

RFP ADDENDUM
RFP-18 Rev. 3/13/14

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STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT DIVISION
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HARTFORD, CT 06106-1659

RFP NO.:	14PSX0338
Proposal Due Date:	EXTENDED TO: 17 November 2016
Date Addendum Issued:	12 October 2016

PLEASE NOTE:

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

RFP ADDENDUM #3

DESCRIPTION:

NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers

FOR:

CT Department of Administrative Services; NASPO; All Participating States; Participating Entities within Participating States

PROPOSERS NOTE:

The RFP Due Date has been **extended to 2:00 pm. ET, November 17th, 2016.**

A partial list of Questions and Answers is included with this Addendum. The remainder will be posted within 7 business days as Addendum 4, along with updated documents (Attachment 4, RFP, and Position Descriptions).

- Q. 1. Due to the number of questions regarding this procurement, would the State provide an extension of time for responses to Wednesday, November 16, 2016, so there is adequate time for reviewing your responses and making appropriate updates for a strong, quality proposal to accommodate the multi-state cooperative nature of this program?
- A. Yes, responses are now due November 17, 2016.
- Q. 2. What is the total spend of the program?
- A. The Intent to Participate documents (Attachment 9) included with the RFP and Attachment 8, showing hours of actual usage, are the only spend history available.
- Q. 3. What is the forecasted quantity and percentage of overall contract spend for SOW-based requirements? Could the State please provide historic and/or forecasted SOW-based spend and number of requirements by each of the participating states?
- A. The requested information is not currently available. A VMS would enable the States to better track this information for future reference.
- Q. 4. What is the longevity of the most individual engagements? Long term projects?
- A. This information is not currently available, another reason for this VMS solicitation.
- Q. 5. Can Proposers get the sign in sheet from the Pre-Proposal Meeting?
- A. There was no sign in sheet for the Pre-Proposal Meeting as it was not mandatory, nor could the conference call attendees 'sign in'.
- Q. 6. At the Pre-Proposal Meeting the following question and answer was given:
Question: *Does this opportunity contain Local Preference? If yes, please provide the details.*
Answer: *Only to the extent that business with Micro-, Small-, Minority-, Woman- or Veteran-Owned local companies is encouraged. The RFP requests from the Proposer how much business will be with these local companies.*
Please clarify where the RFP requests this information and from what State?
- A. Refer to Pages 5 & 6, and Question 33 of the Mandatory Business Questionnaire. The Proposer should provide this information based on the Regional coverage being proposed. If proposing coverage for New England, Proposer should identify the disadvantaged businesses within that area with whom they have worked. PEs may identify further requirements regarding local preferences in their PA.

- Q. 7. In the Pre-Proposal Meeting it was said that Small/M/WBE partnerships are encouraged however there is no process in place. How can a Woman-Minority Owned IT Recruiting Firm sign on with a larger company participating in this project? What are the procedures required? Who can I work with to get our company involved?
- A. While the State is encouraging partnering between the larger companies and disadvantaged companies, we do not have a process or procedure in place in conjunction with this RFP.
- Q. 8. Can Proposers know the list of MSP/VMS providers that have downloaded the bid or intending to participate or prospective proposer list so that Proposers can approach them?
- A. There is no way to determine who has downloaded the documentation, nor was there an intent to propose requested. Therefore, a prospective proposer list is unavailable.
- Q. 9. Are the current seven contractors going to get grandfathered in the new system?
- A. The current contractors will not be grandfathered in.
- Q. 10. Can Proposers get a list of incumbent vendors?
- A. The incumbent vendors are available through the link provided in the presentation. This is also available on our State Contracting Portal at www.ct.gov/das.
- Q. 11. During the Pre-Proposal Meeting, the State mentioned using the GSA geographical areas for the 11 locations. Is the State intending to award one Managed Service Provider for each area, or is the State expecting that multiple MSP awardees could be made per area?
- A. The intent is to award one Contractor for each of the eleven geographical areas. The State and the Sourcing Team reserve the right to make the final determination at time of award based on the proposals received.
- Q. 12. RFP Overview Page 5: If one award per region is made, how will NASPO ValuePoint insure the awarded MSP has the capacity to implement in multiple States simultaneously?
- A. It will be the contractor's responsibility to ensure they have the capacity to implement multiple states simultaneously.
- Q. 13. RFP Overview Page 5. The Pre-Proposal Meeting made mention that there may be more than one award per geographic area. Please clarify how many awards will be made per geographic area?
- B. The intent is to award one Contractor for each of the eleven geographical areas. The State and the Sourcing Team reserve the right to make the final determination at time of award based on the proposals received.

