

June 20, 2012

TO: ALL OFFERORS

FROM: CARMEN HERRERA
IT PROCUREMENT OFFICER

SUBJECT: ADDENDUM #1 TO REQUEST FOR PROPOSAL - CONTRACT NO. DTI12202-ITSTFF_SVC, INFORMATION TECHNOLOGY PROJECT STAFFING

ADDENDUM #1

This Addendum is to advise all Offerors of the following:

1. The first bullet on RFP section I. Overview is amended to replace *“briefly summarizes the proposing firm’s interest in providing the required services; and”* with the following: *“be on company letterhead and signed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Department of Technology and Information; and”*
2. RFP section IV.D.5.f. Insurance is amended to include the following:
 5. Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certification holder is as follows:

**IT PROCUREMENT OFFICER
CONTRACT #DTI12202-ITSTFF_SVC
DEPARTMENT OF TECHNOLOGY AND INFORMATION
801 SILVER LAKE BLVD
DOVER DE 19904**
3. RFP section IV.D.5.ff. Standard Practices is amended to include the following:

Enterprise Standards and Policies may be found at <http://dti.delaware.gov/information/standards-policies.shtml>.
4. IT Projects Job Titles and Descriptions in Appendix A are amended to delete the Senior Technical Architect Specialist (STAS1, STAS2, STAS3) job description. No correction is necessary for the hourly rate sheets in Appendix C.

5. IT Projects Job Titles and Descriptions in Appendix A are amended to include:

Senior Business Subject Matter Expert

The Senior Business Subject Matter Expert (SBSME) brings proven experience from related businesses or organizations as well as system integration and technology experience. They consult with the client to define needs or problems, conduct research, perform studies and surveys to obtain data, and analyze problems to advise and make recommendations on business and technical solutions based on hands-on experience solving similar business problems. They are able to utilize knowledge of theory, principles, or technology of specific discipline or field of specialization.

SBSME1

Years of Relevant Experience:	More than 10 years
Preferred Education	4 year college degree in computer science or a related field with advanced study preferred; certifications
Role Description	<ul style="list-style-type: none"> • Consult with executive-level stakeholders to define business need or problem; conducts research, performs studies and surveys to obtain data; and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization. • Require knowledge in computer programming and other related technical fields as well as extensive experience in a particular business or industry subject matter. • Conduct study or survey on need or problem to obtain data required for solution. • Analyze data to determine solution, such as installation of alternate methods and procedures, changes in processing methods and practices, modification of machines or equipment, or redesign of products or services. • Advise client or department heads on alternate methods of solving need or problem, or recommends specific solution. • Require experience providing consulting services to governmental entities. • May be designated according to field of business and technical specialization.

No correction is necessary for the hourly rate sheets in Appendix C.

6. Written questions and answers are attached.
 7. All other terms and conditions remain the same.

Questions and Answers:

1. My company has skills in some, but not all job categories. Would you consider a bid that covers a subset of the job categories?
 - a. While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.
2. The RFP mentions deliverable-based billing. Will vendors be responsible for planning and overseeing the activities of temporary IT staff working under this contract? In other words, should our rates include the overhead of a project manager?
 - a. No. Per Appendix A, DTI is requesting rates for job titles such as Project Manager, Planning Manager and Project Management Specialists.
3. Is this a contract vehicle to be used in lieu of the current CAI contract? Will that contract be going away?
 - a. This is intended to replace the DTI Technical Staffing and Services contract #DTI-08-0013 used for project work. For staffing purposes, DTI uses the I.T. Staff Augmentation Services contract #GSS11597-IT_SERVICES.
4. Section 5. General Contract Terms; Paragraph t. Project Work Authorizations; Page 24; Text: When a specific need for IT project staffing arises, the State will submit the business requirements and technical specifications to any of the approved Contractor(s) for estimates. The information submitted by the State will indicate whether the work is to be performed on-site, off-site or some combination of same. The requested contractor(s) interested in performing the required work shall submit a proposal, which must incorporate the business requirements and technical specifications.

Question 1: What are the historical or expected annual billable hours for all positions, in particular the following?

- Senior Project Manager (SPM1)
- Project Manager (PM1, PM2, and PM3)
- Organizational Change Management Specialists (OCM1, OCM2, and OCM3)
- Technical Writer (TW1, TW2, and TW3)

a. Unknown.

