble resolution

B. Usage Reports

Contractor **shall** provide usage reports upon request, at no cost, to include, but not to be limited to:

1. The number and percentage of blocked/ or overflowed calls.
2. Busy hour statistics.
3. Short and long holding times.

C. Contractor **shall** provide samples of available performance and maintenance reports that are available to DIS for the services bid and describe how they can be accessed by DIS (i.e., Web Interface, telephone or other

electronic access). Performance and maintenance reports may include, but is not limited to: Network Provisioning Performance, Network Maintenance Performance, and Service Billing Performance. Contractor **shall** email the information to dis.contracts@arkansas.gov no later than thirty (30) calendar days following contract award. Prospective Contractors should **not** include this with their bid response.

- D. Contractor **shall** submit a sample Service Action Plan (SAP). Contractor **shall** email the information to dis.contracts@arkansas.gov no later than thirty (30) calendar days following contract award. Prospective Contractors should **not** include this with their bid response.
- E. Contractor's Service Manager may be required to prepare a Service Action Plan (SAP) for complex outstanding service issues. The SAP **must** be agreed upon by DIS. Reviews **shall** be conducted to audit progress in implementing service action plans in order to document and measure progress toward the desired outcome.

2.8 **MOVES, ADDS, AND CHANGES**

Contractor **shall** accept move, add, and change orders only from authorized DIS employees via email or online only.

2.9 **ACCEPTANCE STANDARDS**

Inspection and acceptance/rejection of product(s) and services **shall** be made within ninety (90) days of receipt by DIS. DIS **shall** have the option to return any product(s) or terminate any services within the ninety (90) day timeframe for any reason. Bid **must** include a "total satisfaction" return policy for all products and **shall not** impose any liability on the State for such returns or termination of services

2.10 **DELIVERY AND PROVISIONING OF SERVICE – FOB DESTINATION; FREIGHT PREPAID AND ALLOWED**

- A. DIS requests service delivery within thirty (30) calendar days after receipt of the order (ARO). If this delivery date cannot be met, the Prospective Contractor **shall** state the number of days required to place the commodity or service in DIS's designated locations in the *Bid Response Packet*. Failure to state the delivery time **shall** obligate the Prospective Contractor to complete delivery by DIS's requested date. Extended delivery dates may be considered when in the best interest of the State.
- B. DIS will communicate in their purchase order the option to have Contractor equipment delivered to the end user service address or to DIS's central warehouse at:

Arkansas Division of Information Systems
One Capitol Mall
Little Rock, AR 72203
- C. All deliveries **must** be made during normal state work hours and within the agreed upon number of days unless otherwise arranged and coordinated with DIS. The Contractor **shall** give DIS immediate notice of any anticipated delays or plant shutdowns that will affect the delivery requirement.
- D. The Contractor **shall** be responsible for damage to DIS property during installation of system and for damage to Contractor owned property caused by the Contractor.
- E. Loss or damage that occurs during shipping, prior to the order being received by the DIS, **shall** be the Contractor's responsibility. All orders should be properly packaged to prevent damage during shipping.
- F. If any agreed upon or established due date or interval is subject to being missed by more than three (3) business days, DIS should be notified immediately and a new due date negotiated. A planned due date **must** be established for tracking purposes. If an acceptable due date cannot be established DIS may cancel the order and alternate methods of procurement will be pursued.

2.11 **FORCE MAJURE**

Except for payment of amounts due, neither party will be liable for any delay, failure in performance, loss, or damage due to fire, explosion, cable/fiber cuts, power blackout, earthquake, flood, embargo, acts of civil or military authority, war, terrorism, acts of God, acts of public enemy, acts of regulatory or governmental agencies, delays from third parties deterring the Contractor from obtaining necessary licensing/construction permits/right of ways, or other causes beyond such party's reasonable control.

SECTION 3 – GENERAL CONTRACTUAL ITEMS

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

3.1 BILLING PROCESS & MANAGEMENT

A. Billing Errors

Contractor **shall** describe their process for resolving billing errors and the timeline for correcting billing errors. Contractor **shall** send the information to dis.contracts@arkansas.gov no later than thirty (30) days following contract award. Prospective Contractors should not include this with their bid response.

