



State of Delaware
DEPARTMENT OF TECHNOLOGY AND INFORMATION
William Penn Building
801 Silver Lake Boulevard
Dover, Delaware 19904

March 28, 2008

REQUEST FOR PROPOSAL
for
PROFESSIONAL SERVICES

CONTRACT NO. DTI-08-0013
TECHNICAL STAFFING AND SERVICES

AMENDMENT #1

All Offerors:

RE: Amendment #1, DTI-08-0013, Technical Staffing and Services

The following changes apply to this RFP:

The Questions and Answers that are attached are, hereby, incorporated into the RFP effective today. Please indicate in your proposal that you acknowledge receipt of this amendment.

No other changes.

Sincerely,

Michael J. Sabol, CPPB
IT Procurement Officer
Ph: 302-739-9683
or
mike.sabol@state.de.us

: mjs
Enclosures

Amendment 1

Technical Staffing and Services RFP Questions and Answers

1) I am interested in bidding on Technical Staffing and Service, Contract No. DTI-08-0013 what is the correct process since I have never bid on one before?

Follow the instructions in the RFP.

2) Are these all 40 hour per week contracts?

All different time frames are required.

3) How many requests per year do you expect to acquire through this contract?

Unknown

4) How many vendors do you plan to award this contract?

Unknown

5) Any consideration for small businesses?

There are no set-asides for small or minority business in Delaware.

6) Is there an incumbent?

Yes, there were 43 incumbent vendors.

7) Reference Sec 5.2.5 Evaluation Criteria. It states 10 points allowable for geographical proximity to the vendor, States accessibility to the employees. How critical is it for the vendor to have an actual office in the State of DE? Would offices within 11 miles from the DE State Line such as West Chester , PA and Kennett Square, PA be satisfactory to realize the 10 points in the evaluation scoring?

The vendor location is only 10 points of the entire evaluation. The CRC evaluation team will determine the score for each bidder as they see fit.

8) Is the subject RFP for onsite staff augmentation only, or will project-based work be offered as well?

This RFP covers both. The project based work must use the RFP job categories and hourly rates that are awarded to the contractor.

9) Once the State has entered into contracts with successful vendors, it is unclear how broadly the State may "cast its net" to procure services through this vehicle. Paragraph 7.13 on page 15 of the RFP (Work Authorizations) indicates that agencies may limit competition to a few vendors or possibly even sole source. Will any task orders be competed to all approved vendors?

Possibly, but this is not usually done because all vendors may not have the award for the specific category being requested.

10) Will any task orders be issued as limited competition (restricted to Delaware-certified small businesses, for example)?

Possibly, there might be limited notification of a need. SBE's do not receive special consideration in Delaware

11) Will State agencies be permitted to sole source requirements to selected vendors?

Yes, this is the purpose of this RFP. This is a multiple award RFP. The end user may select only one vendor to perform work based on this RFP or may request many quotations as their needs require.

12) Will the specific agency requesting the service make the decision as to which vendors may be invited to bid?

Yes.

13) Will DTI have any influence?

Only in a consulting role.

14) Are there guidelines set up to maintain a level field of competition?

This RFP is being issued under Title 29., Chapter 69 of the *Del. Code* and, by definition, we are legally required to maintain a level playing field for all bidders.

15) On page 6 of the RFP, under paragraph 3.3.3 (Economy of Preparation), the State emphasizes that bidders NOT use ring binders for their submissions. Are we to assume that the State wants bidders to package the single printed copy of the proposal unbound in an envelope, or are binding methods such as GBC comb binding acceptable?

Any flat binding method, such as GBC, is acceptable.

16) Once the State has entered into contracts with successful vendors, how will vendors be notified of opportunities?

The awarded vendor(s) are expected to maintain contacts within the various State Agencies that use this contract.

17) Will email notifications be sent out or will the vendors have to regularly monitor a State Web Site to view opportunities?

The awarded vendor(s) are expected to maintain contacts with the various State Agencies that use this contract in order to generate opportunities. The State does not maintain a web site for these opportunities.

18) Does the State have any plans to implement a Vendor Management System?

We currently only have a Vendor Registration System in place.

19) On page 7 of the RFP, under paragraph 4.1 (Minimum Requirements as required in the RFP), subpara 4.1.3 notes "Requirements of the Offeror." This phrase is unclear. Can you please provide clarification?

