

## RFP #8297 - Information Technology Contract Staff Services

### Questions and Answers

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1. Can we provide bill rate range, meaning minimum and maximum instead of absolute figure? **Yes.**
2. Does Sacramento County pay travel expenses? **No.**
3. Are you looking for full loaded bill rate that includes travel expenses? **Yes.**
4. As specified in point 2.3 Capability Statements – “Contractors must submit a summary of their capability for each personnel classification (above) being proposed.” Where should we incorporate the response for the aforementioned question? Since there is a page limit of 2 pages for Section – Company Profile (Executive summary) **Capability statements should accompany proposals for each of the position classifications you are bidding on.**
5. There are total 6 job categories listed in section Categories (page 9) but in Attachment F – Contractor’s Price Sheet there are only 5 categories listed, likewise in Vendor Questionnaire – Point 2 References. Job Category – Report Writer is not available? Need clarification? **See addendum for addition of the category.**
6. "As specified in point 2.4 – Customer References - At least one customer reference must be included for each personnel classification that is proposed by the contractor. As specified in Vendor Questionnaire – Point 2 References - List three or more clients for whom you have been providing project management, Business Analysis, Client/Server Programmer Analyst, Enterprise Content management Developer/Architect, Desktop Install and Helpdesk Support Specialist, and Server Management Specialist services to. Need clarification on how many references are required for each job categories? " **A minimum of one per classification.**
7. Do we need to provide resumes for each category along with the response? If yes, how many resumes are required per category? Live or Sample resumes? Please specify what is the experience level required for each resumes? **Per 5.6 Award Criteria Phase 2 #1, please provide a sample resume for each category submitted. Multiple sample resumes per category are allowed.**
8. If we are submitting resumes, which section of the response will these resumes be incorporated? **Sample resumes should be included with each category submittal.**
9. Page 39 – Vendor Questionnaire – Certificate of insurance – will a sample insurance certificate copy suffice? **No. Per the RFP we will need a copy of the firm's certificate or a letter from surety stating the terms.**
10. Can we use a separate word file to respond to each questions in Attachment A – Vendor Questionnaire? **We prefer consolidated (not separate) documents.**
11. What Business License is required? Does State of California – Secretary of State Active Status suffice? Need clarification? **An active license with the State of California is required.**
12. As specified in the Section: Company Profile – “Content should be no more than two pages”. Does the page limit to 2 page is for the Section: Company Profile or just for Executive Summary? **Company Profile = both brief history and an executive summary. Both must be included in and limited to two pages.**

13. How many awards? **There is not a defined quantity of awards.**
14. "Attachment A: VENDOR QUESTIONNAIRE: On Page No-38 Is it mandatory to have the business license with Sacramento County to bid this RFP because we have headquartered in the State of Utah." **State of California**
15. "CATEGORIES: On Page No-09 Q-2:- Among all aggregated Categories what is the minimum number of categories that we can apply?" **You can apply for one.**
16. When is the Project scheduled to get started? Any tentative start date? **Page 7: This RFP shall be for a three-year period commencing with contract award. SASD reserves the right to extend any resulting contract (s) for two additional one-year terms.**
17. What is the estimated/available budget for the work outlined in this RFP? **Our current spend per year is approximately \$1,000,000.00 for both sites.**
18. Can you please share the incumbent information? **The list of incumbents are Genuent USA, LLC, Linda Rogers and Associates, Staff Tech, Inc. and TEK Systems.**
19. "And, further we have noticed that the contractor shall have at least five years of experience in providing IT Temporary Services to commercial firms and governmental agencies. From past three years we have been providing IT Temporary Services to commercial firms and government agencies. Our management has more than 21years of experience in IT Consulting/Product Development industry. In this case, shall we eligible to send our proposals." **No. Five years is the minimum requirement.**
20. Page 11, Section 2.2.3 states "Report Writer" as one of the job categories in scope. Attachment F "Contractor's Price Sheet" does not have a row in the table to price the Report Writer position. Does SASD want the vendors to provide rates and resumes for this category? **Yes. See addendum #3.**
21. Attachment F, the job classification combines Project Manager and Business Analyst, do you require rates for both positions or just one rate for the higher level position which is the Project Manager? **The bid must cover both if you classify them separately, and can be a range.**
22. Same question on the rate sheet for 2.2.4. **Same response as #21.**
23. Can we provide a not-to-exceed rate for the job classifications on Schedule F and commit to providing at or lower than not-to-exceed rates at the point when SASD and Regional San request for resumes are issued? **Yes.**
24. Do you considering proposal from out of state company. **No. An active California license is required.**
25. Will you consider business license issued by city out of California state. **No. An active California license is required.**
26. Kindly acknowledge receipt of our submission at your earliest convenience. **Received.**
27. Is this a new requirement? If not, please list the incumbents who are currently serving the contract. **The list of incumbents are Genuent USA, LLC, Linda Rogers and Associates, Staff Tech, Inc. and TEK Systems.**
28. Please provide an estimated budget for this solicitation. **Our current spend per year is approximately \$1,000,000.00 for both sites.**
29. "3.2.22 Driver's License: On occasion, SASD or Regional San may require the contractor's personnel to travel from work site to work site in order to perform work. Could you please list the job positions those require to travel from work site to work site?" **Primarily but not limited to Desktop Installation / Help Desk Support Specialist.**

