

Information Technology Resource Support Services

June 18, 2014

Q: We can provide a 10% surety (performance bond) on the anticipated amount. However, this provision also states that any subcontractors, presumably should also include the same performance bond. Since the contract vehicle will be an agreement with Allegheny County DHS and the winning vendor(s), would it suffice if the winning vendor provides a single 10% surety (performance bond)?

A: Yes, only the vendor that directly contracts with DHS would be required to provide the surety bond.

June 16, 2014

Q: In the proposal instructions on page 11 of the RFP, one of the section headings is “3. Budget and Budget Narrative on one page”. Given the amount of information requested in this section, would DHS accept a response that spanned more than one page for the “Budget and Budget Narrative” section in order to completely fulfill the RFP’s requirements? The overall response would still adhere to the maximum limit of 20 pages.

A: Yes

Q: Is there a budget allocated? If so, may the figure be disclosed?

A: There is not an allocated budget for this RFP.

Q: What technology experience is required for the Application System Architect role?

A: Please refer to Section III- Background page 6 of the RFP for related technology experience. The Application System Architect candidates need to be experienced in all phases of the Software Development Life Cycle.

Q: Can a Word copy of the RFP be obtained so that forms can be extracted easily for submission?

A: A Word document of Appendix A and Appendix B will be placed on the RFP web page.

Q: How many vendors will be selected as part of this RFP?

A: We will select the number of vendors that we believe will best meet our needs based on their submissions.

Q: Can a vendor select profiles in Appendix C from which they can bid?

A: Yes

Q: On Page 7, under Scope of Services, 3rd bullet point asks for Compensation by assignment. How are you looking for this information to be depicted? Can this information be shared on an excel spreadsheet?

A: Depicted not in a rate, but as total compensation by assignment. Please see Section IV Scope of Services for the types of costs that should be included in your compensation information.

Q: In the Q&A update it says there are no bonds necessary for this bid but the solicitation references a Surety Bond under the insurance section. Our question is if we have proper documented coverage then does that mean the Surety Bond is also not required? If it is required is it something put in place once selected or do you need something submitted with proposal?

A: It does not mean a Surety Bond is not required. A Surety Bond is required upon entering into an agreement with DHS.

June 13, 2014

Q: The budget and budget narrative is limited to one page yet requires the budget and an overview of current finances. The finances must include an audited financial statement from the most recent year by a certified auditor. For our company, that audited statement is 18 pages long. Do you want to see the entire audited statement as an attachment or do you want to see an overview on that one page and have the audited statement available for review if necessary?

A: You may provide the audit as a supplemental attachment.

Q: Do you allow the use of 3rd parties?

A: We can accept subcontract assignments as long as they don't exceed our payment cap

Q: Can we submit our proposal using front and back of pages?

A: Yes you may submit your proposal using front and back pages; doubled sided pages will count as (2) two pages.

Q: How would you like us to represent proof of an existing pool of candidates? Can this be in form of placed skill sets, or are you looking for resumes?

A: However you define your pool of candidates is left to your discretion. You must be able for fulfill any request made by DHS in a timely manner pursuant to the RFP.

Q: As indicated as response format on page 11 of RFP and there is a total page limit of 20 pages, we consider that detailed resumes are not required to be submitted with response. Is this correct?

A: However you define your pool of candidates is left to your discretion.

Q: Are there any incumbent vendors serving this contract or RFP?

A: Four (4) assignments are currently occupied by contractors through current vendors. The other assignments are currently open.

Q: What is the anticipated start date for this RFP?

A: Please refer to Section XII of this RFP

Q: Can we suggest the resource mix for a certain resource pool? For instance, you have 4 Business Analyst positions listed, would we be able to suggest a more senior person as a team lead and less senior individuals to make up the rest of the team?

A: You may suggest a resource mix.

Q: Following the award of the contract what is the criteria for renewal? What is the review process and parameters?

A: Option to renew will be based on performance and funding resources.

Q: Will there be a COLA/Increase in resource rate for renewal?

A: Not automatic, but considered based on funding resource availability.

Q: The RFP states in two places: This Request for Proposal contains requirements for Vendors to assist the County in meeting its M/W/DBE goals. Therefore, Vendors must document their plan or good faith efforts to meet those goals. The M/W/DBE Participation Statement is required with proposal submission. See the MWDBE required documents. Where are the specific goals located in the RFP? Where is the M/W/DBE Participation Statement located in the RFP? Where are the MWDBE required documents located in the RFP? In what section of our response does this information belong?

A: All documents pertaining to M/W/DBE can be obtained from the RFP web page. M/W/DBE documents should follow the appendices.

Q: In the Executive Summary, item c states: Provide the total compensation amount for the resource support services to be provided. Is this amount to be based on the contract start and end dates of September 1, 2014 through June 30, 2015? In other words, a 10 month term?

A: Yes, since we expect to begin this contract after the start of the contract year, the RFP is written to coincide with our contract year.

Q: Since the Executive Summary is limited to one page, can we provide our EEO policy in another section of the response and point to that section in the Executive Summary? If yes, in what section should we provide our EEO policy?

A: Include as a supplemental Exhibit A.

Q: Our current audited financial statement alone exceeds 20 pages. Can this be excluded from the 20 page limit or can a statement verifying we have this information suffice?

