

# PROCUREMENT FORUM

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Implementation of Act 557

July 2015

# Agenda

- Welcome – Phyllis Richey
- Opening Comments – Camber Thompson
- Reporting Cooperative Purchases – Paul Ford
- Technical and General Services Review and Reporting – Lisa Triplett and Paul Coulter
- Changes to Professional Consultant Services – Phyllis Richey
- Performance-Based Contracts – Elizabeth Mentgen
- Vendor Performance Reports – Reba Thomas
- OSP Training – Jan Roberts
- Closing Comments – Phyllis Richey

# Reminders.....

- All IT procurements with a projected total value over \$100,000 must be reviewed by DIS and the Governor's Office prior to bidding.
- All IT procurements with a projected total value over \$100,000 must be reviewed by DFA Intergovernmental Services.
  - Beginning August 1, 2015, DFA IGS will add a note to the purchase requisition when their review is complete.
- All procurements with a projected total value over \$1,000,000 must be reviewed by the Governor's Office prior to bidding.
- Sole Source procurements shall only be submitted for those items/services that are by definition a sole source. Please review §19-11-232.
- Purchases with a projected total value over \$10,000 shall require a purchase requisition.
  - This shall not apply to purchase orders that are issued from an agency approved outline agreement.

# Experience of Offerors (Act 281)

- Effective July 22, 2015
- If a bid includes a requirement for a bidder or offeror to have a certain level of experience the agency will allow the following to qualify:
  - The amount of experience of the bidder or offeror. A bidder or offeror may use the combined experience of its owners or senior executive staff to satisfy the requirement.
- OR
- The combined amount of experience of the key personnel of the bidder or offeror that will be responsible for satisfying the requirements of the contract to be procured.
- If the agency, prior to the release of a bid, determines in writing that the combined experience of the key personnel would be insufficient to adequately satisfy the requirements of the bid the following is required:
  - A written description of the products or services the agency seeks to procure; and
  - A detailed statement of the reasons the combined experience of the key personnel of a bidder or offeror would be insufficient.
  - Include a statement in the bid that only the experience of the bidder or offeror shall be considered.

# COOPERATIVE PURCHASING AGREEMENTS

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# ACT 557 requirement

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The State Procurement Director shall present a quarterly report of all purchases made under cooperative purchasing agreements

# What is a Co-op contract?

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- Contracts available to multiple public procurement units
  - State contracts on OSP Website
  - Contracts agencies or institutions of higher education make available to other units




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## State Contracts



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Commodity	Contract Tracking #	Outline Agreement #	Expiration	Vendor	Mandatory	Minority	Buyer
Advertising/Marketing Services	SP-14-0082		01/05/2016	Multiple	No	No	Paul Coulter
Ammunition	Multiple		01/22/2016	Multiple	Yes	No	Tim O'Brien
APC Network Infrastructure Solutions	Multiple		09/23/2015	Multiple	No	No	Jaime Motley
Automotive & Light Duty Truck Parts	4600033782/5-09-99-28		12/31/2015	Auto Zone	No	No	John Leverett
Automotive & Light Duty Truck Parts	4600027118/031212-GPC		04/12/2016	NAPA	No	No	John Leverett
Automotive & Light Duty Truck Parts	4600033778/5-09-99-31		12/31/2015	O'Reilly Auto Parts	No	No	John Leverett
Avaya/Nortel Unified Telephone Communication Solutions	Multiple		10/07/2015	Multiple	No	No	Paul Coulter
Background Screening Services	NO11002		04/25/2017	Multiple	No	No	Julia Shackelford
Barcode Scanners	4600026112/SP-12-0216		06/30/2015	Barcodes, LLC.	No	No	Paul Coulter
Bathroom Tissue and Paper	4600032281/SP-14-0125		06/30/2016	American	Yes	No	Karrie

# Sources for data

1. AASIS purchasing documents
2. AASIS agency P-Card / T-Card data
3. Higher Ed purchasing data
4. Higher Ed P-Card / T-Card data

# 1. AASIS Purchase Orders

The screenshot displays the SAP Purchase Order (PO) interface for document 4501461992. The header shows the PO was created by MARK HERRING and is for Vendor 100153075 SUPERIOR PROTECTION SERVI... with a document date of 07/22. The summary table below the header provides a breakdown of the PO's status: Release completed (3,826.0 HR, 38,375.20 USD), Released (2,423.250 HR, 26,567.29 USD), Sent (0.0 HR, 0.00 USD), Fully Delivered (2,423.250 HR, 26,567.32 USD), and Partially Invoiced (0.00 USD). The line item table at the bottom shows two items, both with material 10104290. The 'Outline Agreement' and 'Contr. Item' columns for both items are circled in red, showing values 4600019958 and 20 respectively.

Purchase Order Edit Goto Environment System Help

Standard PO 4501461992 Created by MARK HERRING

Document Overview On Print Preview Messages Personal Setting

Standard PO 4501461992 Vendor 100153075 SUPERIOR PROTECTION SERVI... Doc. date 07/22

Delivery/Invoice	Conditions	Texts	Address	Communication	Partners	Additional Data	Org. Data	Status	Tot
Release completed	Ordered			3,826.0	HR			38,375.20	USD
Released	Delivered			2,423.250	HR			26,567.29	USD
Sent	Still to deliv.			0.0	HR			0.00	USD
Fully Delivered	Invoiced			2,423.250	HR			26,567.32	USD
Partially Invoiced	Down paymts							0.00	USD

St	Itm	A	Material	Info Rec.	Ret...	Free	T...	Purchase Req.	Requis	Outline Agreem...	Contr. Item	RFQ	Item
	1	K	10104290		<input type="checkbox"/>	<input type="checkbox"/>				4600019958	20		
	2	K	10104290		<input type="checkbox"/>	<input type="checkbox"/>				4600019958	20		

# 2. AASIS agency P-Card / T-Card

### Transaction Management

Transaction Detail

Product: Purchasing Card  
Card Account Number:   
Card Account ID: 212095480502

[Managing Acct List](#) | [Card Acct List](#) | [Trans List](#)

#### Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase
	07/01	07/03	SEARS ROEBUCK 1018	LITTLE ROCK, AR	305.19		0101812

Disputed  Trans Detail Level  Reallocated

Summary | Allocations | Transaction Line Items | Tax Data | Comments

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

Allocation Source: Default Acct Code Last Changed By:

Remove	Amount	Percent	Accounting Code - Segment Name (Length)		
			BU BUSINESS AREA (4)	COST CENTER (10)	GENERAL
<input type="checkbox"/>	\$ 305.19	OR 100.00%	0350	296820	502X

Total Allocated: \$ 305.19 100.00% Apply Accounting Code:

Amount Remaining: \$ 0.00 0.00% Additional Allocation(s):  1

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

**AASIS**

**Outline Agreement #**

ON SALES (9)	AASIS OA # (10)	OA LINE ITEM # (9)	Favorite
	<input type="text"/>	<input type="text"/>	<input type="button" value="Add as Favorite"/>

**AASIS OA Item #**

# Institutions of Higher Education

## 3. Purchase order data

### State contracts

- **Submit Contract Spending Detail files**  
Include State OA and OA Item numbers
- **Upload files to AASIS FTP site**

# Institutions of Higher Education

## 3. Purchase order data

### Other contracts

- **Submit Contract Master Data file**  
Description of contract
- **Submit Contract Spending Detail files**  
Reference contracts described in Master Data
- **Upload to AASIS FTP site**

# Institutions of Higher Education

## 4. P-Card / T-Card

### State contracts

- **Submit Contract Spending Detail files**  
Include State OA and OA Item numbers
- **Upload files to AASIS FTP site**

# Institutions of Higher Education

## 4. P-Card / T-Card

### Other contracts

- **Submit Contract Master Data file**  
Description of contract
- **Submit Contract Spending Detail files**  
Reference contracts described in Master Data
- **Upload to AASIS FTP site**

# Institutions of Higher Education

## Your Contact information



1. Primary Point of Contact
2. Technical Development
3. Technical Operational

*Phone number*

*E-mail address*

*Organizational information*

# Questions



**Paul Ford**

Department of Finance and Administration  
Office of State Procurement

Phone: **(501) 682-3885**

E-mail: **[paul.ford@dfa.arkansas.gov](mailto:paul.ford@dfa.arkansas.gov)**

# PROCUREMENT FORUM

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Act 557

Technical and General Services (TGS)

July 2015

Presented by Paul Coulter and Lisa Triplett

# Act 557 of 2015 – Contract Review

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- Section 5 requires technical and general service contracts with a total projected cost of \$100,000 or more be reviewed by the Legislative Council prior to contract execution.
- Effective Date: August 1, 2015

# Submission of Contracts Required

## Ark. Code Ann. § 19-11-265 (a)

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### Prior to August 1, 2015

- TGS contracts submitted for legislative review:
  - Before it is executed
  - Total contract amount exceeds \$100,000
  - Submission form completed by OSP, state agencies, colleges and universities

### Effective August 1, 2015

- TGS contracts submitted for legislative review:
  - Before it is executed
  - Total initial contract amount **OR total projected amount** is at least \$100,000
  - New contract form completed by all agencies

# Submission Process

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## Prior to August 1, 2015

- OSP submitted:
  - Contracts issued through OSP
  - State agency sole-source contracts
- Agency submitted:
  - Contracts issued under a delegation order or
  - Colleges and universities' contracts unless solicited by OSP

## Effective August 1, 2015

- State Agencies, including agencies with an APO, will submit their contracts through a special portal created for TGS
- The portal will be accessed via the OSP website
- New TGS contract form is required

# Form Comparison

## Prior to August 1, 2015

### Contract Information for Legislative Review

Agency:

Contractor:

Contract #:

Term/Effective Dates Original Contract:

Selection/Procurement Method:

Amount of Original Contract:

Funding Source:

Purpose of Contract/Service:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Amendment #:

Amendment Amount:

## Effective August 1, 2015



### STATE OF ARKANSAS TECHNICAL AND GENERAL SERVICES CONTRACT

CONTRACT #		FEDERAL I.D. #	
VENDOR #		MINORITY VENDOR	YES <input type="checkbox"/> NO <input type="checkbox"/>

#### 1. PROCUREMENT:

Check ONE appropriate box below for the method of procurement for this contract:

- Competitive bid   
  Emergency   
  Intergovernmental   
  Request for Proposal  
 Cooperative Contract   
  Exempt by Law   
  Invitation for Bid   
  Request for Qualifications  
 Sole Source by Justification (Justification must be attached)  
 Sole Source by Law - Act # \_\_\_\_\_ or Statute #: \_\_\_\_\_

#### 2. TERM DATES:

The term of this agreement shall begin on \_\_\_\_\_ and shall end on \_\_\_\_\_.