30. Could you please clarify do we need to responds to Vendor Questionnaire or should we need to include 5.1 Response Content, also along with the Attachment A. **Attachment A Vendor Questionnaire should be part of the Response Content, as specified in 5.1.**
31. As per 5.6 Award Criteria, Phase 2 #1; SASD is looking for sample resumes. Please help with the number of sample resumes required by SASD. Will 2 sample resumes per job description would suffice? **Yes**
32. To help us understand SASD's requirements better, please provide the estimated hours for the positions mentioned in ATTACHMENT F. **Please bid based on standard 40/hour weeks. Contract lengths will vary.**
33. Along with usage data under previous contract, for instance; no of Enterprise Content Management Analysts those were ordered from the current incumbent and no of hours worked by ECM Analyst. **1 project manager - 3 years, 6 client/server programmer analysts - 28 years.**
34. Will SASD add more job positions to the current contract? **Not for the duration of this contract.**
35. May I assume it is OK to add an additional row to Attachment F for the 2.2.3 Report Writer? **Yes. See addendum #3.**
36. When will SASD/SRCSD release the answers to the vendors' questions? **Tuesday, July 24th.**
37. Is it ok for the vendors to put their proposal in a 3-ring binder? **Yes. As long as it is a hard copy with a wet signature.**
38. "I am assuming SASD/SRCSD would like monthly invoices once a person is placed. Is that correct? a. The reason I am asking is because RFP Pg 7 and 31 state monthly, but page 18 states bimonthly" **2 week invoices (for the biweekly timesheet), monthly statements**
39. "For page 8, Section 2.2.1, RFP States: The resume/rate submitted must be for a candidate placed performing the duties described." a. Are you asking for the bill rates on the resumes we submit?" **Yes. The bill rate needs to be part of the resume submittal.**
40. "For resumes we submit as examples of work for each of the six (6) categories, may we submit a number on the resume, rather than the name of the candidate doing the work? a. RFP page 15, #2.3 – is this section asking vendors to ALSO include sample resumes of the six (6) categories? b. Is it OK include Resumes of our consultants working at SASD/SRCSD? **For sample resumes, you may submit a number, rather than the name. We do ask for sample resumes for each category submitted. Do not include resumes from existing SASD/SRCSD consultants.**
41. "RFP page 15, #2.4 Customer References: a. Pg 15 states "Proposer's references may include SASD and Regional San departments or division." b. Is it OK for the Vendors to reach out to SASD/SRCSD managers in the departments asking if they'd be willing to act as references?" **Per the statement noted in "a", the answer to question "b" is yes, references may include SASD and Regional San departments or divisions.**
42. Am I correct in assuming the 2-page company profile is different from Attachment A Organization? **Yes**
43. "Does SASD/SRCSD desire more than 1 resume per Category in the bid response for Attachment E? Will the vendor be given more points for more than 1 resume per Category, for Attachment E? Or is it best to submit 1 resume per Category, for ease of review and succinctness? **One or more resumes per category will be considered.**
44. "Do the vendors' Customer References in Attachment E have to be tied to a resume(s) we submit in the bid response? a. Or may the vendors submit customer references, in Attachment