The section is out of order. The section that starts with, "The purpose of this...", should immediately follow 4.1.3. Section 4.1.4 should come after the last bullet point in 4.1.3.

20) On page 50 of the RFP, under Section B (Requirement of Contract Bond), paragraph 5(a) specifies a bond "...in the amount of 100% of the total contract award or as otherwise provided in the Special Provisions." Please confirm that this requirement is overridden by paragraph 7.5 (Surety Requirement) on page 13 of the RFP. Likewise for paragraph 10 (Bid Bond) of Section A – General Provisions on page 48 of the RFP.

Per the statement in bold on page 45, the Special Provision always supersedes the General Provisions.

21) On page 7 of the RFP, paragraph 4.1.2 (Professional Liability Insurance), no mention is made of specific coverage amounts required. Can the State provide specifics of the types of business coverage and amounts of insurance required of bidders?

The specific Insurance requirements are listed in section 6.7.

22) What constitutes a certified CD? In other words, if I run my own virus program on the CD and put the date and version and sign a written document create by me quoting the disk is clear of virus... does that certify the CD.

Yes.

23) Are you looking for a company to provide services for all of the staff position posted or may I bid on one or two of the requested position?

The preference is to have a "one stop shopping agreement," however we will accept proposals for as many or as few positions offered by your firm.

24) Does your office or affiliate offers a way to validate all documents for the RFP before submittal?

No, please follow the instructions in Section 3.4 and this Amendment 1. Each vendor is responsible to ensure that their response is complete and accurate.

25) Page 6, Paragraph 3.3.3 – "Do not use ring binders." Are coil binders acceptable? What is the State's preferred binding method?

See 15) above.

26) Page 6, Paragraph 3.4 – Order of Documents in Vendor Proposal: this order is inconsistent with the order of items presented in Section 4 on page 7 under "Required Information." Where should the information listed in Section 4 be placed within the list of items in Section 3?

List them in the Section 2. area on page 6.

27) Does this section refer to the "Required Information" listed in section 4 on pg. 7? If so, then how can we agree to the RFP in total?

If you agree to all terms and conditions, state that in one sentence, then you do not have to agree separately to each and every clause in the RFP. We are trying to limit the size of each bidder's response; that's all. Plus, you must submit all required information, in order to be considered responsive to this RFP.

28) What is the exact order that all of the documents should be placed in? Some of the instructions are contradictory.

Follow the order stated in Section 3.4, page 6.

29) Is a Delaware Certificate of Formation the same as a Delaware Business License? If so, where is the license number located?

No, the State requires a Delaware Business License prior to any vendor doing business in Delaware. The business license is not required to submit a proposal.

30) We understand this to be an opportunity to get onto the preferred vendor list for the State of Delaware and that this RFP is a master agreement covering both staffing and project work. Will a response to the RFP be considered if it were only to provide deliverable/project based services where the vendor is accountable for delivery of the overall project?

There is no "preferred vendor" status in DTI. Once the award for this RFP is made, each awarded vendor becomes a contractor to DTI.

This is not a "project based" RFP. Each project may only use the awarded job categories and hourly rates when submitting a proposal for any requested project-type activity.

31) Are there published metrics identifying annual number of proposals and their dollar value across Client Server and Technology Specialist projects?

See 3) above.

32) Can you quantify the frequency and dollar amount the State has purchased technology services using this contract vehicle?

See 3) above.

33) What specific Divisions/Agencies have used (or are planning on using) this contract vehicle to procure technology services?

Various State Agencies, as well as numerous DTI Teams, have used this RFP.

34) What dollar amount is typically spent using this contract vehicle?
Are there any spending thresholds?

See 3) above. Once this RFP is awarded there are no spending thresholds.

35) Can we include escalation for option years beyond the initial contract term?

Any escalation may be proposed at renewal time, but DTI is not required to accept the increase.

36) Can you describe the process in which technology services are provided under this contract vehicle?

See Section 7.13.

37) Will State agencies using this vehicle issue Task Orders to all or selected qualified vendors?

State Agencies will always issue Purchase Orders to implement the specific requirements based on this RFP prior to any work being performed.

38) How are vendors notified that a task order has been released?

A contractor may be requested to provide a quotation. It is important that each awarded contract vendor maintain its own network of contacts within the State.

39) Can vendors contact State agencies to inform them that they have been selected for one or more categories?

Yes, it is important that each awarded contract vendor maintain its own network of contacts within the State.