#### 3. CONTRACTING PARTIES:

State of Arkansas is hereinafter referred to as the agency and contractor is herein after referred to as the Vendor.

AGENCY NUMBER & NAME		<input type="checkbox"/> Service Bureau
VENDOR NAME		
VENDOR ADDRESS		
TRACKING # 1	TRACKING # 2	

#### 4A. TOTAL PROJECTED CONTRACT COST:

Total Projected Cost of entire project if all available extensions of this contract are completed (up to the date anticipated and stated in Section 12)	\$
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#### 4B. SERVICES AND COMMODITIES:

For work to be accomplished under this agreement, the Vendor agrees to provide the services and commodities at the rates as listed herein. If additional space is required, a continuation sheet may be used as an attachment.

SERVICES	QUANTITY	COST PER ITEM	TOTAL COST
TOTAL SERVICES			\$

COMMODITIES	QUANTITY	COST PER ITEM	TOTAL COST
TOTAL COMMODITIES			\$

Total cost of services and commodities \$ \_\_\_\_\_

# Total Projected Amount?

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- The total projected amount (cost) is:
  - The initial contract amount
  - Plus any possible amendments and extensions
- Example:
  - Initial contract amount = \$ 15,000
  - Possible amendments for 6 years at \$15,000 = \$90,000
  - Total projected amount (cost) = \$105,000

The initial contract amount is only \$15,000; however, the total projected amount (cost) is \$105,000. This contract must be submitted for legislative review.

# Requirements for Contract Submission

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- Contracts or amendments created on or after August 1, 2015 to be submitted for the September ALC Review Sub-Committee must:
  - Follow the process defined in the memo dated January 14, 2015 issued by Camber Thompson, Director, Office of State Procurement.
  - Contracts submitted must be based on the new criteria in Act 557 of 2015.

# Requirements for Contract Submission

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- Contracts or amendments submitted for review with start dates prior to the October ALC Review Sub-Committee date will be submitted using the process defined in the memo dated January 14, 2015 issued by Camber Thompson, Director, Office of State Procurement.
- Use the form included in this memo located on the OSP website at:  
<http://www.dfa.arkansas.gov/offices/procurement/guidelines/Pages/default.aspx>

# Requirements for Contract Submission

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- Contracts or amendments created on or after August 1, 2015 to be submitted for the October ALC Review Sub-Committee must:
  - Contracts submitted must be based on the new criteria in Act 557 of 2015.
  - These contracts must be submitted via the TGS portal using the new TGS forms.

# Submission of an Amendment

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- Amendments for contracts executed prior to August 1, 2015, must be entered into the TGS portal. Submission of the original and previously executed amendments is **NOT** required. **THIS APPLIES ONLY TO CONTRACTS EXECUTED PRIOR TO AUGUST 1, 2015.**
- Example:
  - Initial contract executed 7/1/2012
  - Amendment 1 executed 7/1/2013
  - Amendment 2 executed 7/1/2014
  - Amendment 3 executed 7/1/2015
  - Amendment 4 – Must be submitted in the TGS portal**

# Submission of an Amendment – Continued

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- Amendments for contracts executed on or after August 1, 2015, must be entered into the TGS portal.
- If you failed to submit the initial contract through the TGS portal, the TGS-1 contract form must be completed and the original contract entered into the portal prior to the amendment being submitted.
- After submitting the original contract, complete the TGS-1A form and submit the amendment separately into the portal. If you failed to submit multiple amendments, each must be submitted individually into the portal.

# Avoid Duplicate Submissions

- Identify who will submit a particular contract or amendment in the portal.
- Decide where your agency will store the confirmation documents whether electronic copy or printed copy.
- Print or save a copy of the confirmation sheet for your records and store it in the specified location (if AASIS user, attaching this to your contract is a good practice).
- DO NOT submit the contract in both the PCS and TGS portals. If a contract has characteristics of both, you must make your best decision based on the services being procured. Choose your portal wisely!

# Governor's Office Contract Review

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- This review is in addition to the pre-solicitation review
- Information Technology (IT) Contracts exceeding \$100,000
- All contracts exceeding \$1,000,000
- Applies to both TGS and PCS contracts

# New Contract Memo Form

## Contract Memo Form

### MEMO

**To:** (Insert Governor's Office and/or DIS depending on type of contract)

**From:** (Insert Agency Name)

**Date:** (Insert Date Here)

**Re: Contract for Review - (Insert Solicitation Name and Total Contract Amount (total value if all extensions are exercised))**

**Overview:** Provide a brief high level overview of the product/service that the agency is procuring. Include pertinent information that provides the reader insight into what the product/ service is, why it is needed, is it required by state or federal law, is it a re-bid of current product/service the agency already has in place, what the agency would do if the service was not provided by a third party, is this solicitation part of a larger project (i.e. Computer Software Development, Equipment or System Installation, Building Construction, etc.). **DO NOT SIMPLY COPY AND PASTE INFORMATION FROM THE BID DOCUMENT INTO THE MEMO.**

**Performance Measurement:** Briefly describe how the agency will monitor and measure contract compliance and performance by the vendor.

**Method of Procurement:** How was the contract procured (RFP, IFB, RFQ, Cooperative Contract, Intergovernmental Agreement, Sole Source, Exempt by Law)?

**Length of Contract:** Include the initial term of the contract as well as the number of options to extend (i.e. contracts cannot exceed 7 years unless there is specific legislation).

**Contract Cost:** Provide a high level breakdown of the cost for each year of the contract. Also, provide if the funds to pay for the product/service are federal, state, or both. If both, please include the percentage of federal and state funds that will be used.

**Vendor:** Include the contracted vendor's name here.

**Agency Contact Information:**

**Name:** (Insert Contact Name Here)

**Phone:** (Insert Phone Number Here)

**Email:** (Insert Email Here)

**Recommendation:** Would appreciate approval or next steps on this procurement.

Approve  Deny  Request More Information  Discuss

## Fillable Form (Available August 1)

### MEMO

To:

From:

Date:

Re: Contract for Review -

Overview:

Performance Measurement:

Method of Procurement:

Length of Contract:

Contract Cost:

Vendor:

**Agency Contact Information:**

Name:

Phone:

Email:

Recommendation:

Approve  Deny  Request More Information  Discuss

# DIS Contract Review

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- This review is in addition to the pre-solicitation review
- Information Technology (IT) contracts exceeding \$100,000
- Applies to both TGS and PCS contracts if IT is included in the contract
- IT includes both products (hardware and software) as well as services

# Intergovernmental Contracts/Agreements

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- Subject to the Act 557 services reporting requirements
- Subject to the Governor's Office review
- Subject to the DIS review if IT procurement
- AASIS users must use the procurement code IG. EL will no longer be used for these contracts.

# New TGS-1 Contract Form

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- The TGS-1 form is the Technical and General Services Contract Form.
- Similar to the form used for Professional Consultant Services (PCS).
- This form must be completed for all contracts with a total projected amount (cost) of at least \$100,000.  
**DO NOT USE ALL UPPERCASE!**
- The form must accompany all required contract documents when submitted through the TGS Portal.

# TGS-1 Contract Form



**STATE OF ARKANSAS**  
TECHNICAL AND GENERAL SERVICES CONTRACT

CONTRACT #		FEDERAL I.D.#	
VENDOR #		MINORITY VENDOR	YES <input type="checkbox"/> NO <input type="checkbox"/>

**1. PROCUREMENT:**  
Check ONE appropriate box below for the method of procurement for this contract:

Competitive bid   
  Emergency   
  Intergovernmental   
  Request for Proposal  
 Cooperative Contract   
  Exempt by Law   
  Invitation for bid   
  Request for Qualifications  
 Sole Source by Justification *(Justification must be attached)*  
 Sole Source by Law - Act # \_\_\_\_\_ or Statute #: \_\_\_\_\_

**2. TERM DATES:**  
 The term of this agreement shall begin on \_\_\_\_\_ and shall end on \_\_\_\_\_.  
(mm/dd/yyyy) (mm/dd/yyyy)

**3. CONTRACTING PARTIES:**  
 State of Arkansas is hereinafter referred to as the agency and contractor is herein after referred to as the Vendor.

