**Organizational Description**

|  |  |  |
| --- | --- | --- |
| Detailed background information. Attach organizational structure. | | |
| [insert here] | | |
| List all company locations |  |  |
| [Primary Location]  [Number of Employees at location] | [Other location]  [Number of Employees at location] | [Other location]  [Number of Employees at location] |
| Proposed Account Staffing  Provide an overview of the account management team, including a brief background and experience of staff that would be assigned to assist and oversee the accounts; specific roles and responsibilities of staff; and the time commitment entities could expect from these individuals. Describe your initial and ongoing account management. | | |
| **[insert here]** | | |
| **Provide an overview of your implementation team, including a brief background and experience of staff that would be assigned to implement the solution; specific roles and responsibilities of staff; and the time commitment entities could expect from these individuals. Describe the transition process from the implementation team to the account management team.** | | |
| **[insert here]** | | |
| **Company’s main line of business:** | | |
| [insert here] | | |
| **Years in business providing VMS to multiple states:** | | |
| [insert here] | | |

**Escalation Information**

|  |  |  |
| --- | --- | --- |
| Performance metrics have been provided in the RFP document.  Provide the company’s escalation contacts for this account. Provide a description of your company's issue notification and escalation procedures. Include any tools, flows, and responsibilities, including expected response times. Add additional escalation contact information as necessary | | |
| [insert here] | | |
| Primary Contact Name/Title | Direct Business Phone | Email |
| [name/title] |  |  |
| Cell Number | Other: |  |
|  | [insert here] |  |
| Escalate to 2nd Contact Name/Title | Direct Business Phone | Email |
| [name/title] |  |  |
| Cell Number | Other: |  |
|  | [insert here] |  |
| Escalate to 3rd Contact Name/Title | Direct Business Phone | Email |
| [name/title] |  |  |
| Cell Number | Other: |  |
|  | [insert here] |  |
| Escalate to 4rd Contact Name/Title | Direct Business Phone | Email |
| [name/title] |  |  |
| Cell Number | Other: |  |
|  | [insert here] |  |

Add more lines as needed.

Governmental Experience

|  |  |  |  |
| --- | --- | --- | --- |
| **Provide the following information for each government account for which your company has provided for VMS IT Professional resources within the past year (maximum of five):** | | | |
| 1 Government Entity Type & Name & Address | | Project description/type | Annual Revenue received  (prior twelve months) |
| [insert here] | | [insert here] |  |
| Will provide reference? (Y/N) | Website | | Company Industry |
| [insert here] | [insert here] | | [insert here] |
| Reference Name/Title | | Direct Phone | Email |
| [insert here] | |  |  |
| 2 Government Entity Type & Name | | Project description/type | Annual Revenue received  (prior twelve months) |
| [insert here] | | [insert here] |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Name/Title | | Direct Phone | Email |
| [insert here] | |  |  |
| 3 Government Entity Type & Name | | Project description/type | Annual Revenue received  (prior twelve months) |
| [insert here] | | [insert here] |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Name/Title | | Direct Phone | Email |
| [insert here] | |  |  |
| 4 Government Entity Type & Name | | Project description/type | Annual Revenue received  (prior twelve months) |
| [insert here] | | [insert here] |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Name/Title | | Direct Phone | Email |
| [insert here] | |  |  |
| 5 Government Entity Type & Name | | Project description/type | Annual Revenue received  (prior twelve months) |
| [insert here] | | [insert here] |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Name/Title | | Direct Phone | Email |
| [insert here] | |  |  |

