

RESPONSE PACKET
710-22-0009

RESPONSE SIGNATURE PAGE

Type or Print the following information.

Address:			
City:		State:	Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <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

Provide contact information to be used for solicitation related matters.

Contact Person:		Title:	
Phone:		Alternate Phone:	
Email:			

CONFIRMATION OF REDACTED COPY

- ☐ YES, a redacted copy of submission documents is enclosed.
☐ NO, a redacted copy of submission documents is not enclosed. I understand a full copy of non-redacted submission documents will be released if requested.

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.

ILLEGAL IMMIGRANT CONFIRMATION

By signing and submitting a response to this *Solicitation*, a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and **shall not** 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, a Prospective Contractor agrees and certifies that they do not boycott Israel and **shall not** boycott Israel during the term of a contract awarded as a result of this solicitation.

- ☐ Prospective Contractor does not and **shall not** 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 response to be rejected.

Authorized Signature: _____ Title: _____

Printed/Typed Name: _____ Date: _____

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.**

SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature:

Use Ink Only.

Printed/Typed Name: _____ **Date:** _____

INFORMATION FOR EVALUATION

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- **Do not** include additional information if not pertinent to the itemized request.

	Maximum RAW Score Available
E.1 Qualifications	
A. Describe Broker's prior experience providing day treatment transportation including the number of years of experience.	5 points
B. Provide resumes for the Project Director responsible for management of day-to-day operations.	5 points
E.2 Call Center	
A. Describe the process(es), equipment, and capabilities to meet the requirements outlined in Section 2.3.3.B including, without limitation, the following:	
1. Calls	5 points
2. Call Monitoring	5 points
3. Complaints	5 points
4. Scheduling	5 points
5. Translation and Interpreter Accommodations	5 points
6. Technology	5 points
B. Provide a quality assurance and monitoring plan for the call center including training.	5 points
E.3 Service Requirements	
A. Describe the process for reservation and trip assignments including scheduling and dispatch capabilities.	5 Points
B. Provide a detailed summary of how Broker will ensure DTT services are provided for requests without sufficient advance notice.	5 Points
E.4 Operational Requirements	
A. Describe procedures for oversight of day-to-day operation including the following:	
1. Annual and on-going safety training for vehicle operators	5 Points
2. Field observations of operations	5 Points
3. Monitoring staff levels	5 Points
4. Vehicle repairs and preventative maintenance	5 Points
B. Describe procedures to screen driving records of each prospective vehicle operator prior to hiring and the process used to monitor and report traffic violations.	5 Points
C. Describe the process and equipment used for verifying eligibility to receive DTT services.	5 Points
E.5 Trip Information	
Describe the Contractor's ability to track and monitor trip information for each beneficiary.	5 Points
E.6 Quality Assurance	
Provide a detailed quality assurance plan for the reporting and monitoring of transportation operators regarding health and safety standards, vehicle maintenance, operation, vehicular inspections, vehicle licenses, and registration for each vehicle operated.	5 Points
E.7 Driver and Attendant Conduct	
Describe how the Contractor will ensure that driver's and attendants abide by the requirements stated in Section 2.3.11 of the RFP.	5 points
E.8 Safety Violations	

Describe the Broker's approach for monitoring for Safety Violations.	5 points
E.9 Business Continuity and Disaster Recovery	
Provide a Business Continuity and Disaster Recovery plan that details procedures in place to continue operations in the event of a failure and to minimize any disruption in services.	5 points
E.10 Subcontractor Information	
1. Describe the Broker's process for monitoring subcontractor(s) performance.	5 points
E.11 Appropriate Mode of Transportation	
A. Provide a transportation plan that includes how the Contractor will provide transportation such as using fleet, subcontractor(s), or service agreements.	5 points
B. Provide a table that includes, without limitation, the following:	
1. Provide the proposed number of vehicles that will be used per region for DTT services include types of vehicles, number of passengers, safety, and accommodation features.	5 points
2. Process for determining the most appropriate mode of transportation	5 points
3. Process for determining and accommodating any client specific health or safety needs	5 points
E.12 Vehicle Maintenance, Safety, and Inspections	
A. Describe the Broker's annual inspection process and daily inspection report.	5 points