B. Billing Review

1. Contractor **shall** conduct a *first bill review* within thirty (30) days of the first bill cycle of each type of service to verify correctness of contract billing. It is the Contractor's responsibility to initiate and coordinate this meeting by emailing dis.contracts@arkansas.gov. Failure to do so may result in a negative Vendor Performance Report.
2. At least one (1) Contractor representative **must** be on site at DIS for the bill review meeting unless permission has been given by email from DIS to not be on-site. The Contractor representative will provide at their expense a conference bridge or web-meeting allowing all necessary Contractor personnel to participate.
3. If incorrect rates or quantities are found, DIS **must** be notified and they **must** be corrected no later than the fourth (4th) billing cycle after error is found. The State **shall** have the right to withhold payment until corrections have been made and a corrected invoice is received.
4. All billing errors found in the first bill review or in a later bill review by DIS or the Contractor **must** be credited back to the original date of the error, but not beyond the beginning of the corresponding contract.
5. Contractor **shall not** impose any time restrictions upon DIS to identify billing errors and request a credit or refund.

C. Billing Invoices

1. Contractor **shall** set up and maintain account billing on an ongoing basis for no additional charge as directed by DIS to facilitate cost accounting and cost recovery.
2. Each service site billed on the Contractor invoice **must** include the following information equivalent which will be used to identify the site and/or DIS customer being billed:
 - a. For Long Distance: telephone numbers and site names
 - b. For DS1 and ISDN PRI trouble tickets: Circuit IDs
3. Contractor **shall** invoice DIS by line of service or speed and in the account format directed by DIS. An invoice with only the address, account number and amount **shall not** be acceptable.

D. Billing Discontinuance

Contractor **shall** stop billing for service on the day notification to disconnect service is received or on a future date if requested. If the contractor's billing system does not allow this, credits **must** be issued within two billing cycles without DIS having to review each invoice and ask for the credits. Contractor(s) **shall not** make DIS open a billing dispute to receive credit. The Contractor's failure to comply with these requirements may result in DIS withholding payment on the overall account.

E. Billing (End to End Circuit)

End to End Circuit billing **must** be provided on the same invoice. If manual billing or special billing is required by the Contractor to provide End to End Circuit billing, the Contractor **must** provide this billing free of charge. Failure to do so will result in below standard Vendor Performance Reports.

F. Billing (Contract Rates)

Detailed Contract Rate **must** match each line item bid as it appears on the monthly billing statement and electronic media.

G. Billing Compatibility

Detailed information in any form **must** be compatible with the current DIS tele-management system used by DIS (currently Calero previously known as Compco).

H. Billing Fields Required

The following fields for services, equipment, and onetime charges must be provided on each invoice if applicable.

1. Contractor Account Number
2. Invoice Number
3. Invoice Date
4. Invoice From Date
5. Invoice To Date
6. User ID, Extension, Subsystem, Circuit ID, Telephone No., Inventory number, etc.
7. Quantity
8. Unit Price
9. Total Amount
10. Transaction Date
11. Transaction From Date
12. Transaction To Date
13. Product Code, Service Code, USOC, Inventory Item
14. Description
15. State Service Order Number
16. Contract Number
17. Vendor Work Order Number
18. Originating Location
19. Terminating Location
20. Taxes and Fees

- I. Contractor **shall** work with DIS resources to establish some form of mutually acceptable electronic billing media, such as excel, file transfer, or delivery of physical media such as CD or tape. The media will also be in a mutually agreeable file format. Contractor(s) **must** identify and provide the names of their company's resources who will be responsible for this requirement no later than thirty (30) days after award to dis.contracts@arkansas.gov

3.2 PAYMENT AND INVOICE PROVISIONS**A. Forward invoices to:**

Arkansas Division of Information Systems
Attention: Accounts Payable
P.O. Box 3155
Little Rock, AR 72203-3155

- B. By mutual agreement, invoices may be emailed to dis.accounts.payable@arkansas.gov.
- C. Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance of goods and services by the agency.
- D. Do not invoice the State in advance of delivery and acceptance of any goods or services.

- E. Payment will be made only after the Contractor has successfully satisfied the agency as to the reliability and effectiveness of the goods or services purchased as a whole.
- F. The Contractor should invoice the agency by an itemized list of charges. The agency's Purchase Order Number and/or the Contract Number should be referenced on each invoice.
- G. Other sections of this *Bid Solicitation* may contain additional Requirements for invoicing.
- H. Selected Contractor **must** be registered to receive payment and future *Bid Solicitation* notifications. Contractors may register on-line at <https://www.ark.org/contractor/index.html>.

