



**COMMONWEALTH OF VIRGINIA  
VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)  
SUPPLY CHAIN MANAGEMENT DIVISION  
11751 MEADOWVILLE LANE  
CHESTER, VIRGINIA 23836**

NOTE: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, §2.2-4343.1 or against a Supplier because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

VITA is committed to increasing procurement opportunities for small, women-owned, and minority-owned (SWaM) businesses, strengthening the Commonwealth's overall economic growth through the development of its IT suppliers.

**REQUEST FOR PROPOSALS (RFP) 2013-07  
For**

**Project Name: IT Contingent Labor Managed Service Provider**

Issue Date: December 5, 2012 Due Date/Time: January 24, 2013, 4:00 PM Eastern

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Sourcing scope: Available to all public bodies as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*.

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# 1. INTRODUCTION

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## A. RFP Objective and Project Overview

The purpose of this Request for Proposal (RFP) is to solicit proposals to provide information technology contingent labor (ITCL) services through a Managed Service Provider (MSP) model including hourly-based IT staff augmentation, results-based IT Statements of Work (SOW) and other IT services for the Commonwealth of Virginia (CoVA) including all public bodies.

VITA, on behalf of the Commonwealth, is seeking a solution that will provide comprehensive MSP services for information technology. For the purposes of this RFP, Supplier (or Offeror) shall mean any entity who submits a proposal in response to this RFP. VITA is pursuing a statewide agreement for these services that can be utilized by all public bodies in the Commonwealth.

VITA is seeking an experienced MSP who can continue the initiative to provide the processes, resources, expertise and technology to manage the Commonwealth's IT labor needs. VITA is seeking a vendor neutral model where the MSP and VMS provider will not push orders to itself or give an unfair advantage to any subcontractor in the placement of any staff augmentation order or SOW engagement. The purpose of the ITCL program is:

To provide agencies and other public bodies with an effective and efficient process that is consistent and transparent for procuring and managing quality IT staff augmentation, deliverables-based services and other IT labor services.

The high level objectives of the program are:

1. Meet customer (executive branch and other public bodies) IT contingent labor needs
2. Provide a broad range of IT contingent labor resources for customers
  - a) Provide timely and responsive service
  - b) Provide service structure with flexible rates and categories to meet emerging business needs
3. Provide visibility and oversight of the IT contingent labor program
  - a) Manage spend
  - b) Ensure rates in line with market
  - c) Manage subcontractor throughout engagement lifecycle
  - d) Ensure and track performance of program, subcontractors, and engagements
  - e) Standardized definition of job categories and specialty areas
  - f) Compliance with state policy and program procedures
4. Promote efficiency in Government
  - a) Repeatable, consistent processes
  - b) Simple workflow
  - c) Market driven rates
  - d) Support future demands and market changes
  - e) Outcome/performance based contract
5. Support Governor's initiatives including
  - a) Increase SWaM access to business

- b) Mentor SWaM suppliers
- c) Identify opportunities for creating efficiencies in state government
- d) Explore innovative ways to deliver state services at the lowest cost and best value to Virginia taxpayers
- e) Seek out means to more effectively and efficiently perform core state functions
- f) Examine ways for state government to be more transparent, user friendly and accountable to the citizens of the Commonwealth

Timely proposals received in response to this RFP will be evaluated by the ITCL evaluation team. Once the proposals have been evaluated, VITA will be in a position to determine the best course of action. This may include selective outsourcing of a portion of the ITCL activities, or contracting the comprehensive Solution to one or more Suppliers. Although it is our intent to accomplish substantial improvements and cost efficiencies as the result of this project, VITA may determine that no change is warranted at this time. VITA may, at its sole discretion, make one award, multiple awards, or none at all.

The expectation is that this effort will result in the establishment of a contract or contracts that will provide the means to satisfy the majority of the Commonwealth's immediate and future ITCL needs through one or more contract(s).

Alliance with a VMS provider among Suppliers is encouraged to meet the requirements of this procurement. However, VITA is interested in simplifying processes by having a single point of interface and easy access to data about all parts of the ITCL program and expects the MSP to provide understanding of all aspects of the program.

Section 5 sets forth the service/solution detailed requirements. VITA reserves the right to adjust the requirements or scope of this RFP. In the event that any modifications become necessary, an amendment to this RFP will be posted on eVA.

## **B. Innovation to Government**

The Commonwealth encourages Suppliers to bring innovative ideas and/or solutions to government—ideas that result in cost and operational efficiencies or improvements while enhancing the services that governments provide its citizens.

## **C. VITA Overview**

VITA is the Commonwealth's consolidated, centralized information technology organization. Established by the 2003 General Assembly, VITA's responsibilities fall into three primary categories:

- i). Operation of the IT infrastructure, including all related personnel, for the executive branch agencies declared by the legislature to be "in-scope" to VITA;
- ii). Governance of IT investments in support of the duties and responsibilities of the Secretary of Technology and the Chief Information Officer of the Commonwealth;
- iii). Procurement of information technology for VITA and on behalf of other state agencies and institutions of higher education.

## 2. PROPOSAL INSTRUCTIONS AND ADMINISTRATION

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### A. Overview

This RFP was developed to provide potential Suppliers with the information required to prepare proposals. This section outlines the administrative procedures and guidelines for preparing a proposal. Nothing in this RFP constitutes an offer or an invitation to contract.

### B. Virginia Public Procurement Act (VPPA)

This RFP is governed by the VPPA, § 2.2-4300 et seq. of the *Code of Virginia*, and other applicable laws.

### C. Anti-Discrimination- §2.2-4343(1) (E), §2.2-4310 and §2.2-4311

By submitting their proposals, Suppliers certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §2.2-4311 of the Virginia Public Procurement Act.

### D. Ethics in Public Contracting - §2.2-4367

By submitting their proposals, Suppliers certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

### E. Announcement of Award - §2.2-4300 et seq.

Upon the award or the announcement of the decision to award a contract, as a result of this solicitation, the purchasing agency will post such notice on the DGS/DPS eVA web site (<http://www.eva.virginia.gov>) for a minimum of 10 days. No award decision will be provided verbally. Any final contract, including pricing, awarded as a result of this RFP shall be made available for public inspection.

### F. Authorized to Transact Business in the Commonwealth - § 2.2-4311.2

Any Offeror that is organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Offeror is to include with its proposal either (i) Offeror's identification number issued to it by the State Corporation Commissioner (ii) a statement explaining why Offeror is not required to be registered. No award can be made to an Offeror without this information unless this requirement is waived. Appendix D of this solicitation includes a space for Offeror to provide the information required in (i) or (ii) of this subsection.

### G. Prohibited Contributions and Gifts - § 2.2-4376.1

No Offeror who submits a proposal in response to this solicitation, and no individual who is an officer or director of the Offeror, shall knowingly provide a contribution, gift, or other item with a value greater than \$50 or make an express or implied promise to make such a contribution or gift to the Governor, his political action committee, or the Secretary of Technology during the period between the submission of the proposal and the award of any resulting contract award with an expected value of \$5 million or more dollars.

#### **H. Liability**

The issuance of this document and the receipt of information in response to this document will not cause VITA to incur any liability or obligation, financial or otherwise, to any Supplier. VITA assumes no obligation to reimburse or in any way compensate a Supplier for expenses incurred in connection with its proposal.

#### **I. Nondisclosure**

All proposal information will be treated as confidential prior to contract award and will not be disclosed except as required by law or by court order.

#### **J. Alternative Dispute Resolution (ADR)**

VITA's ADR process serves as its Administrative Appeals Procedure meeting the requirements of §2.2-4365 of the Code of Virginia. More information regarding the ADR process can be found on the VITA website: <http://www.vita.virginia.gov/scm>. By responding to this RFP, Supplier agrees to submit any appeal of a protest denial to VITA's alternative dispute resolution (ADR) process.