AGENCY NUMBER & NAME	<input type="checkbox"/> Service Bureau
VENDOR NAME	
VENDOR ADDRESS	
TRACKING # 1	TRACKING # 2

**4A. TOTAL PROJECTED CONTRACT COST:**  
 Total Projected Cost of entire project if all available extensions of this contract are completed (up to the date anticipated and stated in Section 12) \$ \_\_\_\_\_

**4B. SERVICES AND COMMODITIES:**  
 For work to be accomplished under this agreement, the Vendor agrees to provide the services and commodities at the rates as listed herein. If additional space is required, a continuation sheet may be used as an attachment.

SERVICES	QUANTITY	COST PER ITEM	TOTAL COST
TOTAL SERVICES			\$ _____

COMMODITIES	QUANTITY	COST PER ITEM	TOTAL COST
TOTAL COMMODITIES			\$ _____

Total cost of services and commodities \$ \_\_\_\_\_

**STATE OF ARKANSAS**  
TECHNICAL AND GENERAL SERVICES CONTRACT

Contract #: \_\_\_\_\_

**5. SOURCE OF FUNDS:**  
 Complete appropriate box(es) below to total 100% of the funding in this contract. You may use an attachment if needed.

Fund Source	Identify Source of Funds*	Fund	Fund Center	Amount of Funding	% of Total Contract Cost
Federal Funds				\$ _____	
State Funds**				\$ _____	
Cash Funds				\$ _____	
Trust Funds				\$ _____	
Other Funds				\$ _____	
TOTAL \$				\$ _____	100%

\* MUST BE SPECIFIC (i.e. fees, tuition, agricultural sales, bond proceeds, donation, etc.)  
\*\* "State Funds" is defined as and deemed State General Revenue Dollars. If other state funds are being used such as tobacco funds, general improvement funds, etc., these should be noted. Special revenue funds from taxes or fees generated for the agencies should be shown as "Other" and the actual source of the funds should be identified in the "Identify Source of Funds."

**6. OBJECTIVES AND SCOPE:**  
 State description of services, objectives and scope to be provided. (DO NOT USE "SEE ATTACHED")

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**7. PERFORMANCE STANDARDS AND COMPENSATION:**  
 List performance standards for the term of the contract. (If necessary, use attachments)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**8. ATTACHMENTS:**  
 List ALL attachments to this contract by attachment number:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# TGS-1 Contract Form – Continued

STATE OF ARKANSAS  
TECHNICAL AND GENERAL SERVICES CONTRACT

Contract #: \_\_\_\_\_

- A. "I, \_\_\_\_\_ (Vendor) \_\_\_\_\_ (Title) certify under penalty of perjury that, to the best of my knowledge and belief, no regular full-time or part-time employee of any State agency of the State of Arkansas will receive any personal, direct or indirect monetary benefits which would be in violation of the law as a result of the execution of this contract. Where the Vendor is a widely-held public corporation, the term "director or indirect monetary benefits" shall not apply to any regular corporate dividends paid to a stockholder of said corporation who is also a State employee and who owns less than ten percent (10%) of the total outstanding stock of the contracting corporation."
- B. List any other contracts or subcontracts you have with any other state government entities. (Not applicable to contracts between Arkansas state agencies) (If no contracts or subcontracts, please put "NA" or "None")  
\_\_\_\_\_  
\_\_\_\_\_
- C. Are you currently engaged in any legal controversies with any state agencies or represent any clients engaged in any controversy with any Arkansas state agency? (If no controversies, please put "NA" or "None")  
\_\_\_\_\_  
\_\_\_\_\_

**10. DISCLOSURE REQUIRED BY EXECUTIVE ORDER 98-04:**

Any contract or amendment to a contract executed by an agency which exceeds \$25,000 shall require the Vendor to disclose information as required under the terms of Executive Order 98-04 and the Regulations pursuant thereto. The Vendor shall also require the subcontractor to disclose the same information. The Contract and Grant Disclosure and Certification Form shall be used for this purpose.

Contracts with another government entity such as a state agency, public education institution, federal government entity, or body of a local government are exempt from disclosure requirements.

The failure of any person or entity to disclose as required under any term of Executive Order 98-04, or the violation of any rule, regulation or policy promulgated by the Department of Finance and Administration pursuant to this Order, shall be considered a material breach of the terms of the contract, lease, purchase agreement, or grant and shall subject the party failing to disclose, or in violation, to all legal remedies available to the Agency under the provisions of existing law.

**11. CANCELLATION CLAUSE**

In the event the State no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules or regulations, relocation of offices or lack of appropriated funding, the State may cancel the contract or purchase order by giving the vendor written notice of such cancellation 30 days prior to the date of cancellation.

**12. TERMS:**

All official documents and correspondence related to this solicitation are included as part of this contract.

The term of this agreement begins on the date in SECTION 2 and will end on the date in SECTION 2, and/or as agreed to separately in writing by both parties.

This contract may be extended until \_\_\_\_\_, (mm/dd/yyyy), in accordance with the terms stated in the Procurement, by written mutual agreement of both parties and subject to: approval of the Arkansas Department of Finance and Administration/Director of the Office of State Procurement, appropriation of necessary funding, and review by any necessary state or federal authority.

STATE OF ARKANSAS  
TECHNICAL AND GENERAL SERVICES CONTRACT

Contract #: \_\_\_\_\_

Contracts will require review by Legislative Council or Joint Budget Committee prior to the approval of the Department of Finance and Administration/Director of the Office of State Procurement and before the execution date if the total initial contract amount or the total projected amount is greater than or equal to \$100,000, including any amendments or possible extensions.

Any amendment which increases the dollar amount or involves major changes in the objectives and scope of the contract will require review by Legislative Council or Joint Budget Committee.

**13. AUTHORITY:**

- A. This contract shall be governed by the Laws of the State of Arkansas as interpreted by the Attorney General of the State of Arkansas.
- B. Any legislation that may be enacted subsequent to the date of this agreement, which may cause all or any part of the agreement to be in conflict with the laws of the State of Arkansas, will be given proper consideration if and when this contract is renewed or extended; the contract will be altered to comply with the then applicable laws.

# TGS-1 Contract Form – Continued

STATE OF ARKANSAS  
TECHNICAL AND GENERAL SERVICES CONTRACT Contract #: \_\_\_\_\_

14. AGENCY CONTACTS FOR QUESTION(S) REGARDING THIS CONTRACT:

Contact #1 – Agency Representative submitting/tracking this contract

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

Contact #2 – Agency Representative with knowledge of this project (for general questions and responses)

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

Contact #3 – Agency Representative Director or Critical Contact (for time sensitive questions and responses)

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

15. AGENCY SIGNATURE CERTIFIES NO OBLIGATIONS WILL BE INCURRED BY A STATE AGENCY UNLESS SUFFICIENT FUNDS ARE AVAILABLE TO PAY THE OBLIGATIONS WHEN THEY BECOME DUE.

16. SIGNATURES:

_____ VENDOR	_____ DATE	_____ AGENCY DIRECTOR	_____ DATE
_____ TITLE		_____ TITLE	
_____ ADDRESS		_____ ADDRESS	

APPROVED: \_\_\_\_\_  
DEPARTMENT OF FINANCE AND ADMINISTRATION DATE

FORM TGS-1 Page 5 of 5 8/1/2015

# New TGS-1A Form

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- The TGS-1A form is the Amendment to Technical and General Services Contract Form.
- Similar to the amendment form used for Professional Consultant Services (PCS).
- This form must be completed for all extensions to contracts with a total projected amount (cost) of at least \$100,000. **DO NOT USE ALL UPPERCASE!**
- The form must accompany all required contract amendment documents when submitted through the TGS portal.

# TGS-1A Form



**STATE OF ARKANSAS**  
AMENDMENT TO TECHNICAL AND GENERAL SERVICES CONTRACT

CONTRACT #: \_\_\_\_\_ AMENDMENT #: \_\_\_\_\_

**1. CONTRACTING PARTIES:**

AGENCY NUMBER & NAME		<input type="checkbox"/> Service Bureau
VENDOR NAME		
TRACKING # 1	TRACKING # 2	

**2. NEW CONTRACT EXPIRATION DATE:** \_\_\_\_\_  
mm/dd/yyyy (If not extending contract to pay date, please leave blank)

**3. PURPOSE OF AMENDMENT:** \_\_\_\_\_

**4. AMENDED DOLLAR AMOUNT:**

For each amendment involving a change in the contract dollar amount, enter the previous contract amounts. Enter this amendment's amounts, showing (+) for increase and (-) for decrease, in compensation and/or reimbursable expenses. Enter the new total compensation and/or reimbursable expenses for this contract. Note: Any increase in the rate of compensation must be accompanied by a copy of the original contract language authorizing such increase.

	PREVIOUS	THIS AMENDMENT	NEW TOTAL
SERVICES	\$	\$	\$
COMMODITIES	\$	\$	\$
<b>TOTAL</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>

Total dollar amount paid on contract as of this date: \$ \_\_\_\_\_ as of \_\_\_\_\_

**UPDATED TOTAL PROJECTED COST** \$ \_\_\_\_\_

**5. NEW AND/OR REVISED ATTACHMENTS:** \_\_\_\_\_

EXCEPT AS SPECIFICALLY AMENDED HEREIN (OR AS ATTACHED) ALL OTHER TERMS AND CONDITIONS OF THE ABOVE REFERENCED CONTRACT REMAIN UNCHANGED.