3.3 **GENERAL INFORMATION**

- A. The State will not:
 - 1. 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 thirty (30) day written notice to the Contractor/lessor in the event funds are not appropriated.
 - 2. Contract with another party to indemnify and defend that party for any liability and damages.
 - 3. Pay damages, legal expenses or other costs and expenses of any other party.
 - 4. Continue a contract once any equipment has been repossessed.
 - 5. Agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
 - 6. Enter a contract which grants to another party any remedies other than the following:
 - a. The right to possession.
 - b. The right to accrued payments.
 - c. The right to expenses of de-installation.
 - d. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - e. The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
- B. Any litigation involving the State **must** take place in Pulaski County, Arkansas.
- C. The laws of the State of Arkansas govern this contract.
- D. A contract is not effective prior to award being made by a State Procurement Official.

3.4 **CONDITIONS OF CONTRACT**

- A. 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. 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 Contractor.

3.5 **STATEMENT OF LIABILITY**

- A. The State will demonstrate reasonable care but will not be liable in the event of loss, destruction or theft of Contractor-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 Contractor will retain total liability for equipment,

software and technical and business or operations literature. The State will not at any time be responsible for or accept liability for any Contractor-owned items.

- B. The Contractor's liability for damages to the State will be limited to the value of the Contract or \$4,609,000, whichever is higher. The foregoing limitation of liability will 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 Contractor; 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 Contractor and the State will not be liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability will 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 Contractor; 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 **must not** be construed or deemed as the State's waiver of its right of sovereign immunity. The Contractor agrees that any claims against the State, whether sounding in tort or in contract, will be brought before the Arkansas Claims Commission as provided by Arkansas law and governed accordingly.

3.6 **RECORD RETENTION**

- A. 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, grant access to State or Federal Government entities or any of their duly authorized representatives.
- B. Make financial and accounting records 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.

3.7 **PRICE ESCALATION**

- A. Price increases will be considered at the time of contract renewal.
- B. The Contractor **must** provide to OSP a written request for the price increase. The request **must** include supporting documentation demonstrating that the increase in contract price is based on an increase in market price. OSP has the right to require additional information pertaining to the requested increase.
- C. Increases will not be considered to increase profit or margins.
- D. OSP has the right to approve or deny the request.

3.8 **CONFIDENTIALITY**

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

3.9 **CONTRACT INTERPRETATION**

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

3.10 CANCELLATION

- A. For Cause. The State may cancel any contract resulting from this solicitation for cause when the Contractor fails to perform its obligations under it by giving the Contractor written notice of such cancellation at least thirty (30) days prior to the date of proposed cancellation. In any written notice of cancellation for cause, the State will advise the Contractor in writing of the reasons why the State is considering cancelling the contract and provide the Contractor with an opportunity to avoid cancellation for cause by curing any deficiencies identified in the notice of cancellation for cause prior to the date of proposed cancellation. To the extent permitted by law and at the discretion of the parties, the parties may agree to [minor amendments to](#) the contract and avoid the cancellation for cause upon mutual agreement.
- B. For Convenience. The State may cancel any contract resulting from the solicitation by giving the Contractor written notice of such cancellation sixty (60) 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.
- D. Contractor **shall** work cooperatively with DIS staff and incoming contractor(s) to perform all services required to ensure a smooth and seamless transition of all services at no cost to the State.

3.11 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 Contractor will be relieved of all obligations arising under such provision. If the remainder of the contract is capable of performance, it will not be affected by such declaration or finding and **must** 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 rejected. The person signing the bid should show title or authority to bind his 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 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. Contractor **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 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 only 8:00 a.m. to 4:30 p.m. Central Time, unless prior approval for other delivery has been obtained from the agency. Packing memoranda **shall** be enclosed with each shipment.
15. **STORAGE:** The ordering agency is responsible for storage if the Contractor delivers within the time required and the agency cannot accept delivery.
16. **DEFAULT:** All commodities furnished **shall** be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications **shall** authorize the Office of State Procurement to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting Contractor. The Contractor **must** give written notice to the Office of State Procurement and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the 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 and (3) proper and legal processing of the invoice by all necessary State agencies. Invoices **must** be sent to the "Invoice To" point shown on the purchase order.
19. **STATE PROPERTY:** Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the Contractor hereunder or in contemplation hereof or developed by the Contractor for use hereunder **shall** remain property of the State, **shall** be kept confidential, **shall** be used only as expressly authorized, and **shall** be returned at the Contractor's expense to the F.O.B. point provided by the agency or by OSP. 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. **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.
23. **CONTINGENT FEE:** The Contractor guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the Contractor for the purpose of securing business.
24. **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.
25. **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.