July 8, 2016

TO: ALL OFFERORS

FROM: CARMEN HERRERA
PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO RFP - CONTRACT NO. DTI16630-ITSTFFSVCS,
INFORMATION TECHNOLOGY PROJECT STAFFING

ADDENDUM #2

This addendum is to advise all Offerors of the following:

1. RFP section IV.D.7.is amended to include:

   rr. RIGHTS AND OBLIGATIONS
   The rights and obligations of each party to this agreement shall not be effective,
   and no party shall be bound by the term of this agreement, unless and until a
   valid executed purchase order has been approved by the State of Delaware
   Secretary of Finance, and all reasonable procedures of the State of Delaware
   Department of Finance have been complied with. A separate purchase order
   shall be issued for every project or order. Additionally, the State does not
   guarantee that any awarded contract will receive any projects or any amount of
   requests for proposals with business requirements and technical specifications
   for IT projects.

2. Questions and Answers are included beginning on page 2.

3. A subset of Attachments has been created in Microsoft Word and shall be
   available as a separate file named DTI16630WordDocs. Vendors should be
   aware that not all required Attachments are included in this subset. Proposals
   made up of the subset of Attachments ONLY will be deemed non-responsive.

All other terms and conditions remain the same.
Questions and Answers:

1) What is the total budget?
   a) Unknown

2) Is it a single or multiple award?
   a) The intent is to award to multiple contractors.

3) Is there any current service provider for similar services, if yes then please share the name of the service provider along with the last year expenditure?
   a) This is intended to replace the Information Technology Project Staffing, contract #DTI12202-ITSTFF_SVC listed in the Awarded Contracts Directory located at http://contracts.delaware.gov/.

4) Is there an incumbent contract we can view to see what the current rates are?
   a) The current Information Technology Project Staffing, contract #DTI12202-ITSTFF_SVC is listed in the Awarded Contracts Directory located at http://contracts.delaware.gov/.

5) What Oracle application or cloud solutions do you currently have or plan to implement (e.g. PeopleSoft, Hyperion, Taleo, Oracle Cloud, etc.)?
   a) At this time, core services include Oracle's PeopleSoft, Identity Access Management, Primavera, Hyperion, Database Security and Replication Products. At this time, there are no Oracle Cloud solutions in use.

6) Section (B)(12, pg. 7. “No vendor shall retain the right to declare their pricing confidential.” Does this mean the public will have access to vendor proposed bill rates, under State of DE FOIA law, after contracts are awarded?
   a) As stated in the RFP, once a proposal is received by the State of Delaware and a decision on contract award is made, the content of selected and non-selected vendor proposals will likely become subject to FOIA’s public disclosure obligations. Upon award, the State reserves the right to publically post all awarded contract rates, including any Rate Card created in the format of Attachment 14, in the Awarded Contracts Directory located at http://contracts.delaware.gov/.

7) Overview, pg. 1. “The State of Delaware Department of Technology and Information (DTI) seeks proposals to establish a pool of vendors for the staffing of technology projects” How many vendors will be selected for the pool?
   a) The intent is to award to multiple contractors.

8) Once the pool is established, how are pool vendors chosen to staff technology projects?
   a) As stated in section IV.D.7.u of the RFP, the State will submit a request for proposals with the State’s business requirements and technical specifications to any of the approved Contractor(s) for estimates when a need arises. The choice of a Contractor(s) rests solely with the State. As further clarification, Offerors shall recognize there are no guaranteed minimum contract quantities or values associated with this solicitation and RFP section IV.D.7.is amended to include rr. RIGHTS AND OBLIGATIONS as shown on page one of this Addendum.

9) Please identify the name of incumbent companies, if any, currently performing the work.

10) How long is the term of the contract?
a) As stated in RFP section IV.D.3.a, the term of the contract between the successful bidder and the State shall be for one year with four optional extensions for a period of one (1) year for each extension.

11) What is the average length of performance for a technology project?
   a) Unknown.

12) If we used an off shore facility to locate this RFP, but will not be using this facility for any aspect of the contract if it were awarded to us, are we still disqualified from bidding as a result of this section?
   a) The State is not concerned with how the RFP was located; only that all proposed activities and, if awarded, all contracted activities will occur within the United States.

13) Section number: Attachment 12, Paragraph number: N/A, Page number: 43, Text: Attachment 12 does not have enough space to answer the questions adequately. Can we reproduce that attachment, retaining the questions and format, to allow additional space to answer the questions?
   a) A subset ofAttachments has been created in Microsoft Word and shall be available as a separate file and named DTI16630WordDocs. Vendors should be aware that not all required Attachments are included in this subset. Proposals made up of the subset of Attachments ONLY will be deemed non-responsive.