40) SECTION 1.3.1: Some of the positions that appear in the Mainframe section do not appear in the Client Server that seem like they should. I. E. Systems Analyst, Project Leader Data Modeler. Database Administrator and Storage Management Specialist. We may have people with these skills in the Client-server environment but have no Mainframe experience. Do they qualify for this contract?

Submit your response for only the job categories as shown in the Appendix A of the RFP.

41) SECTION 1.3 AND 1.4: Are you looking for a resume from us for each position? We were concerned about your requirement that the proposal be prepared economically?

It is not our intent to receive a résumé for each job category.

42) Please clarify the clause regarding off-shore work relative to what work can and cannot be done (pgs 7, 15, 17)?

The referenced clauses are sufficient for the purpose of this RFP. We have no further clarifications.

43) Questions in reference to "Section 7.38 – State Employment of Temporary Personnel" Does the State of Delaware require that consultants be residents of the state (pg 22)?

Your reference to Section 7.38 does not match your question. No requirement for residency is made anywhere in this RFP.

44) Can we provide an H-1 consultant for the appropriate staffing requirements or do all candidates need to be U.S. citizens (pg 22)?

Yes, you may.

45) What are your processes and requirements for consultant screening (ie, drug testing and background checks.) (pg 22)?

This process is outside the scope of this RFP request. See Section 7.3.

46) If a person gets converted to FTE, are we required to perform additional screening / background checks and / or is Delaware required to perform additional screening / background checks (pg 22)?

That is a separate process outside of the requirements of this RFP. If a person is hired by DTI, DTI will request the screening of the potential employee.

47) What does the conversion process (consultant to FTE) entail (pg 22)?

That is a separate process outside of the requirements of this RFP.

48) What is the current mix of full time employees and consultants employed by the State of Delaware (pg 22)?

Unknown.

49) Under a subsection of 7.38, the following paragraph appears: "Vendor will waive any separation fee provided an employee works for both the vendor and hiring agency, continuously, for a 3 month period and is provided thirty (30) days written notice from the agency of intent to hire. Notice may be issued at second (2) month if it is the State's intention to hire." Based on this clause, what is the percentage of conversion from consultant to FTE from the past contract period (pg 22)?

Unknown.

50) It states on page 9, section 5.2.5 – "The following criteria shall be used by the CRC to evaluate proposals:

- Capacity to meet the requirements in the scope of work, as demonstrated by the number and qualifications of personnel and other resources (please highlight experience in the specific platforms identified). 20 Points"

Will you please advise what section of the RFP addresses this evaluation criteria and what the CRC is looking for the vendor to provide to satisfy this criteria?

See Appendix A.

51) Do MBE/WBE companies receive any type of consideration during the evaluation of the RFP?

See 5) above.

52) Page 6 and 7, Section 3.4 Order of Documents in the Vendor Proposal

Page 7, Section 4, Required Information

Section 3.4 does not state what Section (1-8) the Required Information for Section 4 should be located in. Will you please advise if the Required Information in Section 4 should be included in the Order of Documents or if it should be separate and labeled "Required Information"?

It should be provide in Section 2 and labeled Required Information. Also see 26) & 27) above.

53) Regarding the pricing, should we provide a separate min/max rate section for offshore resourcing?

We do not require offshore resourcing to be listed separately.

54) Can we add categories/job titles and high/low rates for functional areas not covered?

Only bid the job categories listed in the RFP.

55) Can a bidder request that a state wave its 100% surety bond requirement?

There is no requirement for this as stated in Section 7.5 of the RFP.

56) Questions in reference to "Appendix A". The following positions do not list years of experience:

Mainframe Specialist

- Programmer Analyst
- Data Modeler
- System Control Specialist
- Lead Computer Operator
- Lead Output Management Specialist
- Storage Management Specialist
- Project leader
- Data Administrator
- Computer Operator
- Output Management Specialist
- Production scheduler
- System Administrator

Client Server Specialist

- E-commerce Analyst
- Business Analyst
- Technical Writer
- Service Support Specialist (Help Desk Technician)
- Service Support Administrator (Sr. Help Desk Technician)
- GIS Programmer Analyst
- IT Project manager

Any clarification on years of experience for these positions would be greatly appreciated (pgs 24-39)?

See Sec. 1.3.3. and use this general requirement. The range of hourly rates for each category should be reflective of minimum qualifications (2 years) to maximum qualifications (4 or more years) within each specialty.