Question 2: What are the historical or expected annual billable hours for all positions, in particular the following?

- Senior Project Manager (SPM1)
- Project Manager (PM1, PM2, and PM3)
- Organizational Change Management Specialists (OCM1, OCM2, and OCM3)
- Technical Writer (TW1, TW2, and TW3)

a. Unknown.

5. "INFORMATION TECHNOLOGY PROJECT STAFFING", CONTRACT NUMBER DTI12202-ITSTFF_SVC, is this particular bid open for all the vendors? Can we respond to this proposal request?
 - a. This is an open competitive process, all interested Offerors may apply.
6. Is this RFP is only for vendors holding any particular State Term Contracts?
 - a. This is an open competitive process, all interested Offerors may apply.
7. Can you tell me how much was spent per year for the previous 3 years on this contract? How many companies were awarded staffing contracts?
 - a. Total annual spend is unknown. Initially, twenty-seven vendors were awarded contracts for DTI-08-0013.
8. Section Attachment 5; Paragraph Attachment 5; Page 37; Text of passage being questioned: List a minimum of three business references. Use a separate form for each reference and do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please list the contract. Question: Where, specifically, on the attachment, should the State contract be mentioned? Also, if a vendor has done business primarily with the State and listing State Employees is not permissible, what should a vendor provide? It seems counter-intuitive to list a State contract on the attachment and then to list references that have no relationship with that State contract.
 - a. Offerors should submit a separate form each non-State related business reference. If no subcontractors, will be used, no less than three separate forms should be included in each proposal. Offerors, who have not held, have previously held or currently hold State contracts may not list a State Employee as a business reference. Additionally, Offerors should submit one completed form with pertinent requested information for each State contract held within the last 5 years. As stated in IV.B.20. Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3.
9. Section II. Scope of Services; Paragraph: Information Technology Technical Staffing & Professional Services; Page 2; Text: General question regarding the scope;

Question1: When's the anticipated start date of the contract?

 - a. October 1, 2012

Question 2: What is the anticipated award date of the contract?

 - a. Prior to October 1, 2012.

Question 3: Are the individual staffing contracts budgeted by the individual Agencies? Does the administration of work effort go through DTI or the Agency?

- a. This contract is being issued by the Department of Technology and Information (DTI) for project work. This contract may be utilized by any State agency. Work will be managed in accordance with the project structure. For staffing augmentation purposes, DTI uses the I.T. Staff Augmentation Services contract # GSS11597-IT_SERVICES.

10. Section 5. General Contract Terms; Paragraph Project Work Authorizations; Page 24; Text: Entire section, including the following text ... Each proposal received will be reviewed by the State to determine if it meets both the business requirements and the technical requirements required.

Question 1: When the work is performed for an agency, is there dotted line reporting to DTI? How is the work managed/who owns the compliance to standards?

- a. Per the RFP Required Reporting, all awarded vendors shall furnish monthly usage reports and quarterly 2nd Tier reports. Work will be managed in accordance with the project structure. In accordance with IV.D.5.ff. Standard Practices, the Contractor shall be responsible for ensuring all services, products and deliverables furnished to the State are coordinated with the Department of Technology and Information and are consistent with practices utilized by, or standards promulgated by DTI found at <http://dti.delaware.gov/information/standards-policies.shtml>.

Question 2: Are processes in place to support standards in project charter, scoping and delivery?

- a. Yes.

Question 3: Does a methodology exist to provide guidance on project deliverables?

- a. Yes.

Question 4: Please help clarify whether you are intending this to be a consulting proposal that is "Statement of Work" oriented?

- a. The intent is to establish a time and materials contract for the staffing of technology projects which will be based on Statements of Work issued in the future on an as needed basis.

Question 5: Are all Work Authorizations intended to be Statement of Work based, or is a portion staffing oriented? Please share the percentage breakdown between staffing and Statement of Work needs?

- a. Work Authorizations are intended to be Statement of Work based.

11. Section ATTACHMENT 10 - HOURLY RATE SHEET 1 and 2; Tabs 1 and 2; Text: General question regarding the spreadsheet rows

Question 1: How many positions do you anticipated being needed on an annual basis for all the identified positions?

- a. Unknown.

Question 2: Are the positions contracted for a set duration of time, e.g., a year?

- a. Positions will be contracted in accordance with individual project start and end dates.