#### **K. Proprietary Information**

VITA reserves the right to use information submitted in response to this document in any manner it may deem appropriate in evaluating the fitness of the solution(s) proposed. Ownership of all data, materials, and documentation originated and prepared for VITA pursuant to the RFP shall rest exclusively with VITA and shall be subject to public inspection in accordance with the §2.2-4342 of the *Virginia Public Procurement Act* and the *Virginia Freedom of Information Act*.

Trade secrets or proprietary information submitted by a Supplier in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 shall not be subject to the *Virginia Freedom of Information Act* (§ 2.2-3700 et seq.) if the Offeror:

- i). invokes the protections of this section in writing prior to or upon submission of the data or other materials,
- ii). identifies specifically the data or other materials to be protected, and
- iii). states the reasons why protection is necessary.

**FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.**

The Supplier should provide as a separate appendix to its proposal a list of all pages in the proposal that contain proprietary information and the reason it deems such information proprietary. The classification of an entire proposal as proprietary or trade secret is not acceptable. A copy of a fully redacted proposal (e.g. the entire proposal with all proprietary information removed) must be submitted with the Supplier's proposal.

#### **L. Proposal Protocol**

In order to be considered for selection, a Supplier is to submit a complete response to this RFP no later than 4:00 PM local time on the date specified in the Timetable set forth in this section.

Original hardcopy proposals should be bound with tabs delineating each section. VITA requires that Supplier submit its proposal as follows:

1. One (1) complete original hardcopy, bound or contained in a single volume where practical, with permission to make copies;
2. One (1) sets of CD-ROM No. 1
3. One (1) each of CD-ROMs No. 2, 3, and 4 as specified in Section 3 of this RFP.
4. One (1) copy of CD-ROM No. 5, with redactions, if necessary, consistent with the requirements of RFP, Section 2, subsection K, Proprietary Information.

Proposals should be submitted to the following location:

To: Virginia Information Technologies Agency (VITA)  
ATTN: Amy M. Holschuh  
Supply Chain Management (SCM)  
11751 Meadowville Lane  
Chester, VA 23836

All proposal materials are to be provided in either Microsoft Word or Excel, as specified.

A proposal submitted for consideration should be clearly marked on the outside cover of all envelopes, CDs, boxes or packages with the following:

Name of Supplier  
Street Address or P.O. Box Number  
City, State, Zip Code  
RFP 2013-07

The proposal is to be signed by an authorized representative of the Supplier.

Proposals should be prepared and organized as indicated in Section 3, Proposal Format, providing a concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

Supplier should be prepared to incorporate all statements made in its proposal in response to Sections 5, 6, 7, and 8 into the final contract. Any and all information that Supplier is unwilling to incorporate into a final contract must be marked in **BOLD CAPS**.

#### **M. Single Point of Contact**

Submit all inquiries concerning this RFP in writing by email, subject: "Questions on RFP # 2013-07 to:

SPOC: Amy M. Holschuh  
Email: [amy.holschuh@vita.virginia.gov](mailto:amy.holschuh@vita.virginia.gov)

VITA cannot guarantee a response to questions received less than five (5) days prior to the proposal due date. No questions will be addressed orally.

To ensure timely and adequate consideration of proposals, **Suppliers are to limit all contact**, whether verbal or written, pertaining to this RFP to the designated SPOC for the duration of this proposal process. .

#### **N. Pre-Proposal Teleconference**

There will be a pre-proposal teleconference held on the date specified in Table 1 in this Section. The pre proposal conference is open to all interested Suppliers and you are encouraged to attend. There will be no opportunity for a private or individual tour or presentation. Suppliers are encouraged to submit pre-proposal questions in writing at least 48 hours prior to the pre-proposal teleconference. These questions will be answered as part of the pre-proposal conference.

To participate in the pre-proposal teleconference: register with Mary Jones ([mjones@vita.virginia.gov](mailto:mjones@vita.virginia.gov)) by sending an email stating the name of the Supplier and Supplier's participating representative(s). Supplier will receive a teleconference number for the call. It is strongly recommended that Supplier register with Mary Jones not later than 2:00 pm local time on the day prior to the teleconference to ensure that Supplier receives a teleconference number.

#### **O. Evaluation Process**

VITA will review each proposal received by the due date and time to determine whether it meets the Must Have (M) factors of this RFP. All Must Have factors are evaluated on a met-or-not-met basis. Any proposal that does not meet all of the Must Have factors will be set aside and receive no further consideration.

The proposals that meet all the Must Have criteria will be distributed to the evaluation team who will assess and score each Supplier's response to Sections 5, 6, and 8 of the RFP based on a review of the submitted materials.

VITA may elect to continue the evaluation of the most qualified proposal (s) and may request that Suppliers clarify or explain certain aspects of their proposals.

At any point in the evaluation process VITA may employ any or all of the following means of evaluation:

- Reviewing industry research
- Supplier presentations
- Site visits
- Contacting Supplier's references
- Product demonstrations/pilot tests/detailed demonstrations
- Review of pricing
- Contacting Supplier's customers
- Interviewing key personnel
- Requesting Suppliers elaborate on or clarify specific portions of their proposal

VITA may limit all of the above to the most qualified proposals. No Supplier is guaranteed an opportunity to explain, supplement or amend its initial proposal. **Suppliers should submit their best proposals and not assume there will be an opportunity to negotiate, amend or clarify any aspect of their initial submitted Proposals.** Therefore, each Supplier is encouraged to ensure that its initial proposal contains and represents its best offering.

Supplier should be prepared to conduct product demonstrations, pilot tests, presentations or site visits at the time, date and location of VITA's choice, should VITA so request.

VITA will select for negotiation those proposals deemed to be fully qualified and best suited based on the factors as stated in the RFP. Negotiations will be conducted with these Suppliers. After negotiations, VITA may select the proposal(s) which, in its opinion, is the best proposal(s) representing best value and may award a contract to that Supplier(s).

If any Supplier fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, VITA may terminate negotiations with that Supplier at any time.

VITA reserves the right, at its sole discretion, to reject any proposal or cancel and re-issue the RFP. In addition, VITA reserves the right to accept or reject in whole or in part any proposal submitted, and to waive minor technicalities when in the best interest of the Commonwealth.

**VITA SHALL NOT BE CONTRACTUALLY BOUND TO ANY SUPPLIER PRIOR TO THE EXECUTION OF A DEFINITIVE WRITTEN CONTRACT.**

#### **P. Evaluation Factors**

The evaluation factors involved in this RFP are as follows:

- i. Must Have (M) factors identified in the table below:

No.	Must Have (M) Factors
1	(M) Proposal must be received by the due date and time. No late proposals will be reviewed.
2	(M) Supplier must be experienced providing MSP services to large customers with at least one customer spending of \$20 million annually for at least three consecutive years in an IT contingent labor program.
3	(M) MSP must provide independent Vendor Management System from a third party provider.

- ii. The extent to which the Supplier's proposal satisfies the requirements identified in Sections 5 and 8,
- iii. Supplier's viability and past performance (see Section 6 Supplier Profile); this will include Supplier's diligence and thoroughness in following and completing the requirements of this solicitation.

**Q. Procurement Website**

The Commonwealth of Virginia's procurement portal, <http://www.eva.virginia.gov>, provides information about Commonwealth solicitations and awards. Suppliers are encouraged to check this site on a regular basis and, in particular, prior to submission of proposals to identify any amendments to the RFP that may have been issued.

**R. Timetable**

Activity	Target Completion Date
RFP posted to eVA	December 5, 2012
Register for pre-proposal teleconference due to VITA	December 13, 2012
Supplier pre-proposal teleconference	December 14' 2012 8:30am Eastern
Deadline for all questions	5 days prior to due date
Proposals due	January 24, 2013
Presentations and site visits (should VITA elect)	February - March 2013
Contract(s) awarded	May 2013

The timetable above is provided for planning purposes only.

**S. eVA Registration Required**

By the date of award, the selected Supplier(s) is required to be registered and able to accept orders through eVA. If a Supplier is not registered with eVA, select the Vendor tab at the following website, <http://www.eva.virginia.gov>, for registration instructions and assistance.