**Top Customers**

|  |  |  |  |
| --- | --- | --- | --- |
| **Provide the following information for each of the company’s five largest customers for which your company has provided for VMS IT Professional resources within the past year:** | | | |
| 1 Name/Address | Phone/Web Address | Annual Revenue received (prior twelve months) | |
| [insert here] |  |  | |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Contact Name | Reference Contact Direct Phone | | Reference Contact Email |
| [insert here] | [insert here] | |  |
| 2 Name/Address | Phone/Web Address | | Annual Revenue received (prior twelve months) |
| [insert here] | [insert here] | |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Contact Name | Reference Contact Direct Phone | | Reference Contact Email |
| [insert here] | [insert here] | |  |
| 3 Name/Address | Phone/Web Address | | Annual Revenue received (prior twelve months) |
| [insert here] | [insert here] | |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Contact Name | Reference Contact Direct Phone | | Reference Contact Email |
| [insert here] | [insert here] | |  |
| 4 Name/Address | Phone/Web Address | | Annual Revenue received (prior twelve months) |
| [insert here] | [insert here] | |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Contact Name | Reference Contact Direct Phone | | Reference Contact Email |
|  |  | |  |
| 5 Name/Address | Phone/Web Address | | Annual Revenue received (prior twelve months) |
| [insert here] | [insert here] | |  |
| Will provide reference? (Y/N) | | | |
|  | | | |
| Reference Contact Name | Reference Contact Direct Phone | | Reference Contact Email |
| [insert here] | [insert here] | |  |

Subcontractors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **If the Proposer has set up subcontracting relationships for VMS IT Professional resources with other vendors to respond to this bid, include an affidavit from each subcontractor stating the subcontractor’s responsibilities under the proposal and a willingness to carry out these responsibilities. This assurance in no way relieves the Proposer of any responsibilities in responding to this RFP, completing the commitments documented in the proposal or in fulfilling any contractual requirements, if awarded.** | | | |  |
| 1 Subcontractor Name/Address | Subcontractor’s Annual Revenue (prior twelve months) | Proposer’s Portion of Subcontractor’s Revenue (prior twelve months) | Is this Subcontractor affiliated or otherwise connected to your company? (Y/N) | Is this Subcontractor a certified Small, Minority or Women Owned Company? (Y/N) |
| [insert here] | $ | $ |  |  |
| 2 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 3 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 4 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 5 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 6 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 7 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 8 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 9 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |
| 10 Subcontractor |  |  |  |  |
| [insert here] | $ | $ |  |  |

Add more lines as needed.

|  |  |  |
| --- | --- | --- |
| **If the Proposer has set up subcontracting relationships with certified Small/Minority Businesses to respond to this RFP, state annual payments for VMS IT Professional resources from your company to each subcontractor for the two prior calendar years:** | | |
| 1 Subcontractor | Annual Payments from Contractor to Sub (01/01/15 – 12/31/15) | Annual Payments from Contractor to Sub (01/01/14 – 12/31/14) |
| [insert here] |  |  |
| 2 Subcontractor | Annual Payments from Contractor to Sub (01/01/15 – 12/31/15) | Annual Payments from Contractor to Sub (01/01/14 – 12/31/14) |
| [insert here] |  |  |
| 3 Subcontractor | Annual Payments from Contractor to Sub (01/01/15 – 12/31/15) | Annual Payments from Contractor to Sub (01/01/14 – 12/31/14) |
| [insert here] |  |  |
| 4 Subcontractor | Annual Payments from Contractor to Sub (01/01/15 – 12/31/15) | Annual Payments from Contractor to Sub (01/01/14 – 12/31/14) |
| [insert here] |  |  |
| 5 Subcontractor | Annual Payments from Contractor to Sub (01/01/15 – 12/31/15) | Annual Payments from Contractor to Sub (01/01/14 – 12/31/14) |
| [insert here] |  |  |

Add more lines as needed.