- Q. 14. RFP. Overview. Pg5. Can a Proposer receive an award in more than one geographic area?
- A. Yes.
- Q. 15. RFP. Overview. Pg5. If there is one award per geographic area, how will the Lead State and NASPO make an award for a State like California with complex labor and union laws, for instance?
- A. Awarded proposers are responsible to ensure they meet local labor laws, regulations and policies for the jurisdiction in which service is provided under this agreement. PEs may include specific language regarding labor laws, regulations or policies as needed in their PA document.
- Q. 16. RFP. Overview. Pg5. If a Supplier is awarded a geographic area, is that Supplier obligated to accept any job requirement or SOW from a member in that region?
- A. Yes, if within the scope of the contract and if the public jurisdiction has an approved Participating Addendum.
- Q. 17. For the solicitation open for IT Vendor Managed Services in collaboration with State of ND, is it mandatory for the vendors to be registered in CT to submit a bid?
- A. Registration with the Secretary of the State of Connecticut is not required if not conducting business within Connecticut. However, registration within that state where business will be conducted may be required.
- Q. 18. Attachment 1. Sample Terms and Conditions: Are the T&Cs part of the scoring? Will non-acceptance of particular terms or conditions lower Supplier score?
- A. Attachment 1 will not be subject to scoring.
- Q. 19. Do Proposers need to bid every position title?
- A. Yes.
- Q. 20. Attachment 4 Pricing and Schedule; Can the State please provide labor category descriptions?
- A. Yes. This information will be forthcoming through an addendum to the RFP to be posted within seven business days.
- Q. 21. Attachment 4 Pricing and Schedule: Can the spreadsheet be altered to include additional tabs and columns for each region?
- A. Please submit separate Pricing Schedules (spreadsheets) for each region proposed.

Q. 22. Is the VMS Service Fee to be enumerated in Attachment 4 separate and distinct from the all-inclusive VMS Fee to be submitted to purchasing entities?

A. No.

Q. 23. Can the VMS Fee enumerated in Attachment 4 be quoted as a percentage of billing instead of a fixed dollar amount?

A. The VMS fee must remain as a fixed hourly rate to enable states prohibited from using *cost plus contracts* to participate.

Q. 24. Statement of Qualifications: Completed Projects: Please clarify the definition of '*completed projects*'?

A. In regards to this RFP, a completed project would mean a successful implementation of a VMS and ongoing associated services.

Q. 25. RFP Additional Terms and Conditions Page 16: Is the NASPO fee (0.25%) the only source of revenue for this program for NASPO?

A. Yes.

Q. 26. RFP Guide to Electronic Proposal Submissions Page 4: Is there a file size limit for documents that are to be uploaded?

A. The limits are 200 MB with a 20 min timeout.

Q. 27. RFP Section 4 Page 4: Insurance Accord Certificates: Are these to be completed after award?

A. Yes.

Q. 28. RFP Overview Page 5: Is Participating Entity obligated to use the contract awarded in their region, or can they use any of the awarded contracts?

A. PE's should only use the contract/contractor awarded in their region.

Q. 29. RFP Overview Page 5: How do Participating Entities choose the NASPO/ValuePoint IT Vendor Managed Service contract over other contract vehicles available to them in their state?

A. The answer would be different for each PE using the resulting contract.

Q. 30. RFP Overview Page 6: Does the Lead State receive revenue from Participating Entities?

A. No.

Q. 31. RFP NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: *“To be eligible for award, the Offeror agrees, by submission of a Proposal, to cooperate with NASPO Value Point and SciQuest (and any authorized agent or successor entity to SciQuest) to integrate its presence in the NASPO Value Point eMarket Center either through an electronic catalog (hosted or punchout site) or unique ordering instructions. Refer to Section 11 of Attachment 1. Those terms and conditions require as a minimum that the Offeror agree to participate in development of ordering instructions. Proposer shall respond how they can support the eMarket Center in the Proposal through either a hosted catalog or punchout solution”*

Section 11 (4) of the Terms and Conditions states that this requirement is not required for the Contract. Please clarify if this requirement is to be met or not?

A. All contractors are required to meet the eMarket Center requirements. At a minimum, they will be required to have ordering instructions.

Q. 32. RFP. NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: Please describe what the integration requirements of the Supplier into the SciQuest eMarket Center are?

A. At a minimum, contractors will provide ordering instructions text to NASPO ValuePoint for placement on the eMarket Center. The preferred option and If contractors have the ability, they will have either a hosted or punch out catalog of their services available for ordering on the eMarket Center.

Q. 33. RFP. NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: Please detail any fees that are to be paid for inclusion in the eMarket Center tool?

