

SP-17-0115 CLARIFICATION OF BID SOLICITATION

Question ID	Question	Response to Vendor																
1	What is the percentage (%) breakdown of new hire reports via the following methods per month for SFY14, SFY15, and SFY16? a. Mail b. Fax c. Online d. FTP / Upload e. Diskette f. CD g. Magnetic Tape (Cartridge) h. Telephone i. Email j. Other	Below is based on calendar year (CY). All information requested is not available. <table><tr><td></td><td>CY14</td><td>CY15</td><td>CY16</td></tr><tr><td>Electronic</td><td>92%</td><td>92%</td><td>91%</td></tr><tr><td>Fax</td><td>6%</td><td>6%</td><td>6%</td></tr><tr><td>Mail</td><td>2%</td><td>2%</td><td>3%</td></tr></table>		CY14	CY15	CY16	Electronic	92%	92%	91%	Fax	6%	6%	6%	Mail	2%	2%	3%
	CY14	CY15	CY16															
Electronic	92%	92%	91%															
Fax	6%	6%	6%															
Mail	2%	2%	3%															
2	What has been the highest increase in reporting method (online, fax, hard copy) during the past four years?	Refer to Question 1.																
3	What is the percentage (%) breakdown of new hire reports via the following non-electronic methods per month for SFY14, SFY15, and SFY16? a. Form b. List c. W-4 d. Other	Refer to Question 1.																
4	How many <u>employers</u> are in the current Arkansas New Hire database? How many <u>employers</u> have submitted a new hire report in the last twelve (12) months?	The total number of employers in the current database is not available. In 2016, 22,284 employers submitted new hire reports.																
5	What is the value of the contract with the current vendor and what is the cost of services paid to the current vendor over the past 12 months?	This information is not necessary for Vendors to submit a bid response.																

6	What is Arkansas's budgeted amount for this IFB/Services?	This information is not necessary for Vendors to submit a bid response.
7	How many phone calls does the new hire operation anticipate daily/monthly over the coming year?	Approximately thirty (30) phone calls per month or 360 phone calls per year is anticipated.
8	What is the volume of activity on the IVR on a weekly, monthly, and yearly basis?	Information is not available.
9	What is the average length of time for each call answered?	Information is not available.
10	How often does the State receive a transmission of new hire records from the current Vendor?	Monthly.
11	Can the Vendor have the telephone and fax numbers ported over to them during the contract time frame?	Awarded Vendor would have to contact a phone company to determine if that is possible.
12	Can the Vendor establish a P.O. Box outside the state of Arkansas?	No, as stated in Section 2.5(C)(1), Vendor must acquire and maintain a post office box in Arkansas.
13	Can the State provide the staffing levels (full and part time) of the current Vendor?	Current Vendor has one (1) full-time employee staffed in Arkansas under the current engagement.
14	Is there a transition plan with the current Vendor? Can the State provide a copy?	There is not a transition plan with the current Vendor.
15	Can the State provide a copy of the current compliance and outreach material?	Current compliance and outreach material is not available at this time.
16	Can the State provide the specific roles and responsibilities of the one (1) employee staffed in Arkansas under the current engagement?	The employee staffed under the current engagement oversees required data collection and provides customer service.
17	Would the State consider allowing the project to be operated outside the state? This would allow for significant cost savings and still meet the requirements of the IFB.	No.
18	Section 1.20.B. says that EO Policies <i>may</i> be submitted via email and should also be included as a hard copy in the solicitation response. Is it <i>required</i> to submit the EO Policies via email, even though they are	It is preferred that Vendors submit EO Policies in the solicitation response and via email to eeopolicy.osp@dfa.arkansas.gov , however it is not mandatory at time of Bid Opening. Vendor must provide this information

	included in the solicitation response? If yes, do they need to be submitted via email before the bid opening date/time?	prior to OSP issuing a contract award.
19	Section 1.22 requires the winning vendor to have a current certification on file with OSP. It also states that “OSP will notify the selected vendor(s) prior to award if their certification has expired or is not on file.” Can the State please confirm that a copy of our certification regarding employment of illegal immigrants does not need to be on file prior to the bid opening date/time, and that it is only required should we be awarded the contract?	Vendors Illegal Immigrant Certification is not required at time of Bid Opening. The State will notify selected vendor prior to award if their certification has expired or is not on file. Vendor must provide this information prior to OSP issuing a contract award.
20	Section 2.5.C.3: How many W-4 forms and other records are misdirected to ADWS daily?	Only ten (10) W-4 forms or other records have been misdirected to ADWS in the past year.
21	Section 2.3.C.6.a: Would the State allow batch numbering to be less than or more than 200 records per batch?	No.
22	Section 2.3.C.6.b reads “Vendor shall retain all hard copy records for 270 days in the same numbered batches of approximately 200 records (tape, cartridge, disc, or a list will be designated a “batch”).” Will the State consider new hire forms and W-4 forms to also be designated as batch types?	No.
23	Page 16 Section 2.10.A refers to “CFR 160.103 Public Welfare.” The federal Public Welfare codes contain 50 different titles. Is “45 CFR 160.103” the intended Section 2.10.A reference? If not, please cite the CFR Title number.	Yes, see Addendum 1.
24	Once the State has identified the successful bidder, what is the process for negotiation and contract execution?	The State may be open to negotiations of Performance Standards prior to contract award. The contract must be reviewed by the State Legislature prior to execution.