- E, that are NOT tied to the resumes we submit in the bid response?" **They are not required to be tied to submitted resumes in the category responses.**
45. "Does SASD/SRCSD require different references for Attachment A (as described on RFP pg 37) than the customer references asked for in Attachment E? a. May the vendor submit the same references for Attachment A and for Attachment E? b. May the references for Attachment A (as described on RFP page 37) be different references than the customer references asked for in Attachment E? **References submitted for Attachment A and Attachment E may be the same.**
46. "Since SASD/SRCSD now has increased the number of Categories to six (6) Categories, may the vendors include six (6) Customer References on Attachment E, 1 for each of the Categories? Attachment E currently asks for 4 references. " **Yes**
47. For attachment F, can we give an hourly Bill Rate range versus one rate. For example, \$40-47/hr. Not all consultants will be at the same rate and I would assume you want people at different levels from time to time. Also for Project Manager/Business Analyst for example, someone stronger in PM would be more expensive than someone with primarily BA experience so a range would be very helpful to give you a market specific and accurate cost of these resources. **We will accept a bill rate range.**
48. "Can you please clarify if the wording on attachment F is correct? Attachment F Says - Job Class Hourly Bill Rate Percentage Mark-Up of Bill Rate. Traditionally we would have the hourly PAY rate and then the markup of the pay rate. We could do the hourly BILL rate but the markup would still be on the PAY rate, not the bill rate. I just want to be clear so you don't have vendors answering this very differently. **We want to see the hourly total bill rate for each job class, followed by how much of that bill rate is markup (i.e.: vendor's portion). If the vendor takes XX% of the listed overall bill rate, please state as such.**
49. I noticed in the RFP that you want the markup to be on the Bill Rate (but assuming Pay Rate per the question above) only. If we cannot mark up the pay rate after benefits are added such as vacation, holiday pay, medical benefits, etc. that means that nobody will be given any additional benefits. If that comes out of the vendors pockets they will certainly withhold that and it could impact the quality of consultants you receive and the tenure would be lower than if we had the ability to provide a total compensation package that they would need. Would you be open to the markup being on the total compensation package, not just the base hourly rate? **Any benefits provided by the vendor to the consultant should be considered as part of the compensation to the consultant, and not part of the vendor markup.**
50. Can we see an example of what you want to see from a capability summary? Traditionally we send representative resumes to show we understand the skill set but this is different and I am unclear. **Resumes are fine.**
51. Just to clarify, should respondents use the RFP cover sheet pg. 1 as the same cover sheet in our response? Or should we also have our own company cover page? **Page 1 is required to be filled out and signed. A cover page from the company is optional.**
52. In the Rating Criteria listed on page 26, where would you like Account Management Services described? Also, please clarify how the 20 points will be evaluated. Will 20 points be from references and description of Account Management Services? **This is the evaluation of how the firm manages their contractors and the accounts / clients to whom you are providing contractors.**

53. How often are employees driving from site to site? Are they driving as part of their everyday job duties? **This is mostly limited to 2.2.5 Desktop Installation and Help Desk Support Specialist, and the need for driving varies from day to day.**
54. What are the parking fees, transportation fees, and incidentals we are expected to build in to our pricing? **There are no parking fees at any of the locations.**
55. Are some positions less than 40 hours per week? **We have not requested contractors for less than 40 hours in the past. It is unlikely we'll request a part time employee in the future.**
56. Have the incumbents offered vacation in the past and what are the expectations of the incoming supplier in this regard? **This varies from vendor to vendor. Benefits provided by the vendor to the contractor would be graded as a plus.**
57. The RFP is silent on travel arrangement. What is the expectation on travel expenses if the resources happen to be from out of town or that is irrelevant? **Irrelevant.**
58. The RFP does not seem to require submission of resumes. Is it only for selection of vendors/contractors and request for resumes will be a later step? **When a position need arises, we send a request for candidates to selected vendors. Vendors are asked to submit a cover letter and resume for each candidate for consideration. The resumes asked for in the RFP are for samples.**
59. P8: "Contractors will be polled when there is a need for these types of specialized skills. The exact skill set needed will be further defined at the time the request for resumes is issued." Does it mean that multiple contractors will be selected for each role and all of them will be contacted when actual resources are needed? **Correct. One example would be for a new report writer. We may ask that that report writer have specialized skill in that request. Vendors would submit candidate cover letters and resumes. We then review candidates, and interview from that pool.**
60. P16: Can you please elaborate this clause? "Contractors will charge no fee to the SASD and Regional San for any of contractor's employees hired permanently by SASD and Regional San from any Civil Service eligible list, or otherwise restrict SASD and Regional San from offering permanent employment to such an individual." **Occasionally permanent County positions open up, which contractors are welcome to apply for.**
61. Minimum requirements for the developer role seem to be very broad. Not only is it mandating full stack (front end, middle tier & back end), but also asking for a lot of variety in tools (Visual C++, AML, HTML5). Is your environment really this diverse? Is each developer expected to be good in all of these languages or separate developer will have different expertise from this set? **Yes, typical position will be full stack developer. Yes, our environment is diverse. However when we are looking for a developer (or any of those positions) we'll include a set of minimum mandatory requirements that will be tuned to the position being filled. Those requirements will likely be a subset of the bullets presented on this RFP. (for example we could ask for a SharePoint developer expertise in .net, asp.net, etc.)**
62. Does a contractor need to be able to supply resources in all roles to be considered? Can we respond to the RFP with only some of the roles? **You may bid on all job categories, or only specific ones.**
63. "Timeline: On page 2 of RFP #8297, it states that proposals will be received by the District until July 18, 2013 by 3:00 p.m. Can the District confirm that it will accept proposals until July 18, 2018 by 3:00 p.m. PST? **Please see addendum.**