A: Yes, include as a supplemental Exhibit B

June 11, 2014

Q: Since you are not looking for an hourly rate, are you looking for a total cost to DHS that would include 10 months' worth of staff salary (Sept 1 - June 30); the contractor's markup applied to that salary; travel expenses if applicable; cost of training; cost of benefits package; and administrative costs for all positions we are proposing to supply?

A: Yes, the compensation breakdown is a requirement for this proposal submission. If not received, the evaluation review will reflect this requirement as missing. Please see Section IV Scope Of Services for the types of costs that should be included in your compensation information.

Q: If so, can you specify what training DHS expects for the new staff so that we may account for it?

A: Training expense that is broken out from the contractors mark-up based on the training needs of each particular candidate.

Q: Will travel between sites likely be required of these staff members, and how much? If not, what travel expenses are you referring to?

A: Travel expense that is broken out from the contractors mark-up based on the travel needs of each particular candidate and the location of the assignment as Pittsburgh, PA.

Q: Will DHS accept resources who are not W2 employees of the contractor, but rather are employees of subcontractors (whose salaries and benefits the contractor cannot directly control)?

A: DHS will accept these resources. However, the Scope of Services section on page 7 of the RFP needs to be addressed in the proposal.

Q: It is difficult to estimate the fully burdened cost for staff that have yet to be recruited, and without knowing the length of the assignment (as the RFP states they can range from 1 month to 1 year or longer). Can we provide a monthly "not to exceed" budget for each position (which can then be multiplied by 10 for the term of the contract), which may change depending upon the assignment needs, but may not be exceeded?

A: No, do not provide a monthly budget but estimate cost based on a 10 month assignment, for each position, factoring in the typical training and travel based on the position and location of Pittsburgh, PA as the assignment.

June 9, 2014

Q: What type of bond and in what amount is required when submitting?

A: There is no bid bond required as a part of your submission. However, please keep in mind the DHS insurance requirements referenced in the RFP as a part of contracting with Allegheny County.

Q: As on Page 10 it is mentioned that **“In addition to the hard copy, Vendors may submit an electronic copy via email.”** We would like to know if we send our proposal via email before June 23, and if our hard copy gets delayed will our proposal be considered?

A: Responses are required to be submitted via hard copy and postmarked on or before the due date and time. The electronic version only serves as a function to distribute the response to members of the evaluation team.

June 3, 2014

Q: The RFP states that there are 16 position titles and backgrounds desired and 24 individuals needed. Are these positions currently occupied by contractors through current vendors?

A: Four (4) assignments are currently occupied by contractors through current vendors. The other assignments are currently open.

Q2 Having supported large municipalities such as Westchester County in New York as one of their primary vendors for over 18 years; I am familiar with the transition cost associated with replacing current contractors. Will this play a major role in the decision process and if so how many current vendors are supplying the contractors that are there now.

A: Currently one vendor is providing four assignments. If transition costs become necessary, it will be addressed at that time. We do not anticipate that to be an issue.

Q: Our experience has always been supplying staff augmentation on a time and material basis with an hourly rate. Along with backgrounds requested is an hourly rate what you are looking for?

A: No. We are looking for all costs associated with a placement to include salary, benefits, travel, and training.

Q: This question might seem over the top but the contract states that the agreement starts on September 1, 2014 and ends June 30th 2015. Do the contractors take July and August off?

A: No. Our contract year begins July 1. Since we expect to begin this contract after the start of the contract year, the agreement is written to coincide with our contract year. Contractors do not take off July and August.

May 21, 2014

Q: We have 2013 financials that tie out to our corporate tax return which was prepared by an outside accountant; will these be sufficient to meet the requirement of "audited financial statement from most recent year by certified auditor"?

A: Yes, this will satisfy our requirement for audited financial statements.

Q: We are interested in pursuing this opportunity with DHS. I have one question if you can answer - are you looking to contract with one vendor or with multiple vendors for this RFP since the roles listed are a little diverse (HIPPA Security Officer, etc.) So is this a sole source agreement or a pool of multiple vendors with rate cards that could fill roles as they come available?

A: To achieve the coverage as described in the RFP, we are seeking a diverse pool of talent with multiple Vendors.

May 14, 2014

Q: If a bidder is a certified M/W/DBE, does this fulfill the M/W/DBE requirement, or are we still required to solicit M/W/DBE subcontractors?

A: Allegheny County has two separate goals of 13% MBE and 2% WBE:

- A certified MBE may utilize their company to fulfill the MBE goal but must conduct a good faith effort to utilize a certified WBE(s) to fulfill the WBE goal.
- A certified WBE may utilize their company to fulfill the WBE goal but must conduct a good faith effort to utilize a certified MBE(s) to fulfill the MBE goal.
- A firm certified as both an MBE and a WBE may fulfill the MBE **or** WBE goal but not both and would need to conduct a good faith effort to fulfill the other goal.

Q: Is it a requirement to be a M/W/DBE company? We are a small company with about 35 employees located in Wexford, PA

A: An organization or business does not have to be an M/W/DBE to become an Allegheny County provider or vendor. Providers as well as vendors are required to make a good faith effort to fulfill the County's 13% MBE and 2% WBE goals. Only the utilization of certified M/W/DBEs may count toward the fulfillment of these goals.