12. Section B. RFP Submissions; Paragraph 17. State's Right to Award Multiple Source Contracting; Page: 12; Text: Pursuant to 29 Del. C. § 6986, the State of Delaware may award a contract for a particular professional service to two or more vendors if the agency head makes a determination that such an award is in the best interest of the State of Delaware.

Question 1: How many vendors are you evaluating?

- a. At this time, DTI is unable to quantify as RFP proposals are not due until July 5, 2012.

Question 2: Will this RFP be awarded to multiple contractors?

- a. The intent is to award to multiple contractors.

Question 3: Do incumbent vendors have an advantage?

- a. This is an open competitive process.

13. Section C. RFP Evaluation Process; Paragraph a. Criteria Weight; Page 15; Text: Capacity to meet the requirements in the scope of work, as demonstrated by the number and qualifications of personnel and other resources

Question 1: If a vendor/partner has strong skills in a number of areas, but weaker skills in other areas, for example, Video, will this impact your scoring of their capabilities?

Question 2: If a vendor/partner has excellent skills in a niche, for example project management, does that have a positive impact on scoring of their capabilities?

- a. Per the RFP, all assignment of points shall be at the sole discretion of the Proposal Evaluation Team.

14. Text: Experience in providing services of this type and scope to the public sector. Question: Regarding the evaluation criteria, is private sector experience weighted differently than public sector experience?

- a. Per the RFP, all assignment of points shall be at the sole discretion of the Proposal Evaluation Team.

15. Text: 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)

Question 1: Regarding the evaluation criteria, are emerging skills more important than core of legacy skills? Question 2: If there are no staffing needs in a skill area, will this skill area be considered in the evaluation mix?

- a. Per the RFP, all assignment of points shall be at the sole discretion of the Proposal Evaluation Team.

Question 3: Which skill areas have no staffing needs?

- a. Unknown.

16. Section C. RFP Evaluation Process; Paragraph b. Sub-Contracting; Page 10; Text: Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. Questions: Can subcontractors be added and removed? What's the process to do that?

- a. Yes. Over the life of the contract, the primary contractor may add subcontractors by submitting the requested RFP information and remove subcontractors by written requests

17. Section; 5. General Contract Terms; Paragraph ii. State Employment of Temporary Personnel; Page 29; Text: 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.

Question 1: How often do you hire contract personnel from your partners? Please share a percentage or the history from the prior contract.

- a. Unknown.

Question 2: Is this information shared ahead of time, i.e., intent to hire?

- a. As stated in the text above, notice may be issued at second (2) month if it is the State's intention to hire.

Question 3: Are you willing to extend/negotiate the timeframe to employ?

- a. In accordance with section IV.B.20. Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3. Acceptance of exceptions is within the sole discretion of the evaluation committee or Procurement Officer.

18. Section III. Required Information; Paragraph A. Minimum Requirements #3; Page 3; Text of passage being questioned: Provide evidence of a Delaware business license or evidence of an application to obtain the business license. **Question:** Do the subcontractors have to provide evidence of a Delaware business license or evidence of an application to obtain the business license?

- a. No.

19. Who is the incumbent?

- a. All current contract vendors are listed in Addendum 5 at <http://dti.delaware.gov/information/vendors.shtml>.

20. Do you use multiple vendors?

- a. All current contract vendors are listed in Addendum 5 at <http://dti.delaware.gov/information/vendors.shtml>.

21. How many awards to you expect to make?

- a. Unknown

22. Section 2. Proposal Selection Criteria; Paragraph Criteria Weight; Page 15; Text of passage being questioned: 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) Question: Does the vendor have to meet all the requirements of the Scope of Services Details/ IT Projects Job Titles and Descriptions?

- a. While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

23. Section II Scope of Services; Paragraph 1; Page 2; Text of passage being questioned: "The Department of Technology and Information (DTI) seeks to establish a time and materials contract for the temporary staffing of Information Technology Projects (ITP)." Question: The solicitation document states that the RFP will result in a contract for "temporary staffing of Information Technology Projects (ITP)". Would Delaware please clarify the meaning of "temporary" in the context of the RFP? For example, what is the expected range of duration(s) of temporary staffing assignments under the resulting contract?

- a. Duration of deliverable-based projects will vary; however, individual project work authorizations should contain definitive start and end dates.

24. Section C. RFP Evaluation Process; Paragraph a. Criteria Weight; Page 15; Text of passage being questioned: "Offeror's geographical location and the State's accessibility to the Contractor's employees".