**T. Excluded Parties List**

Your organization, all affiliates and all subcontractors may not be awarded a contract if they are included the General Service Administration's Excluded Parties List System or the Commonwealth of Virginia's Debarment List as provided by Code of Virginia §2.2-4321 at the time of award.

### 3. PROPOSAL FORMAT

Suppliers are to adhere to the specific format set forth in Table 2 below to aid the evaluation team in its efforts to evaluate all proposals fairly and equitably. Proposals that deviate from the requested format will require additional time for review and evaluation. VITA may reject any proposal that is not in the required format, or does not address all the requirements of this RFP.

Proposals should be written specifically to answer this RFP. General “sales” material should not be used within the body of the proposal and any additional terms or conditions on the “sales” material will be considered invalid. If desired, Supplier may attach such material in a separate appendix. It is essential that the proposal be thorough and concise. Supplier should avoid broad, unenforceable, or immeasurable responses and should include all requested information in each section as indicated below.

In order to facilitate VITA’s review of the submitted proposals, Suppliers are to provide the requested information in the following format. SUPPLIER SHOULD PLACE ITS NAME, not “VITA”, IN EACH FILE NAME (e.g., ABC Corp ITCL MSP Transmittal.doc). Quantities of each CD are specified in Section 2, Proposal Protocol. VITA will not separate a proposal into the requisite CDs.

#### A. Supplier's Proposal Format

**Table 2**

CD-ROM No.	Section Title	Contents/Deliverables (Each a separate file)
1.	<b>Transmittal</b>	A signed cover letter, identifying the individuals authorized to negotiate on behalf of the Supplier and their contact information. A copy of a completed eVA registration confirmation.
1.	<b>Executive Summary</b>	Top level summary of the most important aspects of the proposal, containing a concise description of the proposed solution(s). Requested limitation: 2 pages.
1.	<b>Detailed Description of Proposed Solution(s)</b>	Supplier’s response by item <b>in the tables</b> set forth in Section 5, clearly identifying and detailing the proposed MSP services, and any processes, methodologies, and resources required by the MSP services defined in Section 5. Requested limitation: 50 pages.
1	<b>Appendices</b>	Provide the implementation plan as requested in Section 5. Any optional information Supplier may wish to submit, not including pricing data.
2.	<b>Pricing</b>	Detailed pricing as specified in Section 7. Submitted in a separate envelop a hard copy file and CD.
3.	<b>Contracts</b>	Any comments, in the form of redline mark-up, regarding VITA’s proposed contractual terms and conditions pursuant to Section 8, and the completed table from Section 8. Should include Appendix A – Service Level Agreement(s) (SLAs).
4.	<b>Supplier Profile</b>	Pursuant to Section 6.
5.	<b>Redaction</b>	Fully redacted proposal.

By submitting a proposal, Supplier certifies that all information provided in response to this RFP is true and accurate.

## 4. PRESENT SITUATION

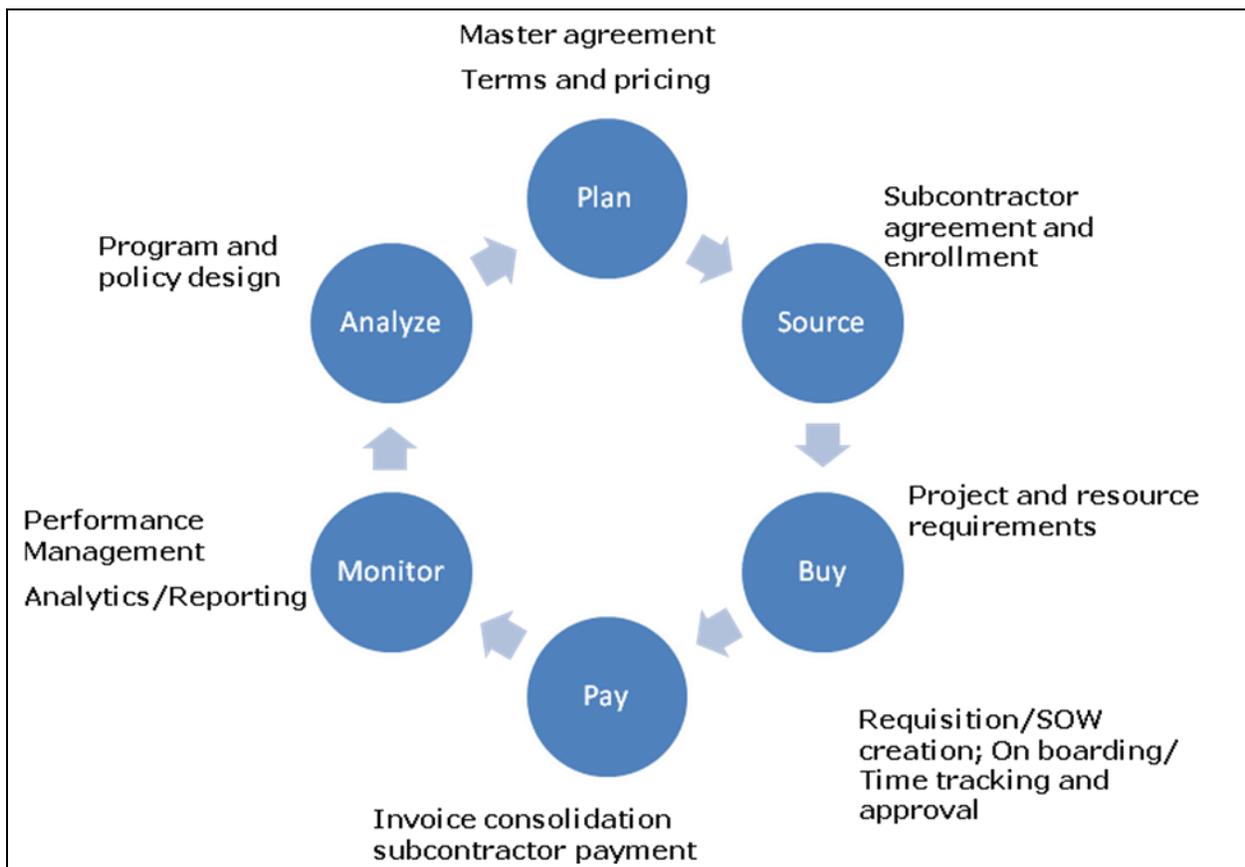
This section presents background information on the potential users of MSP Services. It is not intended to set forth requirements.

VITA, on behalf of the Commonwealth, has provided executive branch agencies and other public bodies access to MSP services through Computer Aid, Inc., for IT staff augmentation since 2006. These services were expanded to include small (less than or equal to \$2 million) Statement of Work engagements in 2010.

Each customer has their own internal approval processes, payment requirements, and accounting system. There are a variety of control and varying degrees of centralization within the authorized users. The MSP provides the solution across a broad range of business process and decision making processes.

The MSP contract is a mandatory use contract for executive branch agencies and optional use for other public bodies.

MSP services cover the life-cycle of staff augmentation and SOW services as depicted below:



### A. MSP Service Delivery

The MSP is a full-service IT Contingent Labor provider. The services provided include:

- Agency consultation
- Response management

- Candidate evaluation
- Interview facilitation
- Invoice processing
- Help desk support
- Performance oversight
- Marketing and outreach
- Reporting

The MSP's performance is contractually obligated to meet service levels which include cycle time, customer satisfaction, invoicing accuracy, etc. The MSP manages and tracks subcontractor performance. The MSP provides a subcontractor portal (<http://smsa.compaid.com/>) where information about the program and performance statistics are published.

The MSP has local support staff which provides ongoing coaching and training to customers and subcontractors on the tools, process and policies of the program. The training includes webinars and forums.

Program management activities include: weekly updates, quarterly business reviews, and an annual program plan.

## **B. Spend**

Current annual spending under the ITCL program is approximately \$50 million. Currently, there are approximately 390 active Staff Augmentation engagements, and approximately 40 active SOW engagements. The contract(s) that results from this RFP may have numbers materially higher or lower than these estimates. These services are marketed to localities and other public bodies in Virginia.