|  |  |
| --- | --- |
|  | BUSINESS  The Proposer must address all of the following items. If including an attachment, cross reference attachment and section. |
|  | Please introduce or summarize any information the Proposer deems relevant or important to the successful acquisition of the products and/or services requested in this RFP. |
|  | [insert here] |
|  | The legal form of the Proposer’s business organization, the state in which formed (accompanied by a certificate of authority), and the types of business ventures in which the organization is involved (if more than one, highlight and detail the division responsible for VMS) are to be included in this section. |
|  | [insert here] |
|  | Does your company use electronic timesheets to track IT professional usage? Has this successfully interfaced with other systems? If so, please list. |
|  | [insert here] |
|  | See Attachment 6 for Background Check Requirements.  Describe your requirements and process regarding background checks for your employees (both W-2 and 1099). Does your company include arrangements for additional background checks or security checks based on individual custom requirements? |
|  | [insert here] |
|  | Describe your quality standards and guarantees of service. Describe other quality assurance processes in place. |
|  | [insert here] |
|  | Does your company have a process in place to receive and respond to customer feedback? Describe how feedback is provided, response time, etc. |
|  | [insert here] |
|  | Company Financial Information  This section must include a notarized statement from a Certified Public Accountant demonstrating the company’s financial stability for the two (2) most recently completed fiscal years. If the statements being provided by the Proposer is that of a parent or holding company, additional certification must be provided for the entity/organization directly responding to this RFP. |
|  | [insert here] |
|  | Integrity of Company Structure and Financial Reporting  This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services.  The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports. |
|  | [insert here] |
|  | Registration to do Business  If awarded the contract, the Proposer will be required to be registered, and be in good standing, with the various states in which it is or will be performing the contractual services. The Proposer must indicate the states in which it is registered and the status of registration, if applicable, in this section of the proposal. |
|  | [insert here] |
|  | Provide authorizing documentation: Proposer personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. |
|  | [insert here] |
|  | Provide a detailed list of all areas of contingent workforce expertise and experience. Provide current subcontractor for each area specified. |
|  | [insert here] |
|  | Provide your company’s formal disaster recovery plan. |
|  | [insert here] |
|  | Describe your company’s experience serving customers of a similar size and scope to this procurement. Provide specific clients and detailed examples. |
|  | [insert here] |
|  | Is Proposer willing to provide the pricing proposal included in this RFP response to Other Governmental Bodies (as defined in Sections 1.2 and 1.4.1 of the RFP)? Will Proposer actively solicit these Other Governmental Bodies and encourage them to purchase on this contract? Please provide a yes/no response and an explanation of how your company intends to accomplish this objective. |
|  | [insert here] |
|  | Provide three (3) examples in which your vendor management program has delivered hard cost savings to your customers. Please include statistical information on total spend and hard savings, including the calculation methodology used for determining these savings. If these examples are not from references listed previously, please include contact information for the client organization. |
|  | [insert here] |
|  | How would you assist the Participating Entities in quantifying cost savings associated with this contract? How would you help the Participating Entities identify ongoing opportunities for additional savings during the life of the contract? |
|  | [insert here] |
|  | Describe how you would provide information for requests forwarded to you by the Participating Entities under open/public records law, while honoring service provider companies’ rights to limit specific detailed information on resumes. |
|  | [insert here] |
|  | How long has your company been delivering the services and technologies proposed in this RFP for contingent workforce management? |
|  | [insert here] |