**6. SIGNATURES:**

VENDOR _____	DATE _____	AGENCY DIRECTOR _____	DATE _____
TITLE _____		TITLE _____	
ADDRESS _____		ADDRESS _____	

APPROVED: \_\_\_\_\_ DEPARTMENT OF FINANCE AND ADMINISTRATION \_\_\_\_\_ DATE \_\_\_\_\_

FORM TGS-1A Page 1 of 2 8/1/2015

**STATE OF ARKANSAS**  
AMENDMENT TO TECHNICAL AND GENERAL SERVICES CONTRACT

CONTRACT #: \_\_\_\_\_ AMENDMENT #: \_\_\_\_\_

**7. AGENCY CONTACTS FOR QUESTION(S) REGARDING THIS CONTRACT:**

**Contact #1 – Agency Representative submitting/tracking this contract**

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

**Contact #2 – Agency Representative with knowledge of this project (for general questions and responses)**

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

**Contact #3 – Agency Representative Director or Critical Contact (for time sensitive questions and responses)**

\_\_\_\_\_  
(Name) \_\_\_\_\_ (Title) \_\_\_\_\_

\_\_\_\_\_  
(Telephone #) \_\_\_\_\_ (Email) \_\_\_\_\_

**8. SOURCE OF FUNDS:**

Complete appropriate box(es) below to total 100% of the funding in this contract to date.

Fund Source	Identify Source of Funds	Fund	Fund Center	Amount of Funding	% of Total Contract Cost
Federal Funds				\$	
State Funds**				\$	
Cash Funds				\$	
Trust Funds				\$	
Other Funds				\$	
<b>TOTAL \$</b>				<b>\$</b>	<b>100%</b>

\* **MUST BE SPECIFIC** (i.e. fees, tuition, agricultural sales, bond proceeds, donations, etc.)

\*\* "State Funds" is defined as and deemed State General Revenue Dollars. If other state funds are being used such as tobacco funds, general improvement funds, etc. these should be noted. Special revenue funds from taxes or fees generated for the agencies should be shown as "Other" and the actual source of the funds should be clarified in the "Identify Source of Funds."

\*\*\* Funding and percentages shall reflect the total of the contract including all amendments to date.

FORM TGS-1A Page 2 of 2 8/1/2015

# TGS Web Page Planned

---

- Available by August 1, 2015
- The following types of information will be available via the web page:
  - TGS fillable forms
  - Instructions for the TGS forms
  - Link to the TGS portal
  - Deadlines for submitting contracts for review
  - Checklist for contract documents
  - Job Aides
  - Other pertinent documents

# Future Tools Planned

- Additional reporting capability in AASIS to aid in the identification of contracts to be submitted or reported.
- Checklist for contract submission
- Job Aids for using the TGS portal and relevant AASIS transactions
- Enhancements to the TGS portal
- Improved automation of the process

# Prepare to Submit Contract

---

- Make sure all procurement activities have been completed prior to award of the contract.
- If OSP did the solicitation, you will be notified when it is time to submit the contract into the TGS portal.
- Check the start date of the contract. A minimum of four (4) months in the future is recommended.
- Select the appropriate TGS form from the OSP website.
- Complete the TGS-1 form for a new contract.

# Prepare to Submit Contract - Continued

---

- Complete the TGS-1A form if it is an amendment or extension.
- Make sure you have the correct form (not the PCS contract or amendment form).
- Complete the Governor's Office memo if required.
- Attach the Governor's Office memo to the PDF file. It must be the first document in the file.

# Prepare to Submit Contract - Continued

---

- DO NOT LIST the Governor's Office memo as an attachment to the contract.
- Save all documents into one (1) PDF file under the appropriate naming convention (see the following slides).

# File Naming Convention

---

The following file naming convention is to be used for attachments:

- Four (4) digit Agency Number/Business Area
- Contract number
- Document identifier
  - OR - Original contract (this is the letter O, not a zero)
  - A1, A2, A3, etc. in consecutive order for Amendments/Extensions
- An underscore \_ must be used to separate these numbers / identifiers

# File Naming Convention Example

---

- Example:
  - 0610\_4600012345\_OR
  - 0610\_4600012345\_A1
  - 0610\_4600012345\_A2
  - 0610\_4600012345\_A3
  - and so forth

In this example, 0610 is the Department of Finance & Administration, the contract number is 4600012345, the OR is the original contract, the A1-A3 are amendments.

# Incomplete or Incorrect Documents

---

- OSP will review the submitted contract for legality and completeness.
- Incomplete or incorrect documents will be returned to the agency for correction.
- Contracts or amendments returned to the agency must be resubmitted through the TGS portal.

# Routing of Contracts for Review

- Upon completion of the OSP review, the contract will be routed to the appropriate reviewing office or committee.
- If a review by DIS is required, the status of the contract will be changed in the TGS portal to DIS Review.
- Upon completion of the review by DIS or if the contract is over \$1,000,000 for any other product or service, OSP will change the status to Governor's Office review.
- Upon completion of the review by the Governor's Office, OSP will change the status to reflect the appropriate status resulting from the review.

# All Reviews Completed

- OSP is notified by the reviewing committee.
- Contracts are released in AASIS, if applicable, by OSP.
- OSP staff will change the status to Executed or Held in the TGS application.
- OSP notifies agencies via E-news that reviews have been completed.
- Agency staff will run a report in the TGS application to see the status of their contracts.

# Planning, Planning, Planning

---

- Proper planning is key
- Total projected cost must be projected as accurately as possible
- Get started early on renewals or extensions
- Failure to timely process a renewal or extension does not constitute an EMERGENCY.
- Failure to allow appropriate time for review and approval processes does not constitute an EMERGENCY.

# Accessing the TGS Portal

## DFA Arkansas Department of Finance and Administration

Home Offices Businesses Citizens Government DFA Employees News & Events

Go Contact Us

- Procurement Home
- AASIS Instructions
- Bid Opportunities
- Buy Wise Podcasts
- Credit Cards
- Forms/Reporting
- Guidelines
- Helpful Information
- PCS
- Purchasing Directory
- Service Bureau
- State Contracts
- State Surplus
- Training
- Travel Portal
- Vendor Information

Vendor Registration

E-News Sign-up

ABEL Arkansas's Business Emergency Listing

Home > Offices > Procurement

### Procurement

The Office of State Procurement (OSP) has primary responsibility and oversight for the State wide procurement of commodities, technical and professional services for all state agencies, boards and commissions and colleges and universities. OSP provides training in the Procurement Law, regulations and policies. Marketing and Redistribution, part of OSP, is responsible for the disposal of state surplus property and equipment.

**Note:** When the Office of State Procurement is closed for any unforeseen reason (i.e. inclement weather, fire or other natural disaster), all bid openings shall be postponed until 3:00 p.m. the next fully open & operational work day. (7:30 a.m. – 4:30 p.m., M-F).

#### Announcements & News Releases

- Arkansas.gov Service Outage - March 28, 2015, 03/03/2015
- Statewide Furniture Contract Site Now Available, 09/29/2014
- QB-14-09 Sealed Bid Posted, 03/18/2014
- Inclement Weather Policy Announcement, 02/04/2014
- QB-14-07 Sealed Bid Posted, 01/03/2014

All DFA News >

#### Calendar of Events

- Vendor Class, 08/05/2015
- American Red Cross Blood Drive, 08/19/2015
- Vendor Class, 09/02/2015
- Labor Day, 09/07/2015
- Vendor Class, 10/07/2015

All DFA Events >

Office	Address	Phone	Fax
<b>State Procurement</b>	DFA Building 1509 W 7th St, Ste 300 Little Rock, AR 72201	501-324-9316	501-324-9311
<b>Marketing &amp; Redistribution</b>	6620 Young Rd Little Rock, AR 72209	501-565-8645	501-565-5059

# TGS Portal



Arkansas.gov Agencies | Online Services | State Directory A+ | A- | Text | Print

## DFA Arkansas Department of Finance and Administration

Home

Contact Us | > Live Help

### Technical and General Services

Technical and General Services

Select an option to begin the process

- Enter New Contract/Amendment
- Reports

Home  
Offices  
Businesses  
Citizens  
Government

**Online Services**  
License Plate Renewal  
Arkansas Taxpayer Access Point  
Arkansas Motor Carrier System  
Income Tax Refund Inquiry

**Stay Informed**  
RSS Feeds

Department of Finance and Administration  
1509 West 7th Street  
Little Rock, AR 72201  
Google Map

# TGS Portal – Initial Entry Screen ≥ \$100,000

## Contract Information

\* = required field

Agency: \*  
0425 / Insurance Department

Contract Number: \* 4600023867

Method of Procurement: \* Request for Proposal

Is this an Amendment? \* Yes  No

Initial Term Start Date: \* 11/17/2015  
mm/dd/yyyy

Term End Date: \* 07/16/2016  
mm/dd/yyyy

Maximum Extension Date: \* 07/16/2022  
mm/dd/yyyy

Services: \* \$200000

Commodities: \* \$200000

Initial Contract Amount: \* \$4000000

Total Projected Cost: \* \$2800000

Make sure you provide enough time for the appropriate level of approvals

Notice my mistake

# TGS Portal – Initial Entry Screen ≥ \$100,000

---

Purpose of Amendment / Contract  
Summary: \*

To procure Kaleidoscope software used in the tracking and monitoring of specific event(s). This contract will require a project manager and trained technicians to implement the system, create test scripts, and bug fixes.

Funding: \*

Federal  State  Cash  Trust  Other

# TGS Portal – Initial Entry Screen $\geq$ \$100,000

## Funding Detail\*

Complete the appropriate box(es) below to total 100% of the funding in this contract.

% Federal Funds	% State Funds	% Cash Funds	% Trust Funds	% Other Funds
<input type="text" value="50"/>	<input type="text" value="50"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Identify the source of funds for the following:

MUST BE SPECIFIC (i.e. fees, tuition, agricultural sales, bond proceeds, donations, etc.)