Questions: The State has assigned this criterion 10 points:

Question 1: What impact does the State envision the proximity of the offeror's geographical location and accessibility to contractor employees have on the offeror's ability to satisfy the State's RFP requirements? Question 2: Other factors being equal, will an offeror with a closer proximity to the State locations be evaluated more favorably than one further away? Question 3: Can the state give us any guidance on what is "close enough" to meet Delaware's proximity criterion?

- a. Per the RFP, all assignment of points shall be at the sole discretion of the Proposal Evaluation Team.

25. Section Appendix A; Paragraph 1; Page 45; Text of passage being questioned -Scope of Services

Question 1: Can the vendor propose rates for only a selected few profiles out of the list in Appendix A?

- a. While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

Question 2: What are the particular platform skills required for profiles like Programmer (.Net, Java..), DB (Oracle, SQL ...) etc? Will the platform expertise be mentioned in the statement of work post award?

- a. The skills required will vary for each project and be based on the job titles in Appendix A and skill matrix in Appendix B.

26. Section Attachment 8; Paragraph 1; Page 40; Text of passage being questioned – Statement by proposing vendor; Question - a)Can the vendor certified as M/WBE from their respective home states qualify under OMWBE?

- a. Vendors should use information in Attachment 9 to apply for OMWBE certification in Delaware.

27. Section Attachment 2; Paragraph 1; Page 34; Text of passage being questioned – Non collusion statement; Question - a)Can the vendor certified as M/WBE from their respective home states qualify select MBE option in the form?

- a. Vendors should use information in Attachment 9 to apply for OMWBE certification in Delaware.

28. Section Appendix B; Paragraph 1; Page 94; Text of passage being questioned –Skill Category Matrix

Question 1: Can you please provide a break-up of dollars spent on each of the 3 legacy, core & emerging technologies for the year 2011-2012?

- a. Unknown.

Question 2: What is the anticipated annual budget for the year 2012-2013 and beyond for the requested scope of services?

- a. Unknown.

29. Section Critical Weight; Paragraph 1; Page 15; Text of passage being questioned – Critical Weight

Question 1: Offeror's geographical location and the State's accessibility to the Contractor's employees. Are companies based in Edison, NJ considered 'local' for the 10% evaluation?

- a. Per the RFP, all assignment of points shall be at the sole discretion of the Proposal Evaluation Team.

Question 2: Corporate background, reputation, financial stability and years in business and references. Would you require financial statements to be enclosed as part of the response. If so, we only enclose that of our parent/affiliate. Would that be acceptable?

- a. Per III.B., Section 7 of each proposal should include income statements and balance sheets for two consecutive years. As stated in IV.B.20. Exceptions to the RFP, any exceptions to the RFP, or the State of Delaware's terms and conditions, must be recorded on Attachment 3.

Question 3: Are vendors required to have the response headings in the same order as required in the evaluation criteria? Can we have our own format for response?

- a. As stated in III. Required Information, information shall be provided in each proposal in the order listed. Per the RFP, the State reserves the right to reject any non-responsive or non-conforming proposals.

30. Section Concise Proposals; Paragraph 1; Page 8; Text of passage being questioned – Concise Proposals; Question: Do we have a limitation on the number of pages in the response? Pls. clarify.

- a. No.

31. Section Non-conforming Proposals; Paragraph 1; Page 7; Text of passage being questioned – Non-conforming Proposals; Question: Can you please clarify under what circumstances a proposal becomes "non-conforming"?

- a. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware. The State reserves the right to eliminate conditional proposals from consideration.

32. Section Required Information; Paragraph 4; Page 3; Text of passage being questioned – Minimum Requirements – Professional liability; Question: Do we need to send a copy of our professional liability insurance proof with the response? We cannot add State of Delaware as additional insured until post award. Pls. clarify.

- a. RFP section III. A. Minimum Requirements, #4 Professional Liability Insurance states vendors must provide evidence of professional liability insurance in the amount of \$1,000,000/\$3,000,000.

