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12 May 04

Addendum # 3

LOI # B03733: Computer Technical Support Services (MPA # 230)

Submission Deadline: 24 May 04 @ 3:00 PM (EDT)

- Previously e-mailed vendor questions are answered and posted for review.
- A pre-proposal meeting summary is being compiled and will be released as soon as it becomes available.
- **Vendors should submit their proposals on CD ROM, in addition to the requested hard copies. Submission on CD ROM should include both technical and cost proposals. Please submit 2 CDs with your response.**
- No further questions will be entertained.
- Please monitor this web site to obtain the latest information regarding this solicitation.

A handwritten signature in black ink, appearing to read "Jerome D. Moynihan".

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendor A:

Overall

- How do I get electronic access to this bid?

The solicitation is downloadable in PDF format on the division of Purchase's website (<http://www.purchasing.ri.gov/>). Electronic copies of the original word document are not provided. The bid response must be submitted in an Excel file downloadable at the website.

- Where can I obtain an RIVIP bidder certification cover form?

The RIVIP Bidder Certification Cover Form is automatically created when a registered vendor signs onto the Purchasing Website and opens a bid or RFP solicitation. Vendors must register on-line at the Division of Purchase's website (see above). To sign onto the Website click onto the sign-on at the top left of the webpage. Look for the flashing red arrow. If you can't see it, call the help Desk at 401 222-2142, ext 134.

- Where can I access the terms and conditions associated with this bid?

Within the document there are specific terms. The State's General Terms and Conditions can be found on the Division of Purchase website under General Information.

Section 1

- Can you validate what specific terms and conditions apply to MPA 230. There are a number of terms on the RI purchasing website.

All Apply

- Can you provide information on the Certificate of Authority?

The telephone number to the RI Secretary of State is listed on page two of the solicitation.

Section 3

- Can you explain what it means for all engagements to be for named individuals only?

When the state creates purchase order releases to any MPA 230 approved vendor for individual engagements, those engagements will be for named individuals. If the vendor cannot deliver the named individual (or if that individual leaves prior to completion of the work), the purchase order may be canceled by the State .

- Can you provide more information on when and how background checks and drug testing are performed on resources.

The State may require background and/or drug checks on individuals assigned to State projects, the specifics of which will be determined at the time the state solicits for individual engagements. Background and/or drug checks will be performed by a state-approved organization at vendor's expense, to the standard specified at the time of engagement.

Section 4

- Can you provide more information on the expected response for item #6 – Description of HR, Hiring, etc. processes and procedures.

A brief description of the vendor's human resource and hiring processes, which may include recruitment, screening (including Criminal Background and/or drug-testing), reference checking, replacement, use of subcontractors vs., employees, training and development procedures. Vendor will be required to submit an equal opportunity employment plan.

Appendix II

- If the state decides to reject deliverables, can you describe the process for resolution?

The individual project sponsor will have the authority to accept or reject deliverables. If there is a dispute between the project team and Vendor, the parties may appeal to the State CIO through the Project Review Committee within 10 days. If the parties are still unable to resolve the issue, the vendor may further appeal to the State Purchasing Agent. Any remaining unresolved disputes will be governed by the contract language as described in the state's standard terms & conditions as amended and incorporated into individual engagement agreements.

Vendor B:

1. Page 8, last paragraph states "In the event of unplanned turnover, vendor will be responsible to the State for the cost of being a new consultant up to speed on any engagement" as follows:

- One week's cost reimbursement for each month of completed work under any engagement. This does not automatically guarantee that any replacement contractor will be an employee of the same vendor.

A. Define cost reimbursement?

The Vendor will be liable to reimburse the state at a rate equal to one week equivalent compensation for each month of work completed by the individual. The amount will be calculated at the rate the original Vendor was being paid for the engagement.

- B. Explain the process in which the cost reimbursement would be completed.

In the event of unplanned turnover, the state will notify the Vendor that the vendor is in breach of their engagement agreement and will therefore be liable for cost reimbursement as outlined in LOI #B03733. This liability must be satisfied in order for the Vendor to be considered for additional engagements.