14) Section number: Attachment 6, Paragraph number: N/A, Page number: 37, Text: Subcontractors: Can those be added later on, after contract award?
   a) As stated in RFP section IV.B.13, use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. As stated in RFP section IV.B.21, 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.

15) Section number: C. RFP Evaluation Process, Paragraph number: Criteria Weight Table / 3rd criteria, Page number: 11, Text: Evaluation process indicates 10 points for Geographical Location. Please describe further how the State will allocate points for this evaluation criteria. e.g. If proposer headquarters are located in NY, with a branch in VA, and proposer plans on opening an office in Delaware following contract award. How will this proposer score on this criteria?
   a) Per the RFP, all assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

16) Section number: C. RFP Evaluation Process, Paragraph number: Criteria Weight Table / 4th criteria, Page number: 11, Text: Evaluation process indicates 10 points for “Corporate background, reputation, financial stability and years in business and references.” – RFP does not indicate where information to provide information related to reputation and financials. Where in our proposal should this information be included?
   a) Per RFP section III.A.5, each proposal should include information as specified by the Proposal Reply Cover Sheet (Attachment 13).

17) We carry the $1 Million as required, but we do not have the 3M aggregate. We do have a 10M umbrella that most States and other organizations that we work with find acceptable, is that acceptable for the requirements for this project?
   a) In accordance with section IV.B.21. 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.
18) Could you please make an editable version of the RFP document available to alleviate duplication in the response?
   a) A subset of Attachments has been created in Microsoft Word and shall be available as a separate file and named DTI16630WordDocs. Vendors should be aware that not all required Attachments are included in this subset. Proposals made up of the subset of Attachments ONLY will be deemed non-responsive.

19) Can a Vendor submit for only certain job categories, or must we submit for all if we do bid?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

20) General Question: How many vendors are currently on the Professional Services contract?

21) General Question: What is the likelihood of awarding a contract to multiple vendors?
   a) The intent is to award to multiple contractors.

22) General Question: What is the estimated annual spend or spend over the last 3 years?
   a) Unknown.

23) General Question: Will Vendors be given an opportunity to negotiate terms for each RFP or SOW or will terms of the negotiated "master" contract always apply?
   a) The terms of the master contract always apply.

24) Contract Terms and Conditions Item 7 General Contract Terms, Page 21 Section U. Project Work: If each RFP will require proposal for contract rate, pricing for individuals, total project cost and NTE amount, why are proposed hourly rates required now and how will they be used to determine contract award?
   a) As stated in the RFP, rates shall remain firm for the life of the contract and the State reserves the right to create a Rate Card in the format of Attachment 14.

25) Contract Terms and Conditions Item 7. General Contract Terms, Page 21 Section U. Project Work: Paragraph includes statement that work in excess of $5,000 requires a P.O. Will the State agree to sign a P.O. and / or Statement of Work (SOW) for work proposed at less than $5,000?
   a) In accordance with section IV.B.21. 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.

26) Contract Terms and Conditions Item 7. General Contract Terms, Page 21-22, Section V. Payment - How frequently does the State use a P-Card vs payment via check or ACH?
   a) Unknown.

27) Is the vendor required to provide pricing for all titles in the attached spreadsheet file?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

28) We have been unable to load the website http://dti.delaware.gov/information/standards-policies.shtml specified in section DD on page 23. Can you advise another link for reviewing DTI's standards and procedures? Nor were we able to view the https://dti.delaware.gov/ site. Can you advise a web address that would contain information about DTI's hardware/software platforms?
   a) When selected, the links shown above result in being directed to the requested pages.
29) Section number Attachment 9, Paragraph number Employing Delawareans - Questions 1 and 2, Page number 40, Text of passage being questioned - 1. Number of employees reasonable anticipated to be employed on the project: __________ & 2. Number and percentage of such employees who are bona fide legal residents of Delaware: __________ & Percentage of such employees who are bona fide legal residents of Delaware: __________ Question: Since this RFP pertains to an unknown number of future staffing positions, how should we respond to these two items?
   a) As stated in Attachment 9, disclose a reasonable, good-faith determination. Vendors should base it on the pool of employees available for use with this contract.