A. There are no fees to the contractors to participate in the eMarket Center.

Q. 34. RFP Scope of Services, Page 9: Does the Lead State expect to build a business process to include not only Staff Augmentation, but also Statements of Work? If so, does the State plan to include fixed price Statements of Work or time and materials statements of work or both?

A. Statements of Work under this contract shall not include fixed pricing.

If the project is not based strictly on Position Title and hours, then the project should include an associated Statement of Work.

Q. 35. RFP Scope of Services, Page 12: The RFP states that the MSP fee shall be submitted as a fixed hourly rate. However, the NASPO ValuePoint Administrative fee is .25%. Since the Administrative fee is a percentage of the bill rate, if the MSP fee were a fixed hourly dollar amount and not a

percentage of the bill rate, the MSP risks operating at a loss on the engagement if the percentage of the bill rate becomes greater than the fixed hourly fee.

Please consider the MSP fee as a percentage to avoid this risk.

B. The VMS fee must remain as a fixed hourly rate to enable states prohibited from using *cost plus contracts* to participate.

Q. 36. RFP Scope of Services, Page 12: If NASPO ValuePoint makes one award per region, how will they insure the awarded MSP has the financial capacity to handle the cash flow required to pay suppliers for the volume of transactions that may result from the larger regions? The requirement states that suppliers are paid regardless of payment from the State.

A. It is the responsibility of the contractor to ensure they have the funding capacity.

Q. 37. RFP Selection Criteria Page 18: What determines pass/fail criteria?

A. A Proposer must submit all necessary documentation and signatures in order to pass.

Q. 38. RFP Selection Criteria Page 18: Please describe the expected participation of Small/Minority Business Enterprises for the Lead State?

A. Proposals will be scored in part on their participation with disadvantaged companies within the region services will be performed.

Q. 39. RFP Selection Criteria Page 18: Will the Lead State evaluation committee include evaluators from the other geographic regions, participating entities, and/or NASPO?

A. Yes. The Sourcing Team members represent Delaware, Nebraska, New Jersey, and Indiana, in addition to Connecticut.

Q. 40. RFP Page 18, Selection Criteria, A "short list" has been provided without a ranking or weight on each factor. Can the state please specify a percentage or point ratio for each factor?

A. The State of Connecticut does not publish the percentages or point ratios for each criteria listed.

Q. 41. RFP Page 18, Cost: How will cost be evaluated? Will the state be assigning hours to calculate a total evaluated price? If so, can the state please provide hours by labor category?

A. Cost calculations are based on a formulas that take into consideration the lowest rates proposed for each Position Title and the VMS fee.

Q. 42. RFP Page 19, Proposal Requirements; "The administrative percentage(s) quoted by the Proposer must remain fixed during the term of the Contract unless the fee is reduced." Is the

administrative percentage(s) in reference to the NASPO fee? Are offerors required to propose an admin fee? Can the state please elaborate?

- A. The administrative percentage was in reference to the VMS fee. The language has been revised to "The VMS fee..."

Q. 43. RFP Section 4 Page 19: Please confirm if the implementation plan is only for the Lead State or if it is to be at the geographic area level which includes the Lead State?

- A. The Implementation Plan would be for each geographical region the Proposer is submitting a response.

Q. 44. RFP Section 5 Page 20: Proposers have reviewed the applicable State law regarding Confidentiality and understand the signed commitment by those personnel assigned to the RFP to maintain all confidential information as securely as possible. Please can the State confirm that any questions Proposers respond to and redact in a submitted redacted version of the proposal via the CONFIDENTIAL AND PROPRIETARY INFORMATION, will not be made public?

- A. All submitted proposals are a matter of public record. Only items identify as a trade secret in the proposals will be kept confidential. The entire proposal cannot be identified as a trade secret.

Q. 45. Mandatory Business Question #96 – What is meant by "Can my company submit interview questions for IT Professionals in order to play a part in the selection process?" To whom would interview questions be submitted? Is the PE planning to conduct their own interviews?

- A. PE's may request to conduct their own interviews of candidate(s), or request the VMS to ask specific pertinent questions as part of the selection process.

Q. 46. Mandatory Technical Question #90 – Is drug screening a requirement for any or all PE's?

- A. Some PE's may request drug screening.

Q. 47. As this procurement is for a company to provide services, not a product for PE's, what is meant by:

Mandatory Technical Question #141 –listing your company's most recent Product milestones?

Mandatory Technical Question #166 –requesting a quantity of software bugs discovered in the last 12 months after release for user testing?

Mandatory Technical Question #167 –requesting a quantity of software bugs discovered in the last 2 years after release for user testing?

Mandatory Technical Questionnaire, Page 18 –the table for service performance results with levels that seem focused on software bugs?