Federal Funds:

State Funds:

Cash Funds:

Trust Funds:

Other Funds:

# TGS Portal – Initial Entry Screen ≥ \$100,000

---

## Contractor Information

Contractor Name: \*

Pauly C's Software Company

Contractor Number: \*

100125654

Please do not use Social Security Number or Federal Tax ID Number

Contractor Street Address / PO  
Box: \*

6478 Highway 14

Contractor City: \*

Fifty Six

Contractor State: \*

Arkansas

Contractor Zip Code: \*

72118

Select Minority type,  
if applicable: \*

Service Disabled Veteran

# TGS Portal – Initial Entry Screen $\geq$ \$100,000

---

## Agency Contact Information

Contact Name: \*

Contact Phone Number: \*

xxx-xxx-xxxx

Primary Email Address: \*

Primary Email Address Verification:

\*

Secondary Email Address:

Secondary Email Address  
Verification:

# TGS Portal – Initial Entry Screen $\geq$ \$100,000

## Error Messages

### Technical and General Services

- Initial Contract Amount must equal Services + Commodities

Technical and General Services > New Contract

### Contract Information

\* = required field

Agency: \*

0425 / Insurance Department

Contract Number: \*

4600023867

Method of Procurement: \*

Request for Proposal

Is this an Amendment? \*

Yes  No

Initial Term Start Date: \*

11/17/2015

mm/dd/yyyy

Term End Date: \*

07/16/2016

mm/dd/yyyy

Maximum Extension Date: \*

07/16/2022

mm/dd/yyyy

Services: \*

\$200000

Commodities: \*

\$200000

Initial Contract Amount: \*

\$4000000

# TGS Portal – Review Screen $\geq$ \$100,000

---

## Technical and General Services

Technical and General Services > New Contract > Review

Please review the below information. If you need to make changes, click the "Go Back" button at the bottom of the form. Click "Submit" to complete the submission.

### Contract Information

Agency:	<i>0425 / Insurance Department</i>
Contract Number:	<i>4600023867</i>
Method of Procurement:	<i>Request for Proposal</i>
Is this an Amendment?	<i>No</i>
Initial Term Date Start:	<i>11/17/2015</i>
Term Date End:	<i>07/16/2016</i>
Maximum Expiration Date:	<i>07/16/2022</i>
Services:	<i>\$200,000.00</i>
Commodities:	<i>\$200,000.00</i>
Initial Contract Amount:	<i>\$400,000.00</i>
Total Projected Cost:	<i>\$2,800,000.00</i>

# TGS Portal – Review Screen $\geq$ \$100,000

Total Projected Cost: *\$2,800,000.00*

Purpose of Amendment / Contract  
Summary:

*To procure Kaleidoscope software used in the tracking and monitoring of specific event. This contract will require a project manager and trained technicians to implement the system, create test scripts, and bug fixes.*

Funding: *Federal, State*

## Funding Detail

Complete the appropriate box(es) below to total 100% of the funding in this contract.

% Federal Funds	% State Funds	% Cash Funds	% Trust Funds	% Other Funds
50	50			

Identify the source of funds for the following:

Federal Funds: *HCP0100*

State Funds: *HSC3001*

Cash Funds: *0*

Trust Funds: *0*

Other Funds: *0*

# TGS Portal – Review Screen $\geq$ \$100,000

---

## Contractor Information

Contractor Name: *Pauly C's Software Company*  
Contractor Number: *Melissa Coulter*  
Contractor Address: *6478 Highway 14*  
Contractor City: *Fifty Six*  
Contractor State: *Arkansas*  
Contractor Zip Code: *72118*  
Select Minority type, if applicable: *Service Disabled Veteran*

## Agency Contact Information

Contact Name: *Paul Coulter*  
Contact Phone Number: *501-683-0084*  
Primary Email Address: *paul.coulter@dfa.arkansas.gov*  
Secondary Email Address:

## Attachments

Full Contract.pdf

[Go Back](#)

[Submit](#)

# TGS – Report Screen $\geq$ \$100,000

## Tracking Contract Submission

The screenshot displays the 'Technical and General Services' reporting interface. A yellow box labeled 'Step 1' points to the 'Enter New Reports' link. A second yellow box labeled 'Step 2' points to the 'Agency' dropdown menu. Below the main interface is a table with contract details and a 'Status' box pointing to the 'Returned by OSP' status in the table.

**Step 1**

Technical and General Services  
Select an option

- Enter New Reports

**Step 2**

Technical and General Services  
Technical and General Services / Reporting

Search

Agency: Choose

Contract/Amendment Number: 4600023867

Contract #	Amendment #	Agency	Contractor Name	Total Amount	Review Month	Contact Person	Method of Procurement	Date Submitted	Status
4600023867		0425 / Insurance Department	Pauly C's Software Company	\$400,000.00	08-2015	Paul Coulter	Request for Proposal	07/13/2015	Returned by OSP

Review Month: mm/yyyy

Submit

**Status**

# Act 557 of 2015 – Reporting

---

- Section 5 also requires technical and general services contracts with a total projected cost of at least \$25,000 and less than \$100,000 be reported monthly to the Legislative Council.

# Submission of Contracts Required

## Ark. Code Ann. § 19-11-265 (c)(1)(2) and (3)

---

### Prior to August 1, 2015

- Monthly report of commodities contracts:
  - That included services
  - Projected total cost of \$250,000

### Effective August 1, 2015

- Monthly report of service contracts:
  - That have been executed
  - Total initial contract amount **OR total projected amount** is at least \$25,000 and less than \$100,000

# Submission Process

---

## Prior to August 1, 2015

- OSP prepared the monthly report
- OSP submitted the report to the appropriate legislative committee

## Effective August 1, 2015

- State Agencies, including agencies with an APO, will report their contracts through a special reporting portal created for TGS
- The portal will be accessed via the OSP website
- OSP will submit the combined monthly report

# Creating Your Contract

---

- Plan ahead – total projected cost.
- Break out your services and commodities (if included) into separate line items.
- Once the contract is executed, report the contract in the TGS portal.
- Recommendation – Enter contracts when they are executed. **Don't wait until the end of the month!**

# Contract Reporting

---

- This report is for all “Small Contracts” with a Total Projected Cost or Initial Contract Amount
- $\geq \$25,000$  and  $< \$100,000$ .

# Contract Report Preparation

---

- Identify who will be entering the contract report data into the TGS portal.
- Review your data prior to reporting the contract.
- Avoid duplicate entries.

# Enter Contract Information in Portal

## Technical and General Services

### Monthly Contract Reporting

Report only technical and general service contracts greater than or equal to \$25,000.00 and less than \$100,000.00. Report due by the 5th day of each month.

#### Agency Information:

Agency:

Contract No./OA No./PO No. :

Choose

0002 / House of Representatives

0005 / Senate

0009 / Arkansas Legislative Audit

0011 / Legislative Council

0012 / Legislative Council - Disbursing Officer

# Enter Contract Information in Portal - Continued

## Vendor Information:

### Vendor Name:

Provide full legal name, no abbreviations.

### Vendor Number:

### Initial Contract Amount (digits and decimals only):

Report total dollar amount of contract, no individual payments

### Total Projected Amount (including extensions):

## Services:

Short Description

Quantity

Unit of Measure

Cost

Delete Service

Additional Services

# Enter Contract Information in Portal – Continued

Commodities:		
Short Description	Quantity Unit of Measure	Cost
<input type="text"/>	<input type="text"/> Choose	<input type="text"/>
<input type="button" value="Additional Commodities"/>		<input type="button" value="Delete Commodity"/>
Contract Period Start Date ex. MM/DD/YYYY	<input type="text"/>	
Contract Period End Date ex. MM/DD/YYYY	<input type="text"/>	
Method of Procurement:	<input type="text"/> Choose	
Agency Contact Name:	<input type="text"/>	
Agency Contact Phone Number:	<input type="text"/>	
Agency Contact E-Mail Address:	<input type="text"/>	
<input type="button" value="Submit Contract"/>		

# Review Your Entries

 Contact

## Technical and General Services

### Monthly Contract Reporting

Please review the form before submitting your form. If you need to make corrections, please press the back button. If the form is correct, press the 'Confirm Contract' button.

#### Agency Information:

Agency:	0634 / Department of Finance & Administration - Revenue - Office of Child Support Enforcement
Contract No./OA No./PO No. :	4600032447

#### Contractor Information:

Contractor Name:	Paul Coulter's Lawn Services
Contractor Number:	100110145
Initial Amount:	\$ 25,000.00
Total Amount:	\$ 75,000.00

# Review Your Entries

---

## Services:

Short Description	Quantity	Unit of Measure	Cost
Grass Trimming around and Leaf Removal	1	DZ	25000

## Commodities:

# Review Your Entries

---

## Commodities:

Short Description	Quantity	Unit of Measure	Cost
Adult Pine Trees	3	EA	50000

Contract Period: 10/01/2015 - 10/01/2016

Method of Procurement: Invitation for Bid

Contact Person: Charlie Brown

Phone Number: (501) 867-5309

Email: Jenny@dfa.arkansas.gov

[< Back](#)

[Confirm Contract](#)

# Final Confirmation

## Technical and General Services

### Monthly Contract Reporting

Thank you. Your contract has been submitted. You may print this page as a "receipt" of this submission.