- C. Can an employee of the vendor of equal experience and knowledge be substituted by the vendor in the engagement to eliminate the need for “cost reimbursement” to the State for training?

No. An employee of the Vendor may be considered as a replacement, however, vendor should not assume that just because they have a resource they feel could fill the vacated position, the state will necessarily contract with that vendor for replacement staff. All engagements will be for named individuals and, in the event of unplanned turnover, the state reserves the right to select replacement staff based upon the same selection process established for all engagements under MPA 230. The cost reimbursement is designed to compensate the state for lost productivity in getting replacement staff up to speed on the engagement, regardless of which Vendor provides the individual resource.

Section 3, second sentence.

2. Can the vendor name individuals after the State requests for quote on an engagement so as to match specific talent to the State requirement?

The Vendor must provide named individuals in their response to requests in order to be considered for the engagement.

3. In many engagements the contractor is required to purchase material. Can materials consumed in delivery of vendor services to the State be invoiced to the State?

Out of pocket expense reimbursements are not allowed under this MPA.

4. There seems to be inconsistency in the required labor skills of the categories and Appendix 1 “Cost Proposal” in that in for example:

Database Designer minimum of 5 years database design or administration, etc. (Skills Required) and in the Appendix 1/Database Designer Jr., Intermediate and Senior has different experience requirements. Does the State want prices for the three levels of skills? Please clarify.

The state desires prices at three skill levels as follows: Junior (which can be under 3 years), Intermediate (minimum of 3 – 6 years), and Senior (minimum of 6 years). Note that Solution Architecture has a minimum requirement of 8 years experience.

Does the vendor submit three (3) specific years of cost (Appendix 1/Cost Proposal RATE) to match the period of performance?

No, it is assumed that the maximum rate as outlined in the bid solicitation form will be the maximum rate allowable for the entire 3-year term.

Section I, page 2.

“The State reserves the right to add to the initial list of qualified vendors through public re-solicitation of additional Letters of Interest.

5. In this re-solicitation period, are vendors entitled to modify their prices?

No, however vendors may respond to the new solicitation in order to be considered for new categories of services.

6. Can the vendor submit several people on an engagement to share the workload and tasks defined by the State?

Yes, as approved by the state at the time of engagement.

Section I, page 3.

“All engagements will be for named individuals” only.

7. Can one resource be considered for more than one labor category if the resource qualifies for more than one labor category?

Yes, but will be paid at the rate appropriate for each category.

8. There is some confusion about dates on LOI #B03733

A) ON RIVIP BIDDER CERTIFICATION FROM

- Opening Date & Time: 5/11/2004 @ 3pm

B) On Front Page of LOI #B03733

- Opening Date & Time: 5/24/2004 @ 3pm
- Pre-Bid/Proposal Conference: 5/11/04 @ 9am

C) Appendix 1 – Cost Proposal

- Opening Date & Time: 5/25/2004 @ 3pm

What are the correct times and dates required by the State? (Page 12)

Answer for A B & C: Opening Date & Time (Deadline for Submission) is 5/24/04 @ 3:00 PM. The Pre-Bid/Proposal Conference is 5/11/04 @ 9am in Roberts Hall, Rhode Island College, 600 Mt. Pleasant Avenue, Providence.

9. In Appendix 1, under Network Support, there is a Network Operations Labor Category. However, in Appendix III the Network Support Roles in there are Jr., Intermediate, and Senior Network Technicians yet no Network Operations category.

The Network Operations role refers to technicians working in a Network Operations Center, with experience with helpdesk and network monitoring tools (vs. Network Technicians which may include field work).