30) Section number Attachment 14, Paragraph number n/a, Page number 1, Text of passage being questioned All positions on the rate card. Question: For positions that we do not provide, we cannot specify rates. Is it acceptable to just leave such rows blank? Also, would leaving a position blank in the rate card qualify as an “exception” that must be documented in Attachment 3?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

31) Section number attachments, Paragraph number N/A, Page number 31-45, Text of passage being questioned N/A, Question: For the attachments that are required to be filled out as part of a response will the forms be provided in electronically editable format?
   a) A subset of Attachments has been created in Microsoft Word and shall be available as a separate file and named DTI16630WordDocs. Vendors should be aware that not all required Attachments are included in this subset. Proposals made up of the subset of Attachments ONLY will be deemed non-responsive.

32) Section Number: General, Paragraph Number: General, Text of passage being questioned: What is the projected spend of your IT Contract Labor program by job category?
   a) Unknown

33) Section Number: General, Paragraph Number: General, Text of passage being questioned: What are the top three challenges your managers face in your current staffing program?
   a) Challenges include a) Vendor’s inability to comply with project work requirements as requested by the State, b) gaps in knowledge between Vendor sales and technical teams and c) lack of Vendor Usage Reporting.

34) Section Number: General, Paragraph Number: General, Text of passage being questioned: What is the anticipated total value of the contract?
   a) Unknown.

35) Section Number: General, Paragraph Number: General, Text of passage being questioned: What is the total number of active contingent workers at DTI today?
   a) Unknown.

36) Section Number: General, Paragraph Number: General, Text of passage being questioned: What is the average length of assignment for an IT contingent worker?
   a) Unknown.

37) Section Number: General, Paragraph Number: General, Text of passage being questioned: Is there an ideal number of vendors you’re targeting for your program?
   a) The intent is to award to multiple contractors.

38) Section Number: General, Paragraph Number: General, Text of passage being questioned: What level of manager contact is permitted?
As stated in the RFP, direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business. Communications made to other State of Delaware personnel will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

39) Section Number: General, Paragraph Number: General, Text of passage being questioned: Can you share the current SLAs used to manage your suppliers?
   a) No, it varies by project.

40) Can you please clarify on the below criteria mentioned under Criteria Weight: "Offeror’s geographical location and the State’s accessibility to the Contractor’s employees." Does this mean we need to have a local office within Delaware and preference is given to non-locals?
   a) Per the RFP, all assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

41) Can you please provide more clarity on ACA Safe Harbor Additional Fee?
   a) The ACA fee is the cost that will be passed to the Agency to allow for Safe Harbor protection under the law. The ACA Safe Harbor is explained by Section D, Item 7 (c). For additional information please visit the US. Department of Health & Human Services site at the following link: http://www.hhs.gov/healthcare/about-the-law/index.html.

42) At maximum, how many vendors are you intending to select?
   a) The intent is to award to multiple contractors.

43) Is it mandatory to respond to all the Job titles listed in Hourly rate sheet?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

44) We understand that the registration with the state is not required prior to submission for non-local firms. Please confirm.
   a) As stated in the RFP, prior to the execution of an award document, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required.

45) Do we need to submit one single hourly rate sheet which is valid till March 31, 2017 or can we submit multiple year by year hourly rate sheets?
   a) The intent is for vendors to submit one set of rates. While prices quoted in the proposal shall be valid through March 31, 2017, contract rates shall remain firm for the life of the contract. The State reserves the right to create a Rate Card in the format of Attachment 14.

46) Can we submit commercial client references as well?
   a) Vendors must list a minimum of three references on Attachment 5. Vendors are not permitted to list State of Delaware personnel as a reference. Vendors may replicate Attachment 5 if submitting more than three references.

47) On page 9, pt 22 (a), Will you have one vendor in each category or multiple vendors for this RFP?
   a) The intent is to award to multiple contractors.

48) On page 15, pt (c), Do we need to add additional amount in RFP for ACA charges or all rates are inclusive of ACA?
a) List ACA fees in column titled ACA Fee (hourly) in Attachment 14.

49) Do we need to apply for each category separately or one response with rate card that includes all categories is considered as we are applying 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.

50) Is a Contractor allowed to bid on specific labor category or do they have to bid in all of them?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

51) 13. Subcontracting, How many Subcontractors can the Prime include in this bid?
    a) The RFP does not reference a maximum number of subcontractors.

52) In a particular labor category do we need to bid our rate card for all the levels (Senior, Mid-Level, Junior) of the labor category?
    a) Vendors should reference levels included in both Attachment 14 and Appendix A.