#### Agency Information:

**Agency:** 0634 / Department of Finance &  
Administration - Revenue - Office of Child  
Support Enforcement

**Contract No./OA No./PO No. :** 4600032447

#### Contractor Information:

**Contractor Name:** Paul Coulter's Lawn Services

**Contractor Number:** 100110145

**Initial Amount:** \$ 25,000.00

**Total Amount:** \$ 75,000.00

#### Services:

Short Description	Quantity	Unit of Measure	Cost
Grass Trimming around and Leaf Removal	1	DZ	25000

# Final Confirmation

---

## Commodities:

Short Description	Quantity	Unit of Measure	Cost
Adult Pine Trees	3	EA	50000

**Contract Period:** 10/01/2015 - 10/01/2016

**Method of Procurement:** Invitation for Bid

**Contact Person:** Charlie Brown

**Phone Number:** (501) 867-5309

**Email:** Jenny@dfa.akansas.gov

[File Another Contract](#)

# Questions



# TGS Contract Information

---

Submit questions to

[OSP-TGS@dfa.arkansas.gov](mailto:OSP-TGS@dfa.arkansas.gov)

Paul Coulter

Phone: 501-683-0084

Lisa Triplett

Phone: 501-371-6056

# PROCUREMENT FORUM

---

Act 557

Professional Consultant Services (PCS)

July 2015

Presented by Phyllis Richey

# Summary of PCS Changes

- ✓ Thresholds
- ✓ Website
- ✓ PCS Form Changes

# Thresholds

- Former threshold for Contract Submission/Review is over \$50,000
- **New** threshold for Contract Submission/Review is **\$50,000 or greater**
- Former threshold for Reporting Requirement was \$10,000.01-\$50,000
- **New** threshold for Reporting Requirement is **greater than or equal to \$10,000 to \$49,999.99**

# Website

Arkansas.gov Agencies | Online Services | State Directory Translate A+ | A- | Text | Print

## DFA Arkansas Department of Finance and Administration

Home Offices Businesses Citizens Government DFA Employees News & Events

Go Contact Us

- Procurement Home
- AASIS Instructions
- Bid Opportunities
- Buy Wise Podcasts
- Credit Cards
- Forms/Reporting
- Guidelines
- Helpful Information
- PCS
- Purchasing Directory
- Service Bureau
- State Contracts
- State Surplus
- Training
- Travel Portal
- Vendor Information

Vendor Registration 

E-News Sign-up

ABEL Arkansas's Business Emergency Listing

Home > Offices > Procurement

Share | 

## Professional Consultant Services

### Links

#### Title

Contract/Amendment Submission

[PCS \\$10,000 - \\$49,999.99 Monthly Reporting Form](#)

### Documents

Title	Posted
Contract Deadlines	06/02/2015
<a href="#">Guidelines-Reporting-Processing \$10,000 - \$49,999.99</a>	12/19/2014
<a href="#">PCS- 1 Contract Form</a>	12/18/2014
<a href="#">PCS-1 Instructions and Numbered Form</a>	12/18/2014
<a href="#">PCS-1A Contract Amendment Form</a>	12/19/2014
<a href="#">PCS-1A Instructions and Numbered Form</a>	02/18/2015
<a href="#">Workflow Chart- Original Contract Submittal</a>	04/16/2012
	04/16/2012

Name	Title	Responsibilities	Phone
Royce Brown	Buyer	PCS, Technical Services	501-371-6066

# Contract/Amendment Submission → Enter New Contract/Amendment

## Office of State Procurement

Professional Consulting Services > New Contract

### Contract Information

\* = required field

Agency: \*

Contract Number: \*

Method of Procurement: \*

Is this an Amendment? \*

Yes  No

Initial Term Start Date: \*

mm/dd/yyyy

Term End Date: \*

mm/dd/yyyy

Maximum Extension Date: \*

mm/dd/yyyy

Personnel: \*

Expenses: \*

Initial Contract Amount \*

Total Projected Cost \*

Purpose of Amendment / Contract  
Summary: \*

### Funding Detail-

Complete the appropriate box(es) below to total 100% of the funding in this contract.

% Federal Funds	% State Funds	% Cash Funds	% Trust Funds	% Other Funds
<input type="text"/>				

Identify the source of funds for the following:

MUST BE SPECIFIC (i.e. fees, tuition, agricultural sales, bond proceeds, donations, etc.)

Federal Funds:

Cash Funds:

Trust Funds:

Other Funds:

### Vendor Information

Vendor Name: \*

Vendor Number: \*   
Please do not use Social Security Number or Federal Tax ID Number

Vendor Street Address / PO Box: \*

Vendor City: \*

Vendor State: \*

Vendor Zip Code: \*

Select Minority type, if applicable: \*

## Agency Contact Information

Contact Name: \*

Contact Phone Number: \*  
XXX-XXX-XXXX

Primary Email Address: \*

Primary Email Address Verification: \*

Secondary Email Address:

Secondary Email Address Verification:

## Attachments

Acceptable File Type: PDF Only

Supporting Documents:

# File Name

0610\_4600012345\_OR

Original

0610\_4600012345\_A1

Amendment 1

0610\_4600012345\_A2

Amendment 2

0610\_4600012345\_A3

Amendment 3

0610\_4600012345\_A4

Amendment 4

0610\_4600012345\_A5

Amendment 5

0610\_4600012345\_A6

Amendment 6

# PCS \$10,000 - \$49,999.99 Monthly Reporting Form

**DFA** Arkansas Department of  
Finance and Administration



## Professional Consulting Services

### Monthly Contract Reporting

Report only professional consulting service contracts greater than or equal to \$10,000.00 and less than \$50,000.00.  
Report due by the 5th day of each month.

#### Agency Information:

Agency Number:

Agency Name:

Contract No./OA No./PO No.:

#### Vendor Information:

Vendor Name:  
Provide full legal name, no abbreviations.

Vendor Number:

Initial Contract Amount (digits and decimals only):

Report total dollar amount of contract, no individual payments

Total Projected Amount (including extensions):

Quantity:

Ex. 1 Year

(Year, Month, Hours)

Contract Period Start Date:  
Ex. MM/DD/YYYY

Contract Period End Date:  
Ex. MM/DD/YYYY

Method Of Procurement:

Type of Service:  
Provide description using up to 500 characters

Agency Contact Name:

Agency Contact Phone Number:

Agency Contact E-Mail Address:

Submit Contract

# PCS Form Changes



## STATE OF ARKANSAS PROFESSIONAL CONSULTANT SERVICES CONTRACT

CONTRACT #		FEDERAL I.D. #	
VENDOR #		MINORITY VENDOR	YES <input type="checkbox"/> NO <input type="checkbox"/>

### 1. PROCUREMENT:

Check ONE appropriate box below for the method of procurement for this contract:

- ABA Criteria     Request for Proposal     Competitive Bid     Request for Qualifications  
 Intergovernmental     Emergency     Invitation for Bid     Cooperative Contract  
 Sole Source by Justification (Justification must be attached)     Sole Source by Intent to Award  
 Sole Source by Law - Act # \_\_\_\_\_ or Statute #: \_\_\_\_\_  
 Exempt by Law

### 2. TERM DATES:

The term of this agreement shall begin on \_\_\_\_\_ (mm/dd/yyyy) and shall end on \_\_\_\_\_ (mm/dd/yyyy)

### 3. CONTRACTING PARTIES:

State of Arkansas is hereinafter referred to as the agency and contractor is herein after referred to as the Vendor.

AGENCY NUMBER & NAME		<input type="checkbox"/> Service Bureau
----------------------	--	---

VENDOR NAME	
VENDOR ADDRESS	
TRACKING # 1	TRACKING # 2

### 4A. TOTAL PROJECTED CONTRACT COST:

Total Projected Cost of entire project if all available extensions of this contract are completed (up to the date anticipated and stated in Section 13) \$ \_\_\_\_\_

### 4B. CALCULATIONS OF COMPENSATION:

For work to be accomplished under this agreement, the Vendor agrees to provide the personnel at the rates scheduled for each level of consulting personnel as listed herein. Calculations of compensation and reimbursable expenses shall only be listed in this section. If additional space is required, a continuation sheet may be used as an attachment.

LEVEL OF PERSONNEL	NUMBER	COMPENSATION RATE	TOTAL FOR LEVEL

Total compensation exclusive of expense reimbursement \$ \_\_\_\_\_

REIMBURSABLE EXPENSES ITEM (Specify)	ESTIMATED RATE OF REIMB.	TOTAL

Total reimbursable expenses \$ \_\_\_\_\_

Total compensation inclusive of expense reimbursement \$ \_\_\_\_\_

## STATE OF ARKANSAS PROFESSIONAL CONSULTANT SERVICES CONTRACT

Contract #: \_\_\_\_\_

### 11. DISCLOSURE REQUIRED BY EXECUTIVE ORDER 98-04:

Any contract or amendment to a contract executed by an agency which exceeds \$25,000 shall require the Vendor to disclose information as required under the terms of Executive Order 98-04 and the Regulations pursuant thereto. The Vendor shall also require the subcontractor to disclose the same information. The Contract and Grant Disclosure and Certification Form (Form PCS-D attachment II-10.3) shall be used for this purpose.

Contracts with another government entity such as a state agency, public education institution, federal government entity, or body of a local government are exempt from disclosure requirements.

The failure of any person or entity to disclose as required under any term of Executive Order 98-04, or the violation of any rule, regulation or policy promulgated by the Department of Finance and Administration pursuant to this Order, shall be considered a material breach of the terms of the contract, lease, purchase agreement, or grant and shall subject the party failing to disclose, or in violation, to all legal remedies available to the Agency under the provisions of existing law.

### 12. CANCELLATION CLAUSES

#### A. NON-APPROPRIATION CLAUSE PURSUANT TO §19-11-1012(11):

"In the event the State of Arkansas fails to appropriate funds or make monies available for any biennial period covered by the term of this contract for the services to be provided by the Vendor, this contract shall be terminated on the last day of the last biennial period for which funds were appropriated or monies made available for such purposes.