Additionally, RFP section IV.D.5.f. Insurance shall be amended to include:

5. Before any work is done hereunder, the Certificate of Insurance and/or copies of the insurance policies, referencing the contract number stated herein, shall be filed with the State. The certification holder is as follows:

**IT PROCUREMENT OFFICER
CONTRACT NO. DTI12202-ITSTFF_SVC
DEPARTMENT OF TECHNOLOGY AND INFORMATION
801 SILVER LAKE BLVD
DOVER DE 19904**

33. Section Attachment 12; Paragraph Question 3; Page 44; Text of passage being questioned: Offeror's experience in providing services of the technical staffing categories; Question: Are the technical staffing categories we are to address those listed in Appendix A, or those listed in Appendix B?
- a. Technical staffing categories relates to both the Job Titles and Descriptions in Appendix A and the Skill Category Matrix in Appendix B.
34. Section Attachment 10; Paragraph Job Title; Page Rate Sheet 2; Text of passage being questioned: Senior Business Subject Matter Expert (SBSME1); Question: The Senior Business Subject Matter Expert job title is not listed in Appendix A, what is the job description for this job title?
- a. Appendix A shall be amended to include the Senior Business Subject Matter Expert (SBSME1) job description.
35. Section Appendix A; Paragraph Senior Technical Architecture Specialist (STAS1, STAS2, STAS3); Pages 75 to 77; Text of passage being questioned: job titles and descriptions for STAS1, STAS2, STAS3 are not listed in Attachment 10 Rate Sheet 1 nor Rate Sheet 2; Question: Should a responding Vendor add these three job titles to Attachment 10, Rate Sheet 1 or will DTI issue a modification to Attachment 10 to include these three job titles?
- a. Appendix A shall be amended to delete the Senior Technical Architecture Specialist job description.
36. Section Attachment 10; Paragraph Job Title; Page Rate Sheet 1 and Rate Sheet 2; Text of passage being questioned: All job titles; Question: Are Vendors responding to this RFP required to provide pricing for each job title and skill category in Attachment 10, Rate Sheet 1 and Rate Sheet 2?
- a. While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.
37. Section Appendix B; Paragraph Technologies and Skills; Page Appendix B; Text of passage being questioned: All Skill Categories; Question: Are all technical skill items listed in the Skill Category Matrix, Appendix B, covered by one or more Job titles listed in Attachment 10, Hourly Rate Sheet 1 or Rate Sheet 2?
- a. Yes.

38. Please clarify whether bidders must provide pricing for all categories?
- a. While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.
39. Please clarify whether resumes need to be submitted?
- a. It is not the State's expectation to receive resumes for all Job Titles listed in Appendix A.
40. If resumes do need to be submitted are they required for all categories?
- a. It is not the State's expectation to receive resumes for all Job Titles listed in Appendix A.
41. Section ATTACHMENT 12 [COMPANY PROFILE & CAPABILITIES]; Paragraph Question 4; Page 44; Text of passage being questioned: 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). Question: Is the State of Delaware expecting resumes for each of the levels of staff as shown in Appendix A as part of this section?
- a. It is not the intent to receive resumes for all Job Titles listed in Appendix A.
42. Section 5; Attachment 10 – Hour Rates 1 & 2; Please see Excel file containing Attachments 10, 3, 4, & 5. Question: We do not see the above attachments in the RFP file? Could you please send it to us.
- a. The RFP and Appendix C Excel file are available in electronic form through the State of Delaware Procurement website at <http://bids.delaware.gov>. Please select the Information Technology Project Staffing link on that page to access the solicitation details. Attachments included in the Appendix C Excel file are located on individual tabs within the Excel file. After you open the file, please remember to use the TABS at the bottom of your screen to navigate/move to a different Attachment.
43. Is this a new contract? Or a re-compete of the existing contract?
- a. This will replace the DTI Technical Staffing and Services contract #DTI-08-0013.
44. If this rebid for an existing contract, how many vendors are currently supporting the State?
- a. All current contract vendors are listed in Addendum 5 at <http://dti.delaware.gov/information/vendors.shtml>.
45. How many consultants/resources are currently working with the State?
- a. Unknown.
46. How many vendors the State intend to select?
- a. The intent is to award to multiple contractors.

47. Page 1 of the RFP document states that proposers' transmittal letter:

- briefly summarizes the proposing firm's interest in providing the required services; and
- briefly summarizes the proposing firm's interest in providing the required Information Technology Project Staffing services

Question: Are we correct in assuming that these are asking for the same information and can be responded to with one summary, not two?

- a. The first bullet shall be amended to read "*be on company letterhead and signed by a representative who has the legal capacity to enter the organization into a formal contract with the State of Delaware, Department of Technology and Information; and*"