## **C. Staff Augmentation Process**

The MSP and its subcontractors provide IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology. The rate card is a not-to-exceed rate where the MSP's subcontractors propose resources for each engagement. The MSP manages an ongoing, open enrollment for staff augmentation subcontractors. The program currently has approximately 350 subcontractors in the network. The subcontractors propose candidates that meet customer requirements.

The MSP provides screened, qualified candidates to the hiring manager within four days of receipt of the requisition. Once the candidate is selected, the MSP manages all necessary preparation and on-boarding processes, including background checks and badging. The MSP is responsible for time reporting, invoicing, subcontractor payment, off-boarding, customer satisfaction surveys, and candidate replacement. The hiring manager directs the resources' work. The MSP is responsible for meeting contractual service levels.

## **D. SOW Process**

Through SOW portion of the program, the MSP provides access to fixed-price deliverables based work. Approximately 100 subcontractors are available in 15 IT categories (see table below for a listing of the categories). The MSP has pre-qualified the SOW subcontractors based on project experience and financial capability. Subcontractors are tiered based on the size of the SOW: \$0 - \$300,000 for Tier One, \$300,000 - \$800,000 for Tier Two and \$800,000 - \$2,000,000 for Tier Three engagements. This allows smaller subcontractors to compete for appropriate SOW engagements. The MSP assists customers with preparation of a Statement of Requirements (SOR) defining the requirements, deliverables, and milestones of the effort. The MSP competes

the SOR with the subcontractors qualified in the appropriate category and tier. The customer receives proposed SOW's from the MSP, negotiates and selects the best solution. The MSP executes the SOW with the customer. Subsequently, the MSP finalizes the agreement with the selected supplier. Payments are based on acceptance of deliverables and project milestones. The MSP tracks timing and deliverables, ensuring change orders are created to reflect any change in project scope and timeline. Currently, the program does not provide time and materials based Statements of Work.

STATEMENT OF WORK PROJECT CATEGORIES		
Application Development	Business Continuity Planning	Business Intelligence
Business Process Re-engineering	Enterprise Architecture	Enterprise Content Mgmt.
Back Office Solutions	GIS	Information Security
IT Infrastructure	IT Strategic Planning	Project Management
Public Safety Communications	Radio Engineering Services	IV&V

#### E. VMS

The MSP provides a VMS tool (PeopleFluent) that is an internet enabled system that automates the requisition, evaluation, engagement, management, and payment of contingent workers and SOW deliverables.

## 5. FUNCTIONAL AND TECHNICAL REQUIREMENTS

Suppliers are to indicate their capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of MSP Services by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column B an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use Column B to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months). Supplier should provide a proposed start date and cross-reference any attached documentation in Column B.

N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months.

VITA has posed some open-ended questions. In those instances, Supplier is to provide adequate information to allow VITA to properly evaluate its proposal.

### A. Staff Augmentation Services

	Requirements	A	B
1.	Does your solution support the full lifecycle solution from subcontractor enrollment in the program to continuous improvement initiatives? If yes, please describe in detail.		
2.	Is your solution a vendor neutral solution (meaning that the MSP and VMS provider will not push orders to itself or give an unfair advantage to any subcontractor in the placement of any staff augmentation order or SOW engagement)? If yes, please provide details on how you ensure that competition is available?		
3.	Does your solution facilitate the requisition process from initial composition through review/approval to subcontractor posting, selection, engagement, on-boarding, invoicing and off-boarding? If yes, please describe in detail.		
4.	Does your solution provide on and off boarding services for remote locations? Describe how you provide these services for remote locations.		
5.	Does your solution support recording and tracking by cost center, by agency and by location individual resources? If yes, please describe in detail.		

6.	Does your solution support recording and tracking by budget and accounting data?		
7.	Does your solution support tracking service duration by individual resources between engagements? If yes, please describe in detail.		
8.	Does your solution support tracking service duration by individual resources between different customer agencies? If yes, please describe in detail.		
9.	Does your solution have the ability to electronically generate monthly invoice, (one per customer, per resource, and per cost center), that details all charges by project and PO and by cost center?		
10.	Does your solution include support? If yes, do you provide 24 hours per day / 7 days a week support for your solution? (At a minimum include: Days/Hours of Coverage, Expected Resolution Thresholds, Help Desk Support Levels (Tiered), Escalation Model, and Reporting.)		
11.	Can you provided a detailed workflow map of the end-user steps necessary to submit a request, receive acknowledgement, review resumes, select candidate, monitor time reporting, and request monthly/weekly business report? If so please include a copy.		
12.	Will you arrange for a pre-employment national, regional and local background check for each resource that will have access to Commonwealth work tasks, facilities, systems or operations either through on-site access or through remote access? If yes, please describe the process.		
13.	Do you have experience conducting background checks? If yes, please describe.		
14.	Does your solution include providing written confirmation that the background checks have been conducted prior to the on-boarding of any resource?		
15.	Certain public bodies may have additional background or security checks required before entry to government buildings or access to information is granted. Does your solution including arranging for additional background or security checks based on individual customer requirements? If yes, please describe how they will be provided.		
16.	Does your solution include periodically refreshing the job titles to reflect changes in the demand for services? If yes, please describe.		
17.	Does your solution provide all job titles and levels as defined in Attachment 1?		

18.	Does your solution include tracking and reporting on the performance of staff augmentation resources? If yes, please describe in detail.		
19.	Does your solution include the ability to customize job description? If yes, please describe in detail.		
20.	Does your solution include candidate ranking? If yes, please describe the methodologies utilized.		
21.	Does your solution provide automation of the interview process? If yes, please describe in detail.		
22.	Does your solution provide business rule flexibility unique to individual customer need? If yes, please describe.		
23.	Does your solution ensure that a resource will not begin work until they have successfully passed the required background checks? If yes, please explain.		

#### B. Statement of Work Services

	Requirements	A	B
1.	Does your solution support the full lifecycle solution from subcontractor enrollment in the program to continuous improvement initiatives? If yes, please describe in detail.		
2.	Is your solution a vendor neutral solution (meaning that the MSP and VMS provider will not push orders to itself or give an unfair advantage to any subcontractor in the placement of any staff augmentation order or SOW engagement)? If yes, please provide details on how you ensure that competition is available?		
3.	Does your solution support statement of work fixed price agreements? If yes, please describe.		
4.	Does your solution include any other type of Statement of Work based engagements? If yes, please describe.		
5.	Does your solution include SOW subcontractor qualification, enrollment and maintenance? If yes, please describe.		
6.	Does your solution offer Statement of Requirements (SOR) templates? If yes, please describe your process for creating and maintaining the templates.		
7.	Does your solution include providing ongoing assistance to customers completing the SOR?		

	<b>Requirements</b>	<b>A</b>	<b>B</b>
	If yes, please describe.		
8.	Does your solution include tracking customer acceptance of SOW deliverables and Milestones? If yes, describe in detail.		
9.	Does your solution track subcontractor performance under the SOW including meeting milestones, deliverables and customer satisfaction?		
10.	Does your solution provide alerts and or reports of past due milestones and deliverables?		
11.	Does your solution record and track by cost center, by agency and by location? If yes, please describe.		
12.	Does your solution record and track by budget and accounting data? If yes, please describe.		
13.	Does your solution have the ability to electronically generate invoice, (one per milestone), that details all charges by project and PO and by cost center? If yes, please describe.		
14.	Does your solution allow unique user(s) business rules and regulations to be embedded in the workflow? If yes, please describe.		
15.	Does your solution include support? If yes, do you provide 24 hours per day / 7 days a week support for your solution? (At a minimum include: Days/Hours of Coverage, Expected Resolution Thresholds, Help Desk Support Levels (Tiered), Escalation Model, and Reporting.)		
16.	Can you provided a detailed workflow map of the end-user steps necessary to submit a request, receive acknowledgement, review resumes, select candidate, monitor time reporting, and request monthly/weekly business report? If so please include a copy.		
17.	Will you arrange for a pre-employment national, regional and local background check for each resource that will have access to Commonwealth work tasks, facilities, systems or operations either through on-site access or through remote access? If yes, please describe the process.		
18.	Do you have experience conducting background checks? If yes, please describe.		
19.	Does your solution include providing written		

	Requirements	A	B
	confirmation that the background checks have been conducted prior to the on-boarding of any resource?		
20.	Certain public bodies may have additional background or security checks required before entry to government buildings or access to information is granted. Does your solution including arranging for additional background or security checks based on individual customer requirements? If yes, please describe how will these be provided?		
21.	Does your solution ensure that a resource will not begin work until they have successfully passed the required background checks? If yes, please explain.		