64. "Response: Regarding the "detailed proposal request document RFP #8297" (p.2), one of the URLs provided returns a "page not found" error. How will the District provide the "detailed proposal request document RFP #8297"? What is enclosed in the aforementioned document? Regarding capability statements (p. 15), where would the District like the statements to appear in the vendor's response? Should the capability statements be submitted as a separate attachment? Regarding page 23, is a company profile to be provided in addition to Attachment A? Or are they one and the same?"
- 1) This is a broken link. Replacement location is: <https://www.sacsewer.com/business-opportunities>. However the document that you were reviewing (the 44 page pdf that contained this message) is the detailed proposal request document. 2) Capability statements should accompany proposals for each of the position classifications you are bidding on. 3) Attachment A is separate.
65. "Spend & Scope:
- 1) Can the District provide the anticipated overall spend for this opportunity? Our current spend per year is approximately \$1,000,000.00 for both sites.
  - 2) Can the District provide a breakdown of spend by discipline and location? No
  - 3) How many vendors does the District envision choosing? Dependant on successful bids. There will be multiple vendors accepted per classification.
  - 4) What is the estimated ongoing headcount for temporary employees at each location? Varies depending on workloads and ongoing projects.
  - 5) What is the estimated annual volume (headcount and spend) per location? See #4
  - 6) Will the District provide volume by talent (segmentation, job title, workers comp classification)? 1 Project Manager/Business Analyst, 4 Desktop Support Specialists, and 7 in the Programmer Analyst and Content Management Analyst classifications.
  - 7) Is the District willing to provide a list of current bill rates or rate ranges for in-scope roles? No.
  - 8) Please provide an estimated total hours worked by contingent workers for the previous year, along with an estimate for the current year. This will not be provided.
  - 9) What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill? 3-4 weeks.
  - 10) What is the average length of assignment? Minimum length is normally 6-mo, many contracts are longer term.
  - 11) Can the District provide any significant changes in business expected in the upcoming years that could impact labor spend or hiring volume? No.
66. "Program Preferences:
- 1) What are the District's primary business drivers and current pain points? IT support of maintenance and operations for the County sewer and water treatment systems.
  - 2) Are you looking for vendors to provide a manager who will be responsible for administration and oversight for temporary personnel assigned to each location? The IT contractors fit within an existing management infrastructure in the County. We do expect a local Vendor representative to work with the County as needed in regard to contractor issues.
  - 3) Does the District expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population? No.
  - 4) Does the District have tenure limits for contingent labor? If so, how are they enforced? No.
67. "Talent on-boarding/orientation/management:

- 1) Will the District assume the costs associated with any required screenings? **No.**
  - 2) Could the District clarify what types of background/drug screens are required? **Standard background check.**
  - 3) Is there a the District-specific vendor used for background/drug testing, or can the vendor utilize its own identified processes? If there is a specific vendor, what is the cost per test? **Vendor can utilize their own.**
  - 4) Does the District expect vendor to provide timecard management or time clocks or does the District intend to leverage an existing internal time management process? **Contractor timesheets are signed off by County supervisor and managed by vendor.**
  - 5) Please specify expectations for orientation prior to the start of a contingent resource's assignment. Please also define any on-going training requirements and associated frequency of distribution? **Onboarding is handled by the Districts. Training may be provided if needed.**
68. "Invoicing, billing, & other cost considerations.
- 1) Will the District accept a bill rate and markup range in Attachment F Pricing Sheet? **Yes.**
  - 2) Is the District's expected invoicing schedule monthly or bi-monthly? **Every two weeks.**
  - 3) Does the District currently utilize (or plan to utilize post-RFP award) a Master Services Provider (MSP) or a Vendor Management System (VMS)? If yes, are there associated fees that we should be taking into account when assessing our pricing capabilities? **No.**
  - 4) Are there additional transactional costs related to the District's organization (e.g., program/VMS fees) we should take into account when assessing our pricing? **No.**
  - 5) Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or the District guidelines? **None.**
  - 6) Does the District have mandatory PTO for contingent labor? If so, what is the expectation and does the District want this billed separately or factored into the markup/bill rate? **No.**
  - 7) 7. Will the District be providing all equipment and work spaces needed for office-based positions?" **Yes.**
- 69.
- 1) Are out of state vendors being considered? **No.**
  - 2) Can the County define "Local account management support"? **Having an account representative locally available to support the contractor.**
  - 3) If vendor office out of state, does the vendor lose points from the 20/80 points being considered for account management services? **Yes.**
  - 4) Will points be deducted if you do not have a local office? If so how many? **Yes.**
  - 5) Does the account manager have to be on site? **No.**
  - 6) Price is scored in both Phase 2 and Phase 3 was that intentional? If so why? **Yes. That criteria is evaluated in both phases.**
  - 7) Is this a new requirement? If not, who is the incumbent vendor(s)? **No. The incumbents are Genuent USA, LLC, Linda Rogers and Associates, Staff Tech, Inc. and TEK Systems.**
  - 8) Can the County define "Local account management support"? **Within the Sacramento Valley region.**
  - 9) If this an existing contract how long has it been in place? **Yes. It is renewed every 5 years.**

- 10) If this is an existing contract why is the County looking for new vendors? **5-year renewal cycle.**
- 11) How many vendors are currently providing these services? **Four.**
- 12) Can the County provide previous pricing for the requested positions? **Yes. Our current spend per year is approximately \$1,000,000.00 for both sites.**
- 13) When does the County's Fiscal Year begin? **July 1**
- 14) What was the spend on temporary personnel for the previous Fiscal Years 2016 -2017? **Please see question #12.**
- 15) What is the anticipated spend for this contract? **Approximately the same as the previous fiscal year, noted in #14.**
- 16) How many temporary procurement contractors did the County request during the past year? **0**
- 17) What is the average or typical duration of assignment for a temporary contractor? **Contracts are typically initiated with a 6 mo. contract, but can be extended or shortened as needed.**
- 18) What is the County's process for requesting candidates from multiple vendors? **When a position is needed, resume requests will be sent to all vendors that have been chosen in that classification.**
- 19) Does this solicitation require resumes before or post award?" **Sample resumes are allowed with the RFP.**
70. Page 11, Section 2.2.3 states "Report Writer" as one of the job categories in scope. Attachment F "Contractor's Price Sheet" does not have a row in the table to price the Report Writer position. Does SASD want the vendors to provide rates and resumes for this category? **Yes. Please see addendum.**
71. pg1 What should contractors enter for the shipping date? **When your proposal is sent.**
72. "pg2 What are the annual historical average staff augmentation needs for SASD and Regional San facilities? What is the last 12 months usage by job classifications and dollar value? **SASD and Regional San currently staffs 13 IT contactors in the various classifications. 1 Project Manager/Business Analyst, 4 Desktop Support Specialists and 7 in the Programmer Analyst and Content Management Analyst classifications. These numbers contract and expand due to need.**
73. pg8 How many contractors does SASD and Regional San intent to award to? **There is not a defined quantity of awards.**
74. "pg 16 .2.5 states "Background and drug screening, if required, will be compensated for separately." Please clarify if the costs for security/background checks will be compensated.
75. If not, what are the costs for security/background checks? What is the difference between security/background checks and background and drug screening?" **Security/background checks and drug screening will not be compensated for. The vendors will provide this at their cost.**
76. pg 16 May one customer reference be used for multiple classifications? **Yes.**
77. pg 16 What qualifies as environments similar to SASD? **SASD and Regional San currently supports 1100 employees at multiple locations. The Districts are government agencies.**
78. pg 18 What is the eligibility criteria or length of service requirements before the no fee applies? **There are no fees separate of the contract.**



