

***TECHNICAL PROPOSAL PACKET***  
***SP-21-0058***

## PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:			
Address:			
City:		State:	
		Zip Code:	
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>		
PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for solicitation related matters.</i>			
Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			
CONFIRMATION OF REDACTED COPY			
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested. <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, 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). See Solicitation Terms and Conditions for additional information.</i>			
ILLEGAL IMMIGRANT CONFIRMATION			
By signing and submitting a response to this <i>Solicitation</i> , Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and <b>shall not</b> employ or contract with illegal immigrants during the term of a contract awarded as a result of this solicitation.			
ISRAEL BOYCOTT RESTRICTION CONFIRMATION			
By checking the box below, Prospective Contractor agrees and certifies that they do not boycott Israel and <b>shall not</b> boycott Israel during the term of a contract awarded as a result of this solicitation.  <input type="checkbox"/> Prospective Contractor does not and <b>shall not</b> boycott Israel.			

**An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's proposal to be rejected.

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Printed/Typed Name: \_\_\_\_\_ Date: \_\_\_\_\_

## SUBMISSION REQUIREMENTS CHECKLIST

The following items **must** be submitted with the Prospective Contractor's proposal:

- ☐ *Proposal Signature Page*
- ☐ *Proposed Subcontractors Form*
- ☐ *Information for Evaluation*
  - *Experience (2 pages or less)*
  - *Solution (2 pages or less)*
  - *Risk (2 pages or less)*
  - *Recommended Options (2 pages or less)*
- ☐ *Exceptions Form, if applicable*
- ☐ *Completed Official Solicitation Price Sheet*

The following items, which **must** be submitted prior to a contract award to the Prospective Contractor, may also be included with the Prospective Contractor's proposal:

- ☐ EO 98-04: *Contract and Grant Disclosure Form*
- ☐ Copy of Prospective Contractor's *Equal Opportunity Policy*
- ☐ *Voluntary Product Accessibility Template (VPAT)*, (<https://www.itic.org/policy/accessibility/vpat>; use the VPAT 2.3Rev 508 version)

The following should be included in the Prospective Contractor's proposal:

- ☐ Signed addenda, if applicable

## PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

SUBCONTRACTOR'S COMPANY NAME	STREET ADDRESS	CITY, STATE, ZIP

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

## INFORMATION FOR EVALUATION – EXPERIENCE

Using this template, Prospective Contractors should provide the Prospective Contractor's experience and capabilities to meet the Solicitation requirements. The information provided should be prioritized beginning with the most important and/or relevant experience listed first.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this section. See RFP Section 3.2 for more information about this sub-section.

Prospective Contractors **shall not** include the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation – Experience* document.

Prospective Contractors may delete the instructions above and example below.

### Example:

<b>Claim of Expertise:</b>	<i>We have a significant amount of experience in providing P-Card and T-Card services to State governments, and consistently delivery high performance.</i>
<b>Documented Performance:</b>	<i>We currently have 10 similar services, with an average rebate to the client of 5% and the average customer satisfaction rating on these services is currently a 9.8 out of 10.</i>

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

<b>Claim of Expertise:</b>	
<b>Documented Performance:</b>	

## INFORMATION FOR EVALUATION – SOLUTION

Using this template, Prospective Contractors should include a narrative to address and provide a high-level overview of the solution proposed using the requirements outlined in the Solicitation.

Prospective Contractors **shall not** exceed the two-page limit for this section. See RFP Section 3.2 for more information about this sub-section.

Prospective Contractors **shall not** include the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation - Solution* document.

Prospective Contractors may delete the instructions above.

## INFORMATION FOR EVALUATION – RISK

Using this template, Prospective Contractors should identify and prioritize major risks that they reasonably foresee could potentially prevent or impair the Prospective Contractor's delivery of the solution as offered in the proposal or to otherwise fail to meet the State's desired outcome, specifications, and performance standards, and how they will mitigate, manage and/or minimize each risk listed.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this section. See RFP Section 3.2 for more information about this sub-section.