### C. Vendor Management System (VMS)

	Requirements	A	B
1.	Do you agree to provide the VMS application for all customers from an independent third party? If yes, please describe in detail including the names and versions of the VMS and other software application(s) included in your solution and a high level diagram illustrating how the application is architected. Please include the platform/language the system code is written in and the type of database(s) supported by the application.		
2.	<p>Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance:</p> <p><a href="http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf">http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GOV103-00_Eff_11-04-05.pdf</a></p> <p>(Refer to <a href="http://www.section508.gov">www.section508.gov</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: (The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)).</p>		

	If no, does your solution/application/product provide alternate accessibility functionality? Please describe.		
3.	Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: <a href="http://www.vita.virginia.gov/library/default.aspx?id=537">http://www.vita.virginia.gov/library/default.aspx?id=537</a> .  If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.		
4.	Is the proposed VMS application a web-based application?		
5.	Is VITA, on behalf of the Commonwealth, able to acquire the license from the VMS provider directly on its own behalf? Please explain.		
6.	Do you have an established relationship to the VMS provider? If yes, please describe.		
7.	Does your solution integrate both the SOW and Staff Augmentation functions in the VMS? If yes, please explain how the VMS supports the staff augmentation processes and the SOW processes.		
8.	Is there any part of the Staff Augmentation or SOW functions that are not supported by the tool (e.g. customer satisfaction surveys; group resumes submission, etc.)? If yes, please explain.		
9.	Does your solution include change management processes related to VMS? If yes, please describe how version changes and/or upgrades are tested and implemented.		
10.	Does the VMS provide workflow management (e.g. automated alerts of requisition and/or time sheet approval)? If yes, please describe in detail including any workflow that requires human intervention.		
11.	Does your solution include a help desk to assist with VMS related issues? If yes, please describe, including how users would submit issues, and support hours.		
12.	Does the VMS application address security? Please provide details on the level of security inherent in the VMS. (Provide an attachment to detail the levels of security inherent in your application)		
13.	Does your solution protect against your system being compromised. If yes, please explain the		

	warranty provided.		
14.	Does your solution provide hosting of the VMS? If yes, please describe your data center in detail.		
15.	Will the VMS be hosted on hardware and software platforms dedicated for CoVA's sole use? If not what further steps do you take to protect each of your customer's data from access by other customers?		

#### D. Talent Management

	Requirements	A	B
1.	Does your service ensure timely access to high quality talent that meets customer needs? If yes, how do you ensure that CoVA has access to the best candidates the market can offer?		
2.	Does your solution validate that the candidates can provide the needed skills requested by the customer? Please explain and describe your screening process.		
3.	Does your solution utilize strategies to address labor and/or skills shortages? Please explain how and describe your experience.		
4.	Is your service able to support of variety of diverse customers? If yes, explain how you can provide services to diverse set of customers and meet each customer's unique requirements (approval, billing, etc.).		
5.	Occasionally, the customer has need for highly specialized skill sets or personnel with special certifications that are not routinely available. Does your solution include fulfilling this need? If yes, describe the process you use to fill a request that for such specialized skill.		
6.	Does your solution provide a technical screen of candidates? If yes, please describe.		
7.	Do you ensure that only available candidates are submitted in response to a work request? If yes, please describe how you accomplish this.		
8.	Do you have a procedure to address replacement coverage for no shows or cancellations? If yes, what procedures are in place to protect the customers' if/when this occurs?		
9.	Do you have a process to ensure that the stated skills of the resource match their actual capabilities? If yes, please explain the process.		

10.	Does your solution include methods to ensure that the resources proposed in a SOW are available and able to complete the project?		
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### E. Subcontractor Management

	Requirements	A	B
1.	Does your solution provide subcontractors who will perform the work for the Commonwealth? If yes, please explain whether these subcontractors will be provided from your existing subcontractors utilized in other accounts or whether they will be solicited specifically for the Commonwealth.		
2.	The selected supplier is expected to act as the prime contractor of all IT staff augmentation and SOW services for CoVA. All resulting orders, SOW's, and payments would be between the Commonwealth and the MSP. Do you agree to serve as the prime contractor in your solution and be accountable for the performance of your subcontractors?		
3.	VITA has defined a set of minimum terms and conditions that need to be included in any agreement with your subcontractors. Do your subcontractor agreements ensure that the subcontractors will comply with VITA's minimum terms and conditions?		
4.	Do you have the ability to manage subcontractor relationships? Describe your experiencing managing staffing subcontractors, including how you manage subcontractors to meet the business needs of the users (understanding the requisitions or SOR's, pricing, efficiently on-boarding, etc.)		
5.	Do you have a standard approach to subcontractor selection? If yes, please describe how do you select the optimal mix of subcontractors? Explain the tactics would you suggest in assessing the optimal mix of subcontractors on an on-going basis.		
6.	Do you have an established process for tracking and measuring subcontractor performance in submitting and placing quality candidates and providing effective SOW solutions? If yes, please describe the process and include a list of key performance indicators currently used for measuring subcontractor performance in your customers' contingent workforce programs.		
7.	Do you have an established process for communicating feedback to subcontractors on		

	their ability to meet the customer's business requirements? If yes, please explain the process and how it impacts the program.		
8.	Does your solution include safeguards to insure impartiality when recruiting and referring resources? If yes, please describe.		
9.	Do you have a range of subcontractors are you able to effectively manage within a customer program? Please explain the range, specify the highest number of subcontractors currently engaged for a single customer and describe any constraints.		
10.	Do you have a process to address when a resource "job shops" between subcontractors before their assignment is completed? If yes, please explain the communications plan to alert the customer and what actions would be taken to prevent a disruption of service.		
11.	Do you have a process to address the situation when you learn that a subcontractor is recruiting any other subcontractor's resources? If yes, please explain the process.		
12.	Does your solution reveal whether a resource is a W2 or 1099? Please describe.		
13.	Do you have a process to ensure continuity of operations in the event a subcontractor must be removed from the program for any reason? If yes, please explain the process.		
14.	Do you have a process to ensure continuity of operations in the event a subcontractor's resource must be removed from the program for any reason? If yes, please explain the process.		
15.	Does your solution ensure that the resources which were originally committed to an SOW remain on the project and complete all deliverables? If yes, please explain.		

**F. Government Environment**

	<b>Requirements</b>	<b>A</b>	<b>B</b>
1.	Do you have experience providing MSP services in a Government environment? If, yes please explain.		
2.	Do you have an established process to respond to legislative, Governor's office, and oversight groups such as auditors and media? If yes, please describe the process. If you have a staff member assigned to such inquiries detail their experience responding to such		

	inquiries.		
3.	Does your solution support the needs of a large number of stakeholders? If yes, please describe.		
4.	Does your solution support the Commonwealth's small, woman-owned and minority-owned (SWaM) initiative? If yes, please describe your efforts to support SWaM and disabled veteran businesses.		
5.	Does your solution support the needs of government to be fair, open, competitive and transparent? If yes, please describe.		
6.	Do you have experience supporting legislative changes that require immediate adjustments to the program? If yes, please describe.		
7.	Will your solution support legislative changes that require immediate adjustments to the program?		