|  | What do you feel are your firm’s top competitive advantages? |
|  | [insert here] |
|  | Please identify your proposed business model to deliver a contingent workforce management solution to the Participating Entities. |
|  | [insert here] |
|  | What unique value-adds, innovations, or process knowledge does your firm bring and how can it benefit the Participating Entities? |
|  | [insert here] |
|  | How will you manage our account? Please indicate the position, job functions, and responsibilities associated with your management teams. |
|  | [insert here] |
|  | Describe how you will present your company’s performance management review. |
|  | [insert here] |
|  | Where will the account management team be located? |
|  | [insert here] |
|  | How do you measure your account management team’s performance? |
|  | [insert here] |
|  | What elements of this team are most critical to its success? |
|  | [insert here] |
|  | How would you facilitate the regularly scheduled contract review meetings? What elements and issues do you believe should be included in these discussions? |
|  | [insert here] |
|  | Provide a detailed training plan for all users including customer end users, suppliers, and contract employees, including the methods used (instructor led, distance learning, “train the trainer”, CBT, online tutorial, etc.), locations, and frequency of offerings. Identify the standard training and any customized training that is available to reflect individual department or institution needs, and include any limitations such as class sizes, locations, and time limits. |
|  | [insert here] |
|  | Describe the ongoing support available to end users, including hot line or toll free numbers, day and time availability, and any restrictions. |
|  | [insert here] |
|  | Identify the amount of staffing and the funds as a percent of revenue that are devoted to customer support. |
|  | [insert here] |
|  | How do you provide help-desk support? What specific help-desk services are offered? Please list any websites used for support purposes. |
|  | [insert here] |
|  | Provide a narrative outlining your supplier relationships. Give an example of an exceptional supplier partnership. |
|  | [insert here] |
|  | What process, if any, do you use to recruit and attract Minority and Women’s Business Enterprises service suppliers? |
|  | [insert here] |
|  | What process do you use to recruit and attract emerging technology IT Professionals and/or suppliers? |
|  | [insert here] |
|  | What process do you use to recruit and attract legacy technology IT Professionals and/or suppliers? |
|  | [insert here] |
|  | What percentage of staffing suppliers have refused to participate in your supplier management/contingent workforce management program? |
|  | [insert here] |
|  | Please describe your staffing supplier management program – is it a tiered program or an all-inclusive broadcast program? |
|  | [insert here] |
|  | How many staffing suppliers work within your network? |
|  | [insert here] |
|  | What benefits do suppliers achieve from participating in your programs? |
|  | [insert here] |
|  | What services does your organization provide the staffing suppliers who participate? |
|  | [insert here] |
|  | What are the steps used to qualify and add new suppliers? When and why do you terminate suppliers? |
|  | [insert here] |
|  | Describe your process for determining supplier rates. |
|  | [insert here] |
|  | Describe the back office operations of the Vendor Management System program that your company offers. |
|  | [insert here] |
|  | Do you have a contracts and legal group to review all supplier agreements and insurance requirements and if so please describe this group? |
|  | [insert here] |
|  | Describe your candidate on-boarding and off-boarding processes. |
|  | [insert here] |
|  | Describe your procedures for resolving employee relations issues. |
|  | [insert here] |
|  | How do you ensure that quality and service levels are maintained by the supplier community? |
|  | [insert here] |
|  | How do you ensure that RFP requirements on background/reference checks are properly carried out from your staffing suppliers? Please provide an example of how you have monitored these requirements for a current client. |
|  | [insert here] |
|  | Describe your company’s position and philosophy regarding the concerns of co-employment |
|  | [insert here] |
|  | What current policies or procedures do you have in place with other clients regarding co-employment? Please discuss how you protect your clients from co-employment issues. |
|  | [insert here] |