53) Appendix D, 15.2 - 15.3. Page 11, 15.2. Services specified by this Agreement shall not be subcontracted by Vendor, without prior written approval of Delaware. 15.3. Approval by Delaware of Vendor’s request to subcontract or acceptance of or payment for subcontracted work by Delaware shall not in any way relieve Vendor of responsibility for the professional and technical accuracy and adequacy of the work. All subcontractors shall adhere to all applicable provisions of this Agreement. Question 1 - Do all contractors have to be on our W2 or they can be from a 3rd party agency? Ex. H1B Visa holder
   a) As stated in RFP section IV.B.13, use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. As stated in RFP section IV.B.21, 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.

54) DTI_16630Itstffsvcs_Attach_14.xlsx, Column in the Excel spreadsheet, Question 2 - What does the ACA fee consist of?
   a) The ACA fee is the cost that will be passed to the Agency to allow for Safe Harbor protection under the law. The ACA Safe Harbor is explained by Section D, Item 7 (c). For additional information please visit the US. Department of Health & Human Services site at the following link: [http://www.hhs.gov/healthcare/about-the-law/index.html](http://www.hhs.gov/healthcare/about-the-law/index.html).

55) Appendix D, 2.5, Page 3, 2.5. Unless provided otherwise in an Appendix, all expenses incurred in the performance of the services are to be paid by Vendor. If an Appendix specifically provides for expense reimbursement, Vendor shall be reimbursed only for reasonable expenses incurred by Vendor in the performance of the services, including, but not necessarily limited to, travel and lodging expenses, communications charges, and computer time and supplies. Question 3 - Based on the sample agreement (Appendix D) are we to presume that all rates quoted should be all-inclusive and that we cannot bill separately for travel/lodging?
   a) As stated in Appendix D, unless provided otherwise, all expenses incurred in the performance of the services are to be paid by Vendor. If an Appendix (to the Professional Services Agreement) specifically provides for expense reimbursement, Vendor shall be reimbursed only for reasonable expenses incurred by Vendor. As stated in RFP section IV.B.21, 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.
56) Section IV.D.7.c requires an addition on Attachment 14 for the ACA safe Harbor Additional Fee. This section of the ACA only applies to "Applicable Large Employers", which is defined as companies with more than 50 full time-employees or full-time equivalents. Therefore a small business that didn't qualify as an Applicable Large Employer wouldn't need to comply with this requirement. Can you remove it as an evaluation component, or at least award all 10 points to small businesses that don't fall under the law?
   a) Per the RFP, all assignments of points shall be at the sole discretion of the Proposal Evaluation Team.

57) Section Number IV Professional Services: IV RFP Administrative Information, Sub-Section – B RFP Submissions, Page Number: 7, Text of Passage Being Questioned: Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Question: We use sub-contractors to help fulfill our staffing needs when necessary; the above states that we need to identify them all by name; is this something that has to be submitted with the proposal or can we identify the subcontractor when we submit the candidate for review?
   a) As stated in RFP section IV.B.13, use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. As stated in RFP section IV.B.21, 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.

58) Section number: III; also Appendix A, Paragraph number: A.1, Page number: 2; 46, Text of passage being questioned: Page 2: “Vendor shall provide responses to the Request for Proposal (RFP) scope of work and clearly identify capabilities.” Page 46: “The State desires proposals consisting of a range of HOURLY RATES for each job title.” Question: Is any response to the SOW required beyond the hourly rates in Attachment 14 and the responses under Attachment 12?
   a) RFP Section III, in its entirety, provides guidance related to the information that shall be provided in each proposal.

59) Section number: Attachment 9, Paragraph number: 1, 2, Page number: 40, Text of passage being questioned: “Number of employees reasonable anticipated to be employed on the project.” “Number and percentage of such employees who are bona fide legal residents of Delaware.” Question: As this proposal is only to pre-qualify vendors and not to award work on specific projects, should questions 1 and 2 of Attachment 9 be left blank?
   a) As stated in Attachment 9, disclose a reasonable, good-faith determination. Vendors should base it on the pool of employees available for use with this contract.

60) Section number: Attachment 14, Paragraph number: N/A, Page number: Sheet 1, Text of passage being questioned: Enter a minimum, maximum and ACA hourly rate for each applicable Job Title. Question: Are the rates to be included in Attachment 14 – Hourly Rate Sheet to include travel? If not, how is travel to be reimbursed?
   a) As stated in Appendix D, unless provided otherwise, all expenses incurred in the performance of the services are to be paid by Vendor. If an Appendix (to the Professional Services Agreement) specifically provides for expense reimbursement, Vendor shall be reimbursed only for reasonable expenses incurred by Vendor. As stated in RFP section IV.B.21, 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.
61) Section number: Section-F, Paragraph number: Attachment 12, Page number: 43, Is it acceptable to recreate “Attachment 12” in order to include additional content within the specified fields, as long as it follows the same format?
   a) Yes. Additionally, Attachment 12 has been included in the subset of Attachments posted in Word format.