### G. Account Management

	Requirements	A	B
1.	Does the account executive that would be responsible for CoVA's program have a minimum of 5 years of large account MSP experience? Please describe.		
2.	Would local Richmond area personnel be provided to manage the ITCL services throughout the life of the contract? If yes, please describe the staffing plan.		
3.	Will VITA have the ability to accept or reject the proposed senior account executive?		
4.	Will you agree to replace the local staff if VITA, in its reasonable judgment, determines that the individual is not fulfilling the job responsibilities?		
5.	Do the senior account executive duties include:		
5. a)	Ensuring placement of qualified resources that meet the needs of the requisition or Statement of Requirements,		
5. b)	Serving as a key point of contact for VITA and all other public bodies,		
5. c)	Ensuring a high quality level of service,		
5. d)	Interfacing as an issue escalation catalyst, resolving problems and proactively,		
5. e)	Addressing cost savings and optimization		

	opportunities across CoVA,		
5. f)	Deciding on changes to program and policies to ensure contract services remain effective and efficient.		
6.	Are you providing similar services to other clients in Richmond and/or other areas in Virginia? If yes, how will you ensure CoVA has access to the best candidates in these areas?		
7.	Does your account team receive training to understand the needs of CoVA's specific culture, business requirements and relationships?		
8.	Do you measure your account team's performance? If so please describe the methods used.		
9.	Do you keep customers informed of industry direction and trends? If yes, please describe how you will keep VITA informed.		
10.	Does your solution provide ongoing customer communication? If yes, please describe the process and frequency.		
11.	Does your solution offer training and/or coaching to customers? If yes, please explain what is provided.		
12.	Does your solution include ensuring that customers have effectively defined their requirements and deliverables in their SOR's? If so, describe how this is accomplished.		
13.	Do you have a plan to manage turnover in the account team? If yes, please describe.		
14.	Does your solution include outreach and marketing support? If yes, please explain.		
15.	Do you have a defined escalation path for customers to escalate issues and problems? If yes, please explain.		
16.	Will you provide regularly scheduled contract review meetings? If yes, please describe the elements and issues that are included in these discussions.		
17.	Does your solution include an annual planning and objective setting process? If so, please describe.		
18.	Does your solution ensure customer satisfaction? If yes, please describe how you measure the customer's satisfaction, and provide examples from other accounts.		

**H. Continuous Improvement and Risk Reduction**

	<b>Requirements</b>	<b>A</b>	<b>B</b>
1.	Does your solution include analysis and recommendations of ways the Commonwealth can reduce independent contractor risks? If yes, please describe.		
2.	Does your solution assist CoVA in identifying and quantifying cost savings? If yes, please explain.		
3.	Does your solution assist CoVA in identifying and quantifying process improvements? If yes, please explain.		
4.	Does your solution assist CoVA in detecting fraudulent activity occurring in the program? If yes, please explain.		
5.	Does your solution include disclosure of resource wage rate? If yes, please describe how that data is captured and maintained.		

**I. Reporting**

	<b>Requirements</b>	<b>A</b>	<b>B</b>
1.	Does your solution include user access to data and reporting, including ad hoc user reporting? Please describe, including any business analytical tools provided.		
2.	Does your solution generate program performance reports that supports service level agreements? If yes please describe.		
3.	Does your solution generate subcontractor performance reports? If yes, please describe.		
4.	Does your solution generate past due milestone reports? If yes, please describe.		
5.	Does your solution provide alerts? If yes, please describe the capabilities.		
6.	Does your solution provide reports on resource utilization? If yes, please describe.		
7.	Does your solution provide expense reimbursements reports? If yes, please describe.		
8.	Does your solution provide trending reports? If yes, please describe including level of detail.		
9.	Does your solution provide measurement of key performance indicators (if yes please provide details for each), such as:		

9. a)	Customer Satisfaction (e.g. sponsor and subcontractor ratings),		
9. b)	Quality (e.g. measuring the % of resources that do not show up for work, % of resources who do not show up for interview, % of hiring managers trained for the staff aug and SOW process),		
9. c)	Delivery (e.g. Staff aug and SOW total cycle time, timeliness of reporting),		
9. d)	Audit Compliance (e.g. audits of compliance with screening, background checks, proof of insurance, time card accuracy).		

#### J. Pricing Methodology

The pricing of resources to CoVA should reflect the market price for labor based on the skills, experience, market supply and demand conditions at the time of each engagement. The MSP is expected to develop the subcontractor network that will provide the resources and implement processes that ensure the maximum benefit to the Commonwealth from competition among its subcontractors. The basis for the staff augmentation engagement is a not to exceed rate card for each job classification and experience level.

	Requirements	A	B
1.	Does your solution provide a supplier-funded, market based pricing model? If yes, please describe the structure of your pricing model, including the market labor index. Please explain how you ensure that the pricing reflects the current market labor rate for IT skills.		
2.	Does your solution include rate cards? If yes, please explain how the rate cards are developed so that CoVA can attract quality resources.		
3.	Do you have an established process to update rate cards? If yes, what factors would cause a rate to change? Please explain the process for rate card adjustments.		
4.	Does your solution support fixed price SOW? Please explain your pricing model and how you ensure competitive pricing.		
5.	Does your solution support time and materials SOW? Please explain the pricing model and how you ensure competitive pricing.		
6.	Do you have experience using the proposed pricing methodology for other customers? If yes, please describe how the rates fluctuated and how often changes are made.		
7.	Do you currently use different pricing methodologies for other customers? If yes, please explain the other models and include why you chose the proposed model over other		

	options.		
8.	Do you have a formal process for performing benchmarking of current market conditions for candidate availability and rates? If yes, please describe.		

**K. Other Value Added Services**

	Requirements	A	B
1.	Does your solution include the ability to expand MSP services to include a broader range of IT solution services? If yes, please describe in detail explaining the specific service offerings available and how they could be incorporated into this program.		
2.	Are there circumstances that would require the MSP to provide resources directly to the customer? If yes, please describe situations where this could be required and explain what processes and controls will be in place to ensure transparency and competition.		

**L. Implementation**

	Requirements	A	B
1.	Have you successfully implemented a new program in a 6-8 month timeframe? If yes, what were the primary factors contributing to a successful implementation?		
2.	Does your solution include implementation and migration support? If yes, please describe your project management methodology and provide a proposed project plan for implementing the activities outlined in this Section 5.		
3.	Do you have a planned approach to transition support for SOW and staff augmentation work? Please describe, including how you ensure performance of the engagements.		
4.	Does your solution include an implementation team? If yes please describe the team, including: number of personnel, roles, responsibilities, and duration of involvement in implementation.		
5.	Is your proposed implementation team comprised of different personnel than the ongoing account management team? Please explain.		
6.	Will VITA have the ability to accept or reject		

	members of the implementation team?		
7.	Will you agree to replace the implementation team if VITA, in its reasonable judgment, determines that a team member is not fulfilling the job responsibilities?		
8.	Will you provide executive-level resources to VITA during implementation? If yes, please describe their level of engagement, availability and frequency of communications.		
9.	Do you have a defined escalation path for resolution of issues during implementation? If yes, please explain.		
10.	Does your implementation plan include and please describe if yes:		
10. a)	Sessions with agency representatives to finalize their particular resource requirements and unique business rules and systems,		
10. b)	Time to modify/standardize the job titles and descriptions,		
10. c)	Engage and enroll subcontractors into the subcontractor network,		
10. d)	Transition current resources,		
10. e)	the integration (as needed) and roll-out of the VMS,		
10. f)	transitioning data from existing systems to your VMS,		
10. g)	implementing VITA's and CoVA's business rules,		
10. h)	a communication plan to all customers and suppliers,		
10. i)	Training for all customers,		
10. j)	the process to gather each customer's specific billing requirements and ensure your solution can comply with all customer needs,		
11.	Do you have a completed proposed implementation plan for this program including milestones, timelines, and responsibilities? If yes please include a copy.		

## 6. SUPPLIER PROFILE

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### A. Supplier Proposal Compliance

Before submitting its proposal, Supplier should verify: (i) the proposal is accurate and complete; (ii) the proposal is prepared in accordance with the solicitation requirements, including providing all information, content, responses and appendices requested and, (iii) that all required communication, format and submission instructions are followed.

### B. Supplier Corporate Overview

#### 1. Business

State your firm's core business, background, and experience in the relevant market, (not to exceed 3 pages).