|  |  |
| --- | --- |
|  | List your company's Senior Management as well as their time spent with the company and their relevant experience. |
|  | [insert here] |
|  | What percentage of your staff has been with your company for more than 5 years? |
|  | [insert here] |
|  | What is the average rate of year-over-year growth in sales for Products and Services for the whole company for the last 5 years? |
|  | [insert here] |
|  | Is your company currently profitable? If not, when is the company expected to become profitable. |
|  | [insert here] |
| 55. | Does your firm specialize in IT Professional workforce management? If not, what is your primary line of business? |
|  | [insert here] |
|  | Does your firm specialize in hiring for certain industries? If so, which? |
|  | [insert here] |
|  | Does your firm specialize in recruiting for a specific type of customer, or do you provide IT Professional staff for all types of customers? |
|  | [insert here] |
|  | How does your firm offer insight into the type of IT Professional that Participating Entities should be looking for? |
|  | [insert here] |
|  | How does your firm make sure that you understand the needs of your customers? |
|  | [insert here] |
|  | How would you describe the types of customers you primarily work with? |
|  | [insert here] |
|  | What measures do you take to keep your staffs’ qualifications up to date? |
|  | [insert here] |
|  | What professional experience does your consulting and administrative team have? |
|  | [insert here] |
|  | What is the education level of your staff? |
|  | [insert here] |
|  | What specialized skills do you require your employees to possess for designing, implementing or modifying IT systems? |
|  | [insert here] |
|  | What is the average tenure of your employees? |
|  | [insert here] |
|  | How do you keep your wage costs under control while still ensuring staff quality? |
|  | [insert here] |
|  | How does your staff stay up to date with changing regulation in the IT Professional workforce market? |
|  | [insert here] |
|  | How do you ensure the quality of the IT Professionals you provide? |
|  | [insert here] |
|  | What is the average turnover rate of IT Professionals you provide? |
|  | [insert here] |
|  | Do you verify IT Professionals credentials? |
|  | [insert here] |
|  | What is the average retention rate among your customers? |
|  | [insert here] |
|  | Have you had any major complaints from past customers? How have you dealt with these complaints? |
|  | [insert here] |
|  | How many current customers do you have in my industry? How does this impact your ability to source IT Professionals due to conflicts of interest and an inability to contact current employees of your other customers? |
|  | [insert here] |
|  | What is your customer renewal or repeat business rate? Why do companies renew their contract with your business? |
|  | [insert here] |
|  | How do you evaluate customer satisfaction, and how frequently do you do so? Is this made available to all customers? |
|  | [insert here] |
|  | How have you changed your service in response to customer complaints and suggestions? |
|  | [insert here] |
|  | If you encounter issues or your customers is not satisfied, what steps do you take to address the issue? |
|  | [insert here] |
|  | What are your hours of operation? |
|  | [insert here] |
|  | How many customers do you have for every IT consultant you have on staff? How might this affect your availability? |
|  | [insert here] |
|  | Are you looking to expand your service offerings during the next three years? How so? |
|  | [insert here] |
|  | Do you offer IT Professional workforce management services for IT Professionals located outside of the country? |
|  | [insert here] |
|  | What additional services do you offer? |
|  | [insert here] |
|  | How do you establish pricing? What portion of this price goes directly to IT Professional wages? |
|  | [insert here] |
|  | Will purchasing a greater number of services result in price discounts? |
|  | [insert here] |
|  | How accurate are your time estimates for the hiring of IT Professionals? |
|  | [insert here] |
|  | What are your primary metrics for measuring the timeliness of IT Professional placements? |
|  | [insert here] |
|  | What is your rate of on-time placements? |
|  | [insert here] |
|  | What are your primary metrics for internal quality measurement regarding timeliness? Is this data available to customers? |
|  | [insert here] |
|  | How often do you experience problems with the timeliness of service completion? |
|  | [insert here] |
|  | What checks and balances are in place to ensure that work is completed on time without sacrificing quality? |
|  | [insert here] |
|  | What avenues do you use to find new IT Professionals? |
|  | [insert here] |
|  | What avenues do you use to find IT Professionals with niche or hard-to-find qualifications? |
|  | [insert here] |
|  | Do you use generic job postings or are they specific to only those positions needed? |
|  | [insert here] |
|  | Do you actively seek out IT Professionals for specific positions or do you primarily try to fill positions with workers that you already have in your database? |
|  | [insert here] |
|  | Do you perform psychological evaluations in addition to personal interviews and skills testing? |
|  | [insert here] |
|  | Can my company submit interview questions for IT Professionals in order to play a part in the selection process? |
|  | [insert here] |
|  | How many IT Professionals do you have in your database? |
|  | [insert here] |
|  | How often is the average IT Professional used? |
|  | [insert here] |
|  | How long has the average IT Professional been in your database? |
|  | [insert here] |
|  | Do you ever have problems finding IT Professionals within your database to fit the needs of customers? If so, how long can Participating Entities expect to wait for a suitable IT Professional? |
|  | [insert here] |
|  | How long have you had your longest-serving customers? |
|  | [insert here] |
|  | What do you see as the most significant benefit from developing long-term relationships with customers? |
|  | [insert here] |