Prospective Contractors **shall not** include the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation - Risk* document.

Prospective Contractors may delete the instructions above and the example shown below.

### Example:

<b>Risk Description:</b>	<i>Participating Entity does not understand how to use the Commercial Card Program.</i>
<b>Solution:</b>	<i>A full-time training group will hold education meetings at all Participating Entity locations twice a year throughout the length of the contract.</i>
<b>Documented Performance:</b>	<i>This risk mitigation has been used on the last 4 clients and has received a 10/10 satisfaction rating. These four clients have reported 0 complaints from their constituents regarding the usage of their commercial card program.</i>

<b>Risk Description:</b>	
<b>Solution:</b>	
<b>Documented Performance:</b>	

<b>Risk Description:</b>	
<b>Solution:</b>	
<b>Documented Performance:</b>	

<b>Risk Description:</b>	
<b>Solution:</b>	
<b>Documented Performance:</b>	

<b>Risk Description:</b>	
<b>Solution:</b>	
<b>Documented Performance:</b>	

<b>Risk Description:</b>	
<b>Solution:</b>	
<b>Documented Performance:</b>	

## INFORMATION FOR EVALUATION – RECOMMENDED OPTIONS

Using this template, Prospective Contractors should identify Recommended Options or ideas relating to providing services as required in the Solicitation that may benefit the State. The Recommended Options claims should be prioritized beginning with the most impactful claims listed first.

Prospective Contractors may expand the space in each table, add a table, or delete a table as needed, but Prospective Contractors **shall not** exceed the two-page limit for this section. See RFP Section 3.2 for more information about this subsection.

Prospective Contractors **shall not** include the Prospective Contractor's name or any other identifiers, including without limitation names of staff members, projects, products, and addresses on the *Information for Evaluation - Recommended Options* document.

Prospective Contractors may delete the instructions above and the example shown below.

### Example:

<b>Item Description:</b>	<i>24/7 Customer Assistance contracted monthly</i>		
<b>How will this add value?</b>	<i>Any time the client needs any type of implementation support, they will have access to 24-hour customer assistance.</i>		
<b>Documented Performance:</b>	<i>This support has been offered to our last 10 clients and has received a 10/10 satisfaction from these clients. Out of 4,000 service calls, more than 500 (12.5%) of them were received outside of regular service hours.</i>		
<b>Cost Impact (%):</b>	<i>5% of annual cost, billed monthly</i>	<b>Schedule Impact (%):</b>	<i>NA</i>

<b>Item Description:</b>			
<b>How will this add value?</b>			
<b>Documented Performance:</b>			
<b>Cost Impact (%):</b>		<b>Schedule Impact (%):</b>	

<b>Item Description:</b>			
<b>How will this add value?</b>			
<b>Documented Performance:</b>			
<b>Cost Impact (%):</b>		<b>Schedule Impact (%):</b>	

<b>Item Description:</b>			
<b>How will this add value?</b>			
<b>Documented Performance:</b>			
<b>Cost Impact (%):</b>		<b>Schedule Impact (%):</b>	

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<b>Documented Performance:</b>			
<b>Cost Impact (%):</b>		<b>Schedule Impact (%):</b>	

<b>Item Description:</b>			
<b>How will this add value?</b>			
<b>Documented Performance:</b>			
<b>Cost Impact (%):</b>		<b>Schedule Impact (%):</b>	



## EXCEPTIONS FORM

Prospective Contractor **shall** document all exceptions related to requirements in the Solicitation and terms in the standard *Services Contract (SRV-1) Fillable Form* and *Solicitation Terms and Conditions* located on the TSS OSP website. See Sections 1.9 and 1.10 of the Solicitation.

ITEM #	REFERENCE SECTION, PAGE, PARAGRAPH	DESCRIPTION	PROPOSED LANGUAGE
1.			
2.			
3.			