- A. An integral part of providing these services would be the Vendor Managed System (software product) the Contractor(s) will be using.

- Q. 48. Can a Company submit a No-bid response to an RFP issued under this contract?
- A. An RFP would not be issued under this contract. Rather, an SOW would be issued. And no, a Contractor awarded would not be able to “pass” on the SOW, unless it was outside the scope of this contract.
- Q. 49. What additional data does the State have for states that have indicated their desire to partake in the program but did not provide spend level? Can Proposers get their spend levels? Does the State have breakdowns of hours worked by job descriptions?
- A. This information is not available by all participating states.
- Q. 50. What are the key issues facing the states that have said they would like to partake in the program? Can Proposers get a breakdown by state?
- A. That information is not available.
- Q. 51. Some questions seem to suggest that the State intends to have the MSP conduct interviews? Is this the wish of all participating states? Does the State have concerns around neutrality as some companies are also staffing providers?
- A. See answer to Question 45. The MSP is expected to obtain the best qualified candidate at the lowest price, who is also available for the necessary timeframe. And yes, neutrality is a consideration in this RFP and resulting contract.
- Q. 52. Can the State describe the contracting process for states other than CT? Who manages the process: CT, NASPO, the MSP? How are state specific needs addressed in this type of procurement/changes to terms and conditions?
- A. Each individual PE has its own contracting process in place. The overall contract will be managed by the Sourcing Team, the Lead State and NASPO, jointly. Individual States’ specific needs will be addressed in their Intent to Participate.
- Q. 53. Are rates fixed for the duration of the contract, e.g. if a contractor is placed at \$100 per hour in 2017, will it be fixed at \$100/hr through 2020? How will cost of living and other increases be managed?
- A. Yes – rates are to remain fixed throughout the contract.
- Q. 59. RFP with Attachments, Page 12: *The Contractor will invoice the PE directly for the work performed, under the established rate caps set forth in The Price Schedule. At the same time, the Contractor shall pay the supplier, less The VMS Fee. Contractors shall not delay supplier payment based on PE’s payment of invoice.*

Does this mean that Contractor shall pay its supplier irrespective of the payment remittance status from PE while from transactional point, it is always after we receive the payment form PE, we can pay the supplier?

- A. Yes, this does mean that the Contractor shall pay its supplier irrespective of the payment remittance status from PE.

Q. 60. RFP with Attachments, Page 12: *Delivery shall be per the final Contract Deliverables Document*

Will deliverable documents be common across all States or changes from project to project and between states? Also, when will this information be shared with the shortlisted Contractor?

- A. See answer to Question 62.

Q. 61. RFP with Attachments, Page 13. *The Contractors shall submit quarterly sales reports directly to NASPO Value Point using the NASPO Value Point Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>.*

Will NASPO create a user account for shortlisted contractor to submit these quarterly sales reports? How is this tool configured? Will there be an initial training on this portal usage?

- A. Each contractor will receive a user name and password to access the reporting tool. Training on how to use the tool will be provided at the contractor kickoff meeting.

Q. 62. RFP with Attachments, Page 23. *The services are set forth and described on the attached Exhibit 2 (TBD) and related pricing on the attached Exhibit 4 (TBD).*

At what phase of the RFP process does a contractor get access to Exhibit 2 and Exhibit 4. Are these exhibits unique for each opportunity or different?

- A. The documents referenced are finalized at negotiations and are based upon the individual proposals submitted by the successful vendor(s).

Q. 63. Attachment 8, Usage Page 1 of 3. What do the numbers in Columns 2013 to 2016 signify? Do they represent the staff count projection from each state?

- A. The numbers in Attachment 8 denote actual hours worked within the Position Title for that year.

Q. 64. Is there any way a State could use the Contractor(s) from other geographic areas if a technical skillset is not adequately available from the local Contractor(s)? There are some specialized skillsets that may be difficult to obtain locally, and perhaps are more concentrated on the West Coast or elsewhere?

- A. No. However, the Contractor should be able to acquire that skillset outside of the geographical region. Also, if a new or emerging skillset not listed on the Schedule, it may be added per resulting Contract and PA language.

- Q. 65. While it is understood from the Q&A there is a reference to “On-Site Hourly Rates” in the RFP, is there anything specifically prohibiting an individual state from utilizing these rates for off-site work? In other words, can an individual state waive the on-site requirement?
- A. No, the on-site could not be waived.

- Q. 66. Are Proposers required to have responses in a single document, or can multiple documents be submitted?
- A. It would be most beneficial to upload documentation as separate files, with clear file names (i.e. Pricing Schedule, Business Questionnaire, Technical Questionnaire, etc.).