"This provision shall not be construed to abridge any other right of termination the agency may have."

#### B. CONVENIENCE CLAUSE:

In the event the State no longer needs the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, relocation of offices, the State may cancel the contract or purchase order by giving the vendor written notice of such cancellation 30 days prior to the date of cancellation.

### 13. TERMS:

The term of this agreement begins on the date in SECTION 2 and will end on the date in SECTION 2, and/or as agreed to separately in writing by both parties.

This contract may be extended until \_\_\_\_\_ (mm/dd/yyyy), in accordance with the terms stated in the Procurement, by written mutual agreement of both parties and subject to: approval of the Arkansas Department of Finance and Administration, Director of Office of State Procurement, appropriation of necessary funding, and review by any necessary state or federal authority.

Contracts will require review by Legislative Council or Joint Budget Committee prior to the approval of the Department of Finance and Administration, Director of Office of State Procurement and before the execution date if the total initial contract amount or the total projected amount is greater than or equal to \$50,000, including any amendments or possible extensions.

Any amendment which increases the dollar amount or involves major changes in the objectives and scope of the contract will require review by Legislative Council or Joint Budget Committee.

### 14. AUTHORITY:

A. This contract shall be governed by the Laws of the State of Arkansas as interpreted by the Attorney General of the State of Arkansas and shall be in accordance with the intent of Arkansas Code Annotated §19-11-1001 et seq.

B. Any legislation that may be enacted subsequent to the date of this agreement, which may cause all or any part of the agreement to be in conflict with the laws of the State of Arkansas, will be given proper consideration if and when this contract is renewed or extended; the contract will be altered to comply with the then applicable laws.

# Contract Deadlines

Review Month	Due to OSP			LCRC Meeting*	PEER*	ALC Meeting*
	Regular Contracts	Sole Source by Justification	ABA			
January	Dec. 10, 2014	Dec. 5, 2014	Dec. 3, 2014	<i>JBC PEER/Review -Jan. 26, 2015- 10:00 AM Big Mac Room A</i>		
February	Jan. 7, 2015	Jan. 2, 2015	Dec. 31, 2014	<i>JBC PEER/Review -Feb 16, 2015- 10:00 AM Big Mac Room A</i>		
March	Feb. 4, 2015	Jan. 30, 2015	Jan. 28, 2015	<i>JBC PEER/Review-March 9, 2015- 10:00 AM Big Mac Room A</i>		
	Mar. 4, 2015	Feb. 27, 2015	Feb. 25, 2015	<i>JBC PEER/Review- March 23, 2015 – 10:00 AM Big Mac Room A</i>		
April	TBD	TBD	TBD	PEER AM*	Review PM*	ALC Meeting*
May	April 1, 2015	Mar. 27, 2015	Mar. 25, 2015	May 12, 2015	May 12, 2015	May 15, 2015
June	May 6, 2015	May 1, 2015	April 29, 2015	June 9, 2015	June 9, 2015	June 12, 2015
July	June 16, 2015	June 11, 2015	June 9, 2015	July 14, 2015	July 14, 2015	July 17, 2015
August	July 21, 2015	July 16, 2015	July 14, 2015	Aug. 18, 2015	Aug. 18, 2015	Aug. 21,2015
September	Aug. 25, 2015	Aug 20, 2015	Aug 18, 2015	Sept. 22, 2015	Sept. 22, 2015	Sept. 25, 2015
October	Sept. 15, 2015	Sept. 10, 2015	Sept. 8, 2015	Oct. 13, 2015	Oct. 13, 2015	Oct. 16, 2015
November	Oct. 20, 2015	Oct. 15, 2015	Oct. 13, 2015	Nov. 17, 2015	Nov. 17, 2015	Nov. 20, 2015
December	Nov. 17, 2015	Nov. 12, 2015	Nov. 10, 2015	Dec. 15, 2015	Dec. 15, 2015	Dec. 18, 2015
January 2016	Dec. 15, 2015	Dec. 10, 2015	Dec. 8, 2015	Jan. 12, 2016	Jan. 12, 2016	Jan. 15, 2016



**Contact Royce Brown at 501-371-6066 regarding any questions you may have.**

# PERFORMANCE-BASED CONTRACTS

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Creating a Performance-Based Solicitation

# ACT 557

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Arkansas Code Title 19, Chapter 11, Subchapter 2, is amended to add additional sections to read as follows:

19-11-267. Development and use of performance-based contracts.

(a) The General Assembly finds that:

- (1) Performance-based contracts provide an effective and efficient method of monitoring and evaluating the overall quality of services provided;  
and
- (2) The practice of including benchmark objectives that the provider must attain at specific intervals during the term of the contract is an essential requirement for measuring performance.

(b) A state agency, board, commission, or institution of higher education that enters into a contract under this subchapter to procure services shall use performance-based standards in the contract.

# Performance-Based Contracts (PBC)

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- **Results-Oriented Contract that:**
  - Focuses on the quality, quantity, and/or timeliness of outcomes.
  - Ties at least a portion of a contractor's payment to the achievement of specific, measurable performance standards.
  - Encourages vendors to develop innovative and cost effective methods of performing the services.

# Process Management

vs.

# Performance Management

## Process Management

Involves telling a contractor HOW to provide a service, and overseeing those processes.

## Performance Management

Managing for **results**, rather than managing the step-by-step process.

The vendor determines HOW the work will be accomplished to meet the agency's required results.

# Performance-Based Contracting

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- Is structured around the *results* of the work to be done, not how to perform it.
- Lets the vendor decide how best to achieve the results.
- Establishes required results in terms of quality, quantity, and timeliness.
- Provides standards that can be observed, measured, controlled, and achieved.

# Procurement Planning

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1. Determine your goals and objectives to create your required outcomes.
2. Establish measurable Performance Standards, *which can be monitored*, to support your required outcomes, focusing on the most important aspects of the work.
3. Include the Performance Standards as a contract requirement in the bid solicitation.

# Components of a Performance Standard

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1. An established service and/or delivery criterion.
2. An acceptable standard of quality, quantity, or timeliness for the performance of that criterion.
3. The consequences of meeting, or being deficient in meeting, the established acceptable standard.

# Types of Performance Standards

## Ongoing, Repetitive Services

- Service Criteria
- Acceptable Performance, typically for an invoicing period
- Damages for Insufficient Performance, typically during an invoicing period

Examples include :

*Janitorial Services, Lawn Maintenance, Data Processing, etc.*

## Completion of a Service Project

- Service Criteria
- Acceptable Performance, typically for reaching a benchmark for the criteria
- Compensation/Damages: Benchmark payment or damages for delays

Examples include:

*Developing, Installing, and Implementing a Software System or Providing Research, Analysis, and a New Marketing/Advertising Strategy.*

# Previously...

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**Solicitation requirements for ongoing services may have looked like this:**

“Website **must not** fall below 99% up time each month.”

“Help desk **must** answer calls within 30 seconds.”

“Forms **must** be processed with 99% accuracy.”

“Delivery **must** be made within 2 weeks of order.”

# Now...

## Performance Standards for Ongoing Services

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<b>Service Criteria</b>	<b>Acceptable Performance</b>	<b>Damages for Insufficient Performance</b>
<b>Website Availability</b>	Not more than 1% downtime monthly	If more than 1% downtime monthly: <ul style="list-style-type: none"><li>• Time to restore &lt; 4 hours: 25% credit on monthly invoice</li><li>• Time to restore &gt; 4 hours: 100% credit on monthly invoice</li></ul>
<b>Forms Processing Accuracy</b>	99% Accuracy Monthly	\$100 credit on monthly invoice for each percent below 99% for the month
<b>Answer Time for Help Desk</b>	100% of calls answered within 30 seconds on a monthly basis	5% credit to monthly invoice for each percent below 100%
<b>Timely Delivery</b>	Received no later than 14 business days from order date	\$10 credit to be issued for each business day late past 14 business days

# Previously...

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**Solicitation requirements for service projects may have looked like this:**

“System **must** be in place and fully functional by January 1, 2017.”

“Complete marketing campaign **must** be ready for roll out by January 1, 2017.”

# Now...

## Performance Standards Benchmarking Service Projects

<b>Service Criteria</b>	<b>Acceptable Performance</b>	<b>Compensation / Damages</b>
<b>Initial Installation of Software System Complete</b>	Within 90 days of contract award	50% of total initial contract value will be paid if completed by deadline;  5% of this benchmark cost shall be credited from this payment for each one week late
<b>All Testing, Troubleshooting, and Necessary Corrections to System Completed</b>	Within 60 days of Installation Completion	20% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late
<b>Pilot of System and All Initial Agency Training Completed</b>	Within 60 days of Testing/Corrections Completion	20% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late
<b>Total Roll Out of System Completed</b>	Within 12 months of contract award <i>or</i> Within 150 days of Pilot Completion	Final 10% of total initial contract value will be paid if completed by deadline;  1% of this benchmark cost shall be credited from this payment for each day late

# Bid Solicitation Structure

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Performance Standards must now be included in solicitations which contain service requirements:

- If there are only a few Performance Standards, the table can be included in the Requirements section of the solicitation.
- If there is a more extensive list of Performance Standards, the table can be referenced as a requirement in the solicitation and then added as an Attachment to the solicitation document.

# Legislative Review

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Performance Standards must be included when submitting PCS and TGS contracts for Legislative Review.

The table containing the Performance Standards can simply be added as an attachment to the PCS and TGS submission forms.