Vendor C:

| No. | LOI Reference | Page Number | Question |
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| 1 | RIVIP Cover Form | P. 1 | <p>The first page of the RIVIP form indicates that the due date for the proposal is May 11. The state's Web site, however, says May 24 is the due date. Please clarify the due date: May 11 or May 24?</p> <p>Opening Date & Time (Deadline for Submission) is 5/24/04 @ 3:00 PM. The Pre-Bid/Proposal Conference is 5/11/04 @ 9am in Roberts Hall, Rhode Island College, 600 Mt. Pleasant Avenue, Providence</p> |

| No. | LOI Reference | Page Number | Question |
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| 2 | Section 4, Technical Responses instructions, item 3 | P. 5 | <p data-bbox="667 267 1299 300">A. Seven requirements are listed that vendors must fulfill.</p> <p data-bbox="724 334 1560 466">Requirement #2 states: A statement of experience describing the offeror's background, qualifications, and experience with other clients in the categories and skills listed, a list of engagements and references demonstrating vendor's capacity to deliver services as referenced elsewhere in this solicitation.</p> <p data-bbox="724 499 1560 566">Requirement #5 states: A statement of company history listing the number of employees, volume of business, and general business references.</p> <p data-bbox="724 599 1549 765">Is it appropriate for vendors to use the same references for Requirements 2 and 5? If not, please explain the difference between "references demonstrating vendor's capacity to deliver services as referenced elsewhere in this solicitation" as stated in Requirement #2 and "general business references" as stated in Requirement #5.</p> <p data-bbox="724 831 1560 1097">It is possible that the same references can meet the requirements of # 2 & # 5 above, however Vendor must provide references which meet both requirements above. "References demonstrating vendor's capacity to deliver services" has to do with the Vendor's ability to deliver staff with the specific skills and experience as outlined in the solicitation. General business references demonstrate the Vendor's general business practices, integrity, experience, customer satisfaction and financial viability.</p> <p data-bbox="667 1163 1560 1296">B. The third requirement tells vendors to include sample resumes in the response. Is it the state's intent for vendors to supply sample resumes for each of the five categories of service (Application Delivery, System Administration, Network Support, and Desktop Support, and Miscellaneous)?</p> <p data-bbox="716 1329 1536 1395">Vendors should provide sample resumes for each of the five categories the Vendor is applying to provide services for.</p> <p data-bbox="667 1428 1560 1495">C. In Requirement #5, is the term "volume of business" to be interpreted as annual revenue? Yes.</p> |

| No. | LOI Reference | Page Number | Question |
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| 3 | Appendix I, Cost Proposal spreadsheet | P. 7 | <p>On this page, the Letter of Interest states,</p> <p>Responses must be submitted using the Electronic Excel Spreadsheet downloadable at www.purchasing.state.ri.us a correctly completed Electronic Bid Forms on a CD. It is the responsibility of Bidder to assure that all of the required Electronic Bid Form files are contained on the submitted CD and that they are uncorrupted, readable and usable by State of Rhode Island purchasing officials.</p> <p>A signed in ink printed copy of the Completed Spreadsheet.</p> <p>Indicate on the attached spreadsheet (MPA-230 bid form.xls downloadable at www.purchasing.state.ri.us) the maximum fully-absorbed hourly rate which may be charged for each of the classifications covered by this Request for the base period.</p> <p>Please clarify the following regarding the statements contained in the above-mentioned section:</p> <p>A. Is the "Electronic Excel Spreadsheet" referenced in the first paragraph of the above-mentioned section the same document as the sample spreadsheet included under Appendix 1 – Cost Proposal of the Letter of Interest?</p> <p>Yes.</p> <p>B. In the second paragraph of the above-mentioned section, you reference "the Completed Spreadsheet". Is "the Completed Spreadsheet" the same document as the sample spreadsheet included under Appendix 1 – Cost Proposal of the Letter of Interest?</p> <p>No, it is the vendor's copy of the downloaded Excel spreadsheet with the pricing inserted by the vendor.</p> <p>C. In the third paragraph of the above-referenced section you reference "the attached spreadsheet (MPA-230 bid form.xls downloadable at www.purchasing.state.ri.us)". Is the spreadsheet you reference as "the attached spreadsheet (MPA-230 bid form.xls downloadable at www.purchasing.state.ri.us)" the same document as the sample spreadsheet included under Appendix 1 – Cost Proposal of the Letter of Interest?</p> <p>Yes.</p> <p>D. If your answer to Questions 2A, B, or C is no, please provide a copy of the following document, whichever is applicable:</p> <ul style="list-style-type: none"> i. Electronic Excel Spreadsheet ii. the blank form of the Completed Spreadsheet iii. MPA-230 bid form.xls downloadable at www.purchasing.state.ri.us <p>NA</p> |