#### 2. Corporate Identity

Please provide the identity of any parent corporation, including address, phone and fax numbers, FEIN or tax ID No., company web site and contact email. Provide the identity of any subsidiaries, as applicable (not to exceed 3 pages).

#### 3. Organization and Structure

Supplier is asked to provide an overview of its organizational operating structure and describe the operational and functional relationships of the business units of its organization, as they relate to Supplier's proposal and CoVA's stated needs and requirements. Organizational charts are helpful supplements to the descriptions.

Indicate whether your firm expects to provide the MSP services with existing resources or plans to secure additional resources by partnering or subcontracting. If applicable, identify the additional resources required to provide the MSP services included in the proposal and the timetable for obtaining such resources.

#### 4. Locations

Please describe the geographical locations of your firm at the national, regional, and local levels, as applicable. Identify all locations that will be used to support a resultant contract and the operations handled from these locations. Clearly identify any overseas locations which may be used to support the resultant contract or any related data transactions.

#### 5. Strategic Relationships

Supplier is asked to identify strategic relationships with other related Suppliers. State all major subcontractors expected to be employed and outsourced Service/Solution to be used in implementing the proposed solution. VITA reserves the right to request that Supplier provide all the information described in this section for any and all major subcontractors proposed by Supplier.

### C. Financial Information

#### 1. Total Annual Revenue

Please state total annual revenue and indicate the revenues associated with the provision of MSP services relevant to the proposal.

#### 2. Dun and Bradstreet Credit Report

Include your firm's current full D&B Business Report, if D&B issues reports on Supplier.

#### 3. Annual Reports

Please provide certified, audited financial statements (i.e., income statements, balance sheets, cash flow statements) for the most recent three years. (Suppliers having been in business for a shorter period of time are requested to submit any available certified, audited annual financial statements.) VITA may request copies of or access to current and historic annual reports. VITA reserves the right to access a Supplier’s publicly available financial information and to consider such information in its evaluation of such Supplier’s proposal.

**D. Future, Long Term Vision and Strategic Plans**

Provide information on your firm’s future, long-term vision, and strategic plans as they relate to the direction of the proposed solution and describe a clear vision of how your firm plans to support emerging technologies and industry standards.

**E. Supplier Experience Level and Customer References**

The Supplier should demonstrate a proven record of providing MSP services similar to those defined in Section 5 to customers of similar scope and complexity.

Please detail your experience providing Information Technology MSP services, and complete the table below with information on your top 5 largest customers:

Company Name	Start - End dates	Average number of staff augmentation resources provided per month	Number of SOW's active and/or completed	Annual Total Spend

Specify a minimum of one customer with spending of \$20 million or more annually for at least three consecutive years in an IT contingent labor program.

Company Name	Start - End dates of 3 consecutive years of service	Year 1 Spend	Year 2 Spend	Year 3 Spend	Company Contact Information

Provide three customer references, with contact names, email addresses, phone numbers, MSP services descriptions, and dates implemented which VITA may use in reference checking. VITA will make such reasonable investigations as deemed proper and necessary to determine the ability of a Supplier to perform a resultant contract. These may include, but may not be limited to, reference checks and interviews. The references should be from organizations where Supplier is providing MSP services that are similar in type and scope to those identified in Section 5.

**1. Supplier Reference #1: Reference's Organization Name \_\_\_\_\_**

Reference's Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference's Contract No.
Reference's Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description
Reference's Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

**2. Supplier Reference #2: Reference's Organization Name \_\_\_\_\_**

Reference's Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference's Contract No.
Reference's Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description
Reference's Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

**3. Supplier Reference #3: Reference's Organization Name \_\_\_\_\_**

Reference's Current Point of Contact Name	Point of Contact E-mail	Point of Contact Phone Number	Reference's Contract No.
Reference's Project Manager Name	Project Manager E-mail	Project Manager Phone Number	Project Description
Reference's Contract Manager Name	Contract Manager E-mail	Contract Manager Phone Number	Date Implemented

In addition, Supplier is asked to provide a synopsis or case study of results attributable to its commitment to high quality and increased operating efficiency. This is requested to demonstrate the added value the Supplier can offer and indicate the typical on-going cost reductions and Solution efficiencies CoVA could expect to realize.

**F. Performance Standards Methodology**

Please describe the methodology used to develop your firm's internal performance standards, the processes and tools used to monitor and measure performance against those standards, and the management reporting systems that capture these data.

Indicate your firm's present customer satisfaction rating, summarize customer satisfaction criteria, and describe the methodology used to measure customer satisfaction. Please include any relevant publication ratings or articles.

**G. Disaster Recovery/Security Plan**

Describe in detail you firm's plans to militate against any disaster that would affect the ability to provide CoVA with the proposed MSP services. Provide a detailed plan of your firm's security infrastructure including facility and information technology security, and the VMS. Also include the contingency plan for any performance issues with the VMS.

**H. Small Businesses**

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation and strengthening of small businesses including small businesses owned by women, minorities or service-disabled veterans, to encourage their participation in State procurement activities. The Commonwealth encourages all Suppliers to provide for the participation of these small businesses through partnerships, joint ventures, subcontracts, and other contractual opportunities. Appendix B contains information on reporting subcontractor spend data.

A Supplier which is a small business, a women-owned business or a minority-owned business, as defined in § 2.2-1401 of the Code of Virginia, and is certified by the Department of Minority Business Enterprise (DMBE), should include a copy of its certification or certification number in its proposal. No Supplier shall be considered a small business, a women-owned business or a minority-owned business unless certified by DMBE. Go to: <http://www.dmbc.virginia.gov> .

Provide a Small Business Subcontracting Plan as set forth in Appendix B. If Supplier does not plan to use small business subcontractors in executing a contract resulting from this RFP, so state.

**I. Service and Support Management**

**1. Account Management Plan**

Supplier is asked to provide a detailed description of the approach it would take to manage the business and performance aspects of a resultant contract.

By submitting a proposal, Supplier agrees that it shall, if awarded a contract pursuant to this RFP, consent to participation in the meeting(s) of the Steering Committee described in the Steering Committee section of the Contract Terms and Conditions document, attached to this RFP. Please identify the titles and areas of responsibility of persons who you firm would commit to serve on this Steering Committee.

**2. Project Team**

Provide the resumes of all key members of the project team, including, if applicable, the Account Executive, Contract Administrator, Project Managers, and Regional Vice President(s) responsible for the accounts of VITA and all other public bodies. If an onsite or dedicated presence is part of the proposed solution, Supplier is asked to forward the resumes of the top three candidates potentially available to lead the Supplier's onsite efforts.

Describe the level of access the proposed project team members have within your organization and the authority they have to commit resources to meet unexpected surges in activity and/or to respond to service issues.

Provide the time frame for the availability of project team members and the percentage of time these individuals are expected to be assigned to the VITA account. VITA may require Supplier to involve VITA in the selection and rotation of any key account team members assigned to VITA.

## 7. PRICING INFORMATION

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Submit all pricing data in the Excel Pricing Submittal workbook provided as Appendix C. Altered formats or blank data will be considered incomplete and may be eliminated from further consideration.

The Supplier's pricing proposal must include all charges of any kind associated with the Solution. Pricing must include the Industrial Funding Adjustment (see Section 8 of this RFP), eVA fees, commitment to service level agreements, and continuous improvement funding. VITA will not be liable for any fees or charges for the Solution that are not set forth in the Excel Pricing Submittal. Any attempt to add these fees to submitted pricing will not be considered.

The Supplier must be willing and able to successfully provide the Solution proposed for the prices given.

There are 4 worksheets in the workbook for the supplier to complete. Each sheet is described below.

### A. Worksheet 1: Instructions

### B. Worksheet 2: Staff Aug Pricing

The pricing matrix has the bill rate which is the maximum amount that will be paid to the Supplier by CoVA for the specific resource. The bill rates by job title are to be the net rate CoVA will be charged. The bill rate must cover the pay rate to the resource, subcontractor, background checks, supplier fees, eVA, IFA and all other expenses.