# Determining Standards

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Agencies can reference established industry standards and certifications in the solicitation to help define acceptable standards. The solicitation should provide information on where/how the standards can be located (such as a link).

For Example:

- ACA – American Correctional Association
- CMS – Center for Medicare/Medicaid Services
- PLCAA – Professional Lawn Care Association of America
- CEA – Consumer Electronics Association
- LEED – Leadership in Energy and Environmental Design

# Monitoring Performance

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**It is crucial  
that the agency commit the  
necessary resources to monitoring the  
performance of services.**

The quarterly VPR process can help support the monitoring of performance-based contracts.

# Types of Monitoring

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As the Performance Standards are being established, an agency should determine the method for monitoring performance.

Such as:

- Direct monitoring – Health care services
- 100% physical inspection – Construction
- Periodic sampling – Food services
- Customer feedback – Janitorial services
- Unscheduled inspections – Lawn care services
- Vendor reporting / self-monitoring – Website availability

# Vendor Reporting/Self-Monitoring

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When vendors are required to provide self-monitoring reporting, the solicitation should include specific requirements detailing the following:

- Type of report/contents
- Format
- Delivery times and methods
- Other information as required

Note: The agency must review and verify the vendor reports to ensure that standards are being met or that any damages are collected or deducted from invoices.

# Example of a Performance Standard

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Below is an example of a performance standard for which a vendor may provide a self-monitoring report.

Service Criteria	Acceptable Performance	Damages for Insufficient Performance
<b>Website Availability</b>	100% Uptime Monthly	<ul style="list-style-type: none"><li>• Time to restore &lt; 2 hours: 10% damages</li><li>• Time to restore 2-8 hours: 50% credit on monthly invoice</li><li>• Time to restore &gt; 8 hours: 100% credit on monthly invoice</li></ul>

# Solicitation Language

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The Office of State Procurement will be offering training classes for writing Performance-Based solicitations. Watch the training page on the Procurement website for dates and information, or contact OSP for assistance.

# Performance-Based Contracts

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For questions or assistance, contact:

Liz Mentgen, OSP Team Leader

501-371-6060

[Elizabeth.mentgen@dfa.arkansas.gov](mailto:Elizabeth.mentgen@dfa.arkansas.gov)

Kelley Kelley, OSP Buyer/Trainer

501-371-6070

[Kelley.kelley@dfa.arkansas.gov](mailto:Kelley.kelley@dfa.arkansas.gov)

# PROCUREMENT FORUM

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Act 557

Vendor Performance Reporting (VPR)

July 2015

Presented by Reba Thomas

Section 6 of Act 557 requires a Vendor Performance Report to be:

- Completed for all contracts (term/firm) where the total projected cost is at least \$25,000; and
- Completed and submitted at least one (1) time every three (3) months for the term of contract and at the end of contract; and
- Signed by the Agency Director or designee

# Step 1: Identify contracts requiring a VPR

- Service Bureaus: The Service Bureau buyer in OSP will contact you when your VPR is due.
- AASIS users: The AASIS Service Center is in the process of creating a transaction in AASIS to assist you in identifying contracts that require a VPR.
- Universities and Colleges: It is recommended that you develop a reminder tool to aid in submitting VPRs timely.

# How do I determine when my VPR is due?

## TERM CONTRACTS:

A VPR must be submitted for a term contract at least one (1) time every 3 months for the term of the contract and at the end of the contract.

If your term contract validity start date is June 1, 2015 then your initial rating period will end August 31, 2015.

The VPR must be submitted to OSP within 15 days.

If you create a term contract in reference to a cooperative contract you will need to submit a VPR against your term contract every 3 months and a final VPR at the end of the contract.

## FIRM CONTRACTS:

A VPR must be submitted for a firm purchase order within 15 days after the final delivery is complete.

If you create a purchase order in reference to a cooperative contract and the purchase order's total projected amount is at least \$25,000, a VPR must be submitted.

## Step 2: Completing the VPR form

The VPR form will be available on the OSP website.

Complete the form and print out the document so that it can be signed by the Director or designee.

VPR # \_\_\_\_\_

**DEPARTMENT OF FINANCE AND ADMINISTRATION  
OFFICE OF STATE PROCUREMENT**

**VENDOR PERFORMANCE REPORT**

A vendor performance report must be completed by all state agencies for contracts that have a total initial contract amount or a total projected contract amount, including any amendments and possible extensions, of \$25,000 or more. The report must be completed at least one (1) time every three (3) months for the entire term of the contract and at the end of the contract.

**Agency Number:** \_\_\_\_\_

**Agency Name:** \_\_\_\_\_

**Bid Number:** \_\_\_\_\_  
(OSP's SP# or Agency's bid number)

**Contract Document Number:** \_\_\_\_\_  
(PO, OA, Other)

**Contract Monitor Name:**  
\_\_\_\_\_

**Vendor Name:**  
\_\_\_\_\_

**Contract Monitor Email Address:**  
\_\_\_\_\_

**Vendor Tax ID:**  
\_\_\_\_\_

**Contract Monitor Phone Number:**  
\_\_\_\_\_

**Vendor Email Address:**  
\_\_\_\_\_

**Date of Rating:** \_\_\_\_\_

Rating Categories	Below Standard	Standard	Above Standard
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**OVERALL RATING:**

**A below standard rating requires explanation and documentation.**

**COMMENTS:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
 (Director or authorized designee)

**Name of Director or designee:** \_\_\_\_\_

DO NOT provide this report to the vendor. Once the signed report has been submitted it will be reviewed by OSP. OSP will submit the unsatisfactory vendor performance report to the vendor.

# Step 3: Submitting the form into the VPR portal

- Enter information from the completed form into the VPR portal – a link to the portal will be available on the OSP website
- Attach the signed VPR form and any other relevant documentation
  - Copy of the contract, indicate section(s) of contract not in compliance
  - Detail attempts made to resolve the issues with the vendor and the vendor's responses
  - Any other supporting documentation

# DFA Arkansas Department of Finance and Administration



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## Vendor Performance Reporting

Select an option to begin the process

- [Enter New Vendor Performance Report](#)
- [Search](#)

# Vendor Performance Reporting

Vendor Performance Report > New Report

## Report Information

\* = required field

Agency: \*

 

Bid Number:

Contract Document Number: \*

Contract Monitor Name: \*

Contract Monitor Email Address: \*

Contract Monitor Phone Number: \*

xxx-xxx-xxxx

Vendor Name: \*

Vendor Tax ID: \*

Vendor Email Address: \*

Date of Rating: \*

mm/dd/yyyy

Agency Director/Designee  
signature attached: \*

## Rating

Rating Categories	Below Standard	Standard	Above Standard
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Rating: \*

 

Name of Director or designee: \*

## Attachments

Supporting Documents:

 

*DO NOT* provide this report to the vendor. Once the signed report has been submitted it will be reviewed by OSP. OSP will submit the unsatisfactory vendor performance report to the vendor.



## Vendor Performance Reporting

[Vendor Performance Report](#) > [New Report](#) > [Review](#)

Please review the below information. If you need to make changes, click the "Go Back" button at the bottom of the form. Click "Submit" to complete the submission.

### Report Information

Agency:	<i>0610 / Department of Finance and Administration</i>
Bid Number:	<i>SP-15-0145</i>
Contract Document Number:	<i>4600025689</i>
Contract Monitor Name:	<i>Chris Taylor</i>
Contract Monitor Email Address:	<i>Chris.Taylor@dfa.arkansas.gov</i>
Contract Monitor Phone Number:	<i>501-371-6067</i>
Vendor Name:	<i>Verizon Wireless LLC</i>
Vendor Tax ID:	<i>72-1234567</i>
Vendor Email Address:	<i>randall.johnson@verizonwireless.com</i>
Date of Rating:	<i>07/15/2015</i>
Agency Director/Designee signature attached:	<i>Yes</i>



## Vendor Performance Reporting

[Vendor Performance Report](#) > [New Report](#) > [Complete](#)

This report has been submitted.

### Report Information

VPR #:	1600000027
Agency:	0610 / Department of Finance and Administration
Bid Number:	SP-15-0145
Contract Document Number:	4600025689
Contract Monitor Name:	Chris Taylor
Contract Monitor Email Address:	Chris.Taylor@dfa.arkansas.gov
Contract Monitor Phone Number:	501-371-6067
Vendor Name:	Verizon Wireless LLC
Vendor Email Address:	randall.johnson@verizonwireless.com
Date of Rating:	07/15/2015
Agency Director/Designee signature attached:	Yes

# Track VPR's submitted

A reporting feature is available in the VPR portal.



## Vendor Performance Reporting

Select an option to begin the process

- Enter New Vendor Performance Report
- Search



# Vendor Performance Reporting

## Vendor Performance

### Search

VPR Number:

Submit Date:

*mm/dd/yyyy*

 to 

Agency:

 

Bid Number:

Contract Document Number:

Contract Monitor Name:

Vendor Name:

# Questions



# Vendor Performance Reporting

Submit questions to

[VPR.OSP@dfa.arkansas.gov](mailto:VPR.OSP@dfa.arkansas.gov)

Reba Thomas

Phone: 501-371-6076

# THE OFFICE OF STATE PROCUREMENT TRAINING

[www.dfa.arkansas.gov/offices/procurement](http://www.dfa.arkansas.gov/offices/procurement)



- Act 557
- Basic Procurement
- Professional Consultant Services
- Technical and General Services
- Amendment 54 Delegation
- Travel Card
- Credit Card
- Performance Based Contracting

**REMEMBER TO SIGN UP FOR E-NEWS**