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| 3 | Appendix I, Cost Proposal spreadsheet | P. 7 | <p>E. If your answers to Questions 2A, B, and C are yes, we intend to add a signature line to our completed spreadsheet and have our company's duly authorized representative sign this document. Does this course of action fulfill the state of Rhode Island's requirement for "A signed in ink printed copy of the Completed Spreadsheet" as referenced in the above-mentioned section?</p> <p>Yes.</p> <p>F. In the third paragraph of the above-referenced section you request that vendors indicate the maximum fully-absorbed hourly rate which may be charged for each of the classifications covered by this Request for the base period. Is the "base period" referenced in this section the July 1, 2004 through June 30, 2007 period referenced on page 2, Section 1 - Overview, of the Letter of Interest?</p> <p>Yes.</p> <p>G. If your answer to Question 2F is yes, The Cost Proposal spreadsheet allows vendors to submit just one rate per category for the length of the contract. Because labor rates will change over the course of the three-year contract in reaction to labor supply and demand, vendors will need to plan for change.</p> <p>i. As vendors complete the sample spreadsheet included under Appendix 1 – Cost Proposal of the Letter of Interest are you requiring that we include one rate per category/role for the entire "base period" or three rates per category/role for each of the three state fiscal years contained within the "base period"?</p> <p>One rate for the entire base period of 3-years, for each category/role at each level of experience (junior, intermediate, senior).</p> <p>ii. How should vendors account for the cost-of-living inflator that is typical in multi-year labor rate spreadsheets if you are requiring one rate per category/role for the entire three-year contract period</p> <p>Vendors are responsible for calculating any cost-of-living adjustments into their base rates.</p> <p>H. The instructions for completing the Cost Proposal do not indicate where vendors should identify ancillary costs, such as travel or other costs incurred in the performance of an assignment. Similarly, the Appendix I Cost Proposal worksheet does not provide a place for these types of charges.</p> <p>Out of pocket expense reimbursements are generally not allowed under this MPA, however the state reserves the right to negotiate cost reimbursement terms on individual engagements in accordance with state policy.</p> <p>8</p> |
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|---|---------------------------------------|------|--|
| 3 | Appendix I, Cost Proposal spreadsheet | P. 7 | <p>Please define clearly the meaning of "maximum fully absorbed rate" as it is used in the third paragraph of the above- referenced section.</p> <p>Maximum fully absorbed rate is the total cost to the state, with the vendor absorbing any and all employee costs, benefits, sick time, vacation time, insurance, etc.</p> <p>In answering this question, does the state of Rhode Island intend for the rates to include all costs, including travel and lodging? Should vendors not plan to separately identify these ancillary costs?</p> <p>Out of pocket expense reimbursements are not allowed under this MPA.</p> |
|---|---------------------------------------|------|--|

Vendor D:

What has the historical spend been from the previous contract?

Approximately \$6 - \$7 million annually.

Does this LOI allow all agencies within the State of RI to procure services or is this an exclusive contract with the ITD?

This contract is exclusive to ITD for the provision of services to State Agencies. However, vendors may offer their services to local governments and school districts. State quasi-public agencies may also use this contract . A list of these independent agencies will be provided at contract time.

What has been the past volume associated with this contract pertaining to the number of hires and number of projects?

There were in excess of 100 individual engagements in FY03.

Vendor E:

I have downloaded the Excel Spreadsheet to use for the Cost Proposal. However the main document (RFP) states that....

"Responses must be submitted using the Electronic Excel Spreadsheet downloadable at www.purchasing.state.ri.us a correctly completed Electronic Bid Forms on a CD."

This statement I find very confusing. What exactly does this mean?? Can we just complete the Excel form, or must the form be completed and then burned onto a disk? Or are both of these statements incorrect? Please explain exactly what the process is for this.

Vendor should download the Excel file and save it to his computer. Then the Vendor should complete the excel spreadsheet, save the file and burn a copy of the saved file with vendor's response onto a CDROM and submit it with his proposal. Vendors should also include signed printed copies of their Excel spreadsheet responses as outlined in the solicitation.

END