Virginia is divided into 2 geographical zones as the basis for pricing (Northern Virginia is given a separate pricing zone). This is designed to give flexibility due to the differences in wage rates associated with Northern Virginia.

Base all rate data on the job titles specified by VITA. It is recognized that there may be variance in industry job titles and skill bands associated with job titles. Supplier is encouraged to provide their standard job classification data for reference, but all pricing data must be based on the job titles provided by VITA. VITA and the selected Supplier will work jointly to develop the future job classifications and the matching market rate.

The rate card supplied with a proposal is expected to reflect the not to exceed current bill rate for IT skills and experience in the Virginia market and therefore, must be valid for at least 180 calendar days from the submission date.

### C. Worksheet 3: Other Value Added Services

This tab is optional and allows a Supplier to submit additional pricing data/models as well as pricing for other value added services proposed.

Supplier shall disclose pricing assumptions where possible. Supplier shall clearly identify any discount targets/ranges available.

## 8. VITA STANDARD AGREEMENT

Any resulting agreement shall be defined by a written contract, which shall be binding only when fully executed by both parties. A copy of VITA's ITCL MSP Information Technology Service contract is provided as part of this RFP as a separate MS Word document titled, "RFP 2013-07 Contract Terms and Conditions".

The final terms and conditions of the contract shall be agreed upon during negotiations; however, VITA's business requirements are embodied in its standard agreements and Supplier is to give them the same careful review and consideration as the other requirements set forth in this RFP.

Provide your comments regarding any exceptions in the form of margin notes or redline the document with your suggested language where required. Suppliers are encouraged to utilize the SPOC to address any questions you may have regarding any part of the VITA Contract.

Include the completed table below in your response to this RFP.

<b>Issue:</b>	<b>Supplier's response (Y &amp; N)</b>
Do you agree that the contents of your response to Sections 5 and 7 will become part of any contract that may be entered into as a result of this RFP?	
Will you agree to begin measuring the service level (Appendix A) immediately after completion of implementation and migration, or January 1, 2014, whichever is sooner?	
The contract will include performance standards, measurement criteria and significant corresponding financial remedies.  Do you agree to include the Service Levels and remedies for non-compliance as defined in Appendix A in the final contract?	
Do you agree that all provisions of the VITA Contract NOT redlined or so noted are acceptable?	
Do you acknowledge that you will submit a Small Business Subcontracting Plan stating whether or not and how you will be utilizing small businesses in your proposal?	
Supplier acknowledges that no federal funds may be used to obtain any Service/Solution under a contract awarded, pursuant to this RFP, to any Supplier who appears on any of the Lists of Parties Excluded from Federal Procurement and Nonprocurement Programs.	
Do you affirm that your response meets all of the Mandatory requirements listed in section 2.P?	
Do you affirm that your organization is properly registered with the Virginia State Corporation Commission to conduct business in the Commonwealth? Supplier is to complete Appendix D and submit with its proposal.	
Do you affirm that your organization and all affiliates are current with all sales tax obligations to the Commonwealth as of the due date of the proposals in response to this RFP?	

<p>Do you agree to accept the provisions at the following URLs:</p> <p><a href="http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf">http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf</a>;</p> <p>and the eVA provisions at:</p> <p><a href="http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf">http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf</a> and the contractual claims provision §2.2-4363 of the Code of Virginia</p>	
<p>Do you agree to comply with the Supplier's Monthly Report of Sales and Industrial Funding Adjustment requirements (see details in standard contract included as an Attachment to the RFP)?</p>	

## Appendix A – Service Level Agreements (SLAs)

### A. Performance Service Levels (To be effective immediately after completion of implementation and migration, or January 1, 2014, whichever is sooner)

For the corresponding remedies to the below service level, see Contract section Sec 14 d, titled “Performance”.

Performance Standard	Description	Standard	Performance Target	Calculation	Frequency
Resume Submittal Response Time	Measures response time from receipt of request to delivery of candidate resumes	4 business days for top 3-5 candidates	90%	Average number of requisitions which received first batch review within 96 hours	Monthly
Round One Fill Rate	Measures ability to satisfactorily fulfill request with first round of resumes submitted to requestor (top 3-5 candidates)		90%	Total number of filled positions resulting from the first round of resumes/total number of requisitions filled	Monthly
Percentage of Candidates Interviewed	Measures quality of candidates presented		60%	Number of candidates interviewed/total number of candidates sent to hiring manager	Monthly
Fill Rate	Measures ability to fulfill requisitions	100%	92%	Total number of filled positions at month end/total number of requisitions which have been in place over 2 weeks	Monthly
Resource Dismissal	Measures number of resources dismissed due to inadequate resource performance		5% or lower	Number of turnovers (due to inadequate performance)/tot	Monthly

				al number of resources	
Accurate Billing	Monthly invoice is complete and correct, submitted on time		99%	Number of invoices refused for payment due to inaccurate data/total number of invoices	Monthly
Customer Satisfaction	For staff augmentation online survey provided after first quarter engagement of resources and annually thereafter and at conclusion of work assignment. For SOW engagements, on-line survey provided at end of first quarter, annually and at end of SOW.		100%	Online survey provided after first quarter of engagement, annually, and at conclusion of work assignment	Quarterly
System Availability	VMS is available to hiring managers and subcontractors		99%	Measured during normal work hours.	Monthly

## Appendix B - SWaM Subcontracting Monthly Report and Small Business Subcontracting Plan

### A. SWaM Subcontracting Monthly Report

By the 10th day of every month, Supplier shall submit to VITA the Small, Woman, Minority-Owned Business (SWaM) Subcontracting Monthly Report (template available at <http://www.vita.virginia.gov/procurement/documents/SWaMSubcontractingReportTemplate.xls>) Supplier's report should include spend on all Supplier's contracts with second-tier small business suppliers which provide products or Service/Solution under this Contract. The report should specify the amount of such spend provided to SWaM vendors, by SWaM category, regardless of such SWaM vendors' certification status. Supplier shall submit the report to [SWaM@vita.virginia.gov](mailto:SWaM@vita.virginia.gov).

### B. Small Business Subcontracting Plan

Per RFP Section 6,G, provide a Small Business Subcontracting Plan as set forth in the format below. If Supplier does not plan to use small business subcontractors in executing a contract resulting from this RFP, so state.

## Small Business Subcontracting Plan

**All small businesses must be certified by the Commonwealth of Virginia, Department of Minority Business Enterprise (DMBE) by the contract award date to participate in the SWAM program. Certification applications are available through DMBE online at [www.dmbv.virginia.gov](http://www.dmbv.virginia.gov).**

Offeror Name: \_\_\_\_\_

Preparer Name: \_\_\_\_\_ Date: \_\_\_\_\_

### Instructions

- A. If you are certified by the Department of Minority Business Enterprise (DMBE) as a small business, complete only Section A of this form. This shall not exclude DMBE-certified women, minority or service-disabled veterans-owned businesses when they have received DMBE small business certification.
- B. If you are not a DMBE-certified small business, complete Section B of this form.

### Section A

If your firm is certified by the Department of Minority Business Enterprise (DMBE), are you certified as a (check only one below):

- \_\_\_\_\_ Small Business
- \_\_\_\_\_ Small and Women-owned Business
- \_\_\_\_\_ Small and Minority-owned Business
- \_\_\_\_\_ Small Service Disabled Veteran-owned Business

Certification Number: \_\_\_\_\_

Certification Date: \_\_\_\_\_

### Section B

Populate the table below to show your firm's plans for utilization of DMBE-certified small businesses in the performance of this contract. This shall not exclude DMBE-certified women, minority or service disabled veteran-owned businesses when they have received the DMBE small business certification.



## **Appendix C – Pricing**

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See corresponding Microsoft Excel spreadsheet titled "RFP 2013-07 Appendix C Pricing".

## **Appendix D – State Corporation Commission Form**

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### **Virginia State Corporation Commission (SCC) registration information. The Supplier:**

is a corporation or other business entity with the following SCC identification number:  
\_\_\_\_\_ **-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Supplier in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Supplier's out-of-state location) **-OR-**

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Supplier's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):