

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

## ADDENDUM 2

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** May 5, 2023  
**SUBJECT:** 710-23-0039 Language Interpreter and Translation Services

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The following change(s) to the above referenced IFB have been made as designated below:

- ☒ Change of specification(s)  
☒ Additional specification(s)  
☐ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

### CHANGE OF SPECIFICATION(S)

- Section 2.3.A in the solicitation, remove and replace with the following:  
The Contractor **must** be registered to do business in the State of Arkansas and in good standing by the initial start of any resulting contract. For verification purposes, Contractor **must** provide a [Certificate of Good Standing](#), [Certificate of Authority](#), other required [Arkansas Secretary of State](#) documentation such as non-filing or nonqualifying statements, upon DHS request.
- Section 2.3.C in the solicitation, remove and replace with the following:  
Contractor **shall** use qualified interpreters for the area of expertise requested. Prospective Contractor **must** provide both certified and non-certified interpreters and translators. For purposes of this solicitation, certified interpreters refer to those that are certified by the American Translators Association (ATA) and non-certified interpreters refer to those that are qualified and have been assessed for professional skills including proficiency, training, and experience. For verification purposes, Prospective Contractor **shall** provide the names and language(s) for each certified and non-certified interpreter and translator on pages five (5) and six (6) Tables 2 and 3 of the bid response packet.
- Section 2.4.D in the solicitation, remove and replace with the following:  
The Contractor **shall** provide certified and non-certified (qualified) foreign language. DHS reserves the right to request simultaneous interpretation services.
- Remove Section 2.10 in the solicitation, remove and replace with the following:
  - A. Applicable to all in-person and all court interpreter services and pursuant to Arkansas Code Annotated (A.C.A.) § 19-11-273, Contractor shall comply with A.C.A. §21-15-101 et seq, or any amendments thereto, Should an applicant, Vendor's agent or employee be found to have been convicted of a crime listed in A.C.A. §21-15-101 et seq, that individual shall be prohibited from providing services. Should an applicant, Vendor's agent or employee be found to have been named as an offender or perpetrator in a true, substantiated, or founded report from the Child Maltreatment Central Registry, the Adult Abuse Central Registry, or the Certified Nursing Assistant/ Employment Clearance Registry, the individual/applicant/employee shall be immediately disqualified.
  1. Prior to contract start or when requested by DHS, the Contractor **must** provide, at no cost to the State of Arkansas, the following Criminal Background Check Reports on individuals providing services in person:
    - The Contractor
    - The Supervisors and Employees
  2. All employees or agents of Vendor, providing interpreter services in-person **must** pass a criminal background check prior to the commencement of their work. No employee or agent of Vendor shall

be scheduled to commence in-person work until and unless they have passed a criminal background check.

- B. For services provided via telephone or by internet video conference by non-certified qualified interpreters, all individuals must submit a criminal background check as outlined above, or otherwise provide a commercially run criminal background check to the state upon request. If Vendor cannot provide a criminal background check on an individual who will be providing services, then that individual may be prevented from providing interpreter services, unless otherwise approved by the DHS Privacy Office or Office of Chief Counsel.
- C. DHS reserves the right to determine if a company employee or hired individual passes or fails the criminal background check based on the results of the report. If the individual fails, they shall not be allowed to provide services under any resultant contract resulting from this IFB.
- D. Online Background Reports Will Be Accepted.
  - 1. Arkansas State Police (ASP) certified background reports on all employees or individuals providing in-person services **shall** be provided to DHS prior to providing services, including employees or individuals that may be added at a later date.
    - a. Background reports **must** be current. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or other commercial entity, as applicable. Background reports which are not current **shall** not be considered.
    - b. Should ASP or other commercial entity be delayed in sending the Criminal Background reports to DHS, DHS will accept proof of payment and application from Contractor to receive the reports as compliant with this requirement.
    - c. DHS reserves the right to terminate any resultant contract resulting from this IFB should evidence show tampering of any background reports.
    - d. The Contractor **shall** utilize the Arkansas State Police (ASP) for all background reports for in-person services. Commercial background reports for other individuals providing services are permissible.
    - e. Contractor **shall** immediately notify DHS of any changes or substitution of any employees assigned to the locations.
    - f. Background reports **shall** be sent by ASP directly to DHS for review, or by the commercial entity as applicable.
  - 2. Online background reports will be accepted through the Arkansas State Police website only. <http://asp.arkansas.gov/services-and-programs/detail/criminal-background-checks> .
- E. Additional Background Checks
  - 1. DHS reserves the right to require, at no cost to the State, additional background checks of any employee at any time during the initial or any subsequent terms of the contract should good cause exist and is provided to the Contractor. DHS **shall** have sole authority to determine good cause.
  - 2. Contractor **shall** complete the form and send it directly to the ASP after written notification has been provided.
- F. Renewal Periods
  - 1. DHS requires, at no cost to the State, current reports. Current is defined as background reports which are dated and received by DHS within (72) hours of being sent by the Arkansas State Police (ASP) or commercial entity. (Background reports which are not current **shall** not be considered).
  - 2. Contractor **shall** complete the form for each employee or individual pursuant and submit it to the ASP or the commercial entity, as applicable, not more than thirty (30) days prior to the start of the renewal period.

**ADDITIONAL SPECIFICATIONS**

- Section 2.4.F.7 in the solicitation, add the following:  
Pursuant to such circumstances, the Contractor may apply a set fee for expedited services at the submitted bid price for such circumstances.

**OTHER**

- Add Attachment H – Historical Language Information
- Remove the Official Bid Price Sheet and replace with the Revised Official Bid Price Sheet

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Buyer's name, Buyer's email address and phone number.

\_\_\_\_\_  
Vendor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Company