62) Section III. B.22, Paragraph 1, Page 9, The State of Delaware has the sole right to select the successful vendor(s) for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or not to award a contract, as a result of this RFP. Is the State expecting to make a multiple award, or would the State prefer to have a single vendor for these services, similar to the arrangement with its current Managed Services Provider?
   a) The intent is to award to multiple contractors.

63) Section III.D.7, Paragraphs 1 and 2, Page 15, The State requires that all Vendors shall identify the Additional Fee to obtain health coverage from the Vendor and delineate the Additional Fee from all other charges and fees. We employ our resources and all are covered under our employer-provided health insurance coverage. There are a number of options for each employee regarding health insurance, and the amount paid by the employee will be variable based on the plans selected and the number of family members covered. How should we present a health insurance rate as part of our proposal?
   a) As stated in the RFP, to enable the State to claim ACA Safe Harbor, vendors are required to submit an ACA Safe Harbor Additional Fee in Attachment 14. (Refer to RFP Section IV.D.7.c. ACA Safe Harbor.) If the Vendor is providing benefits, and/or is obligated to provide ACA benefit coverage, the responding Vendor is responsible for identifying the ACA Safe Harbor Fees to be charged for each position, as identified in Attachment 14 – Rate Card Spreadsheet. The Safe Harbor Fee to be charged is not specifically defined; only that the fee must be separately identified and charged to the Agency. The Vendor bares the sole responsibility for determining the value to be charged.

64) Appendix A, Paragraph 1, Page 46, The State desires proposals consisting of a range of HOURLY RATES for each job title Our firm specializes in providing analyst and project management resources. Are we required to provide a rate for every job title? Are we allowed to respond to only certain job titles?
   a) While the preference is for primary vendors to supply all Job Titles, we will accept proposals containing a subset of the Job Titles.

65) Appendix B, Bottom of chart, Page 95, Use of MSP contract not required, The flow chart identifies a number of situations where use of the MSP contract is required, and two situations where the use of the MSP contract is not required. We assume that the projects that will be resourced under the contract from this RFP are the ones where use of MSP is not required, i.e. those that meet the criteria at the bottom of the chart. Is that a correct assumption?
   a) Yes.

66) In reviewing the RFP mentioned above, I did not see any specific reference to the submission of resume(s) for each of the labor category. Please clarify if resumes are needed for this response.
   a) It is not the State’s expectation to receive resumes in this proposal for all Job Titles listed in Appendix A.
67) A url reference to the Hourly Rate Sheet in Attachment 14 on page 45 of this RFP does not lead to this specific document. Please provide this spreadsheet for us to complete our RFP response.
   a) As stated in RFP section IV.A.2., this RFP is available in electronic form through the State of Delaware Procurement website at www.bids.delaware.gov. Offerors are able to access bid solicitation details, including Attachment 14 – Pricing through the use of this link.

68) Would the state be able to provide the RFP document in MS Word format?
   a) A subset of Attachments has been created in Microsoft Word and shall be available as a separate file and named DTI16630WordDocs. Vendors should be aware that not all required Attachments are included in this subset. Proposals made up of the subset of Attachments ONLY will be deemed non-responsive.

69) Regarding Attachment 9 (page 40): In question 1. Does “the project” mean total contract activity for one year?
   a) Yes, plus any contract extensions.

70) Regarding Attachment 9 (page 40): Is the State able to give an estimate of how many Project Staffing resources it will be needing in the coming fiscal year? If not, would it be reasonable to anticipate similar activity as in past years?
   a) Unknown.

71) Regarding Attachment 9 (page 40): In question 2. Is the second line a duplication of the first line?
   a) Attachment 9, line 2 requests the NUMBER and PERCENTAGE. The second line is specifically for the PERCENTAGE.

72) Regarding Attachment 14 (Price Sheet). I’m assuming that Overall Minimum Hourly rate and Overall Maximum Hourly Rate are the sum of the Minimum Hourly Rate plus the ACA Fee and the sum of the Maximum Hourly Rate plus the ACA Fee. Yes?
   a) Yes.