79. pg 7 1.8.3 states “contractor shall only bill the district monthly in arrears for the satisfactory temporary services performed.” Please clarify if invoices are to be submitted monthly or bimonthly. **Bimonthly.**
80. pg 22 How much driving is involved? **SASD and Regional San have main offices, but each has outlying locations that may require on-site support from time-to-time. This varies by need.**
81. pg 26 5.1, Response Content, does not specify a location within the proposal to include sample resumes. In which section should they be included? **With each classification submittal.**
82. "pg 44 Should the rate submitted in this table be for the sample resume required by paragraph 5.6? (Reference 2.2.1 “The resume/rate submitted must be for a candidate placed performing the duties described.”) If no, please provide instruction for what rates should be included in this column. For example, a rate range for future individuals, a not-to-exceed rate, etc." **This can be a rate range for the classification.**
83. pg 44 May contractors offer different mark-up rates for part time employees, full time employees, and subcontractors? **Please base your markup rate information on full-time employees.**
84. "pg 44 Report Writer is missing from the cost table, and some paragraph references are incorrect. Should contractors add a row to the table for Report Writer? 2.2.3 is Report Writer 2.2.4 is Enterprise Content Management Analyst/Developer 2.2.5 is Desktop Installation and Help Desk Support Specialist 2.2.6 is Server Management Specialist" **Yes, please include Report Writer. See addendum.**
85. Please confirm the budget of the contract. **Budgets are determined on a per-project basis.**
86. What is the minimum duration temporary engagements? **Contract staff may be needed for as little as a few weeks to multiple years.**
87. What is the average duration temporary engagements? **Most contracts are 6-month duration, if not more.**
88. Please confirm the nature of each engagement (full time/part time). **Contracts are normally full-time.**
89. Please share the total number of staff hired in the last two years. **SASD and Regional San currently staff 13 IT contractors.**
90. Does SASD have incumbent(s) for IT staff augmentation services? If yes, please share the following details: **Yes.**
- 1) Total number of incumbents in the incumbent pool **Four.**
  - 2) Name of each incumbent **The list of incumbents are Genuent USA, LLC, Linda Rogers and Associates, Staff Tech, Inc. and TEK Systems.**
  - 3) Total number of staff placed by each incumbent. **Genuent – 2, Staff Tech – 6, Linda Rogers – 5, TEKsys – 1.**
91. Does SASD plan to increase/decrease the number of incumbents in the incumbent pool? If yes, please provide the updated number? **We do not have a set number.**
92. Please share the amount spent for IT contract staff services in last 2 years. **Our current spend per year is approximately \$1,000,000.00 for both sites.**
93. Please share the location of work **SASD is located in Sacramento, and Regional San is located in Elk Grove.**
94. Please confirm if it is acceptable to provide one reference for multiple roles. **Each classification must have a reference specific to that category.**

95. pg 15 Does SASD and Regional San expect the contractor to provide a minimum of 3 unique references? **At least one reference shall be submitted for each personnel classification being proposed.**
96. pg 23 The boilerplate terms and conditions missing from Attachment A. Please confirm if the department would release an addendum with boilerplate terms and conditions. **Please see Terms and Conditions - General on page 35.**
97. pg 25 Is there a table used to evaluate proposal responses in phase 1? If yes, please provide the phase 1 scoring table. **The scoring table is referenced on pg. 26.**
98. pg 26 Please clarify the meaning of ease of rating and review **Item 2 - Ease of rating and review. The submittals will be judged on their organization, clarity and completeness.**
99. pg 25-26 Please clarify whether “rates and proposed markup rates” criterion is evaluated in phase 2 or phase 3. **This is evaluated as Item 5 in the rating criteria table.**
100. pg 25-26 Please confirm whether the proposal responses are evaluated on hourly bill rate or markup rate. **Both.**
101. Will the contract be bind vendor with the hourly billing rate or markup rate? **Yes.**
102. pg 37 Please clarify the meaning emergency information requested in vendor questionnaire. Does it mean the contact details of vendor’s account management team, or, is it the emergency details of the personnel hired for temporary assignments? **For purposes of this submittal, this refers to vendor contact information.**
103. pg 43 Please specify the meaning of “personnel provided/year(s)”. Does “personnel provided” refer to the cumulative number of personnel provided till date? And “year(s)” refer to the number of years of service provided to customer till date? If not, please elaborate. **Cumulative is correct.**
104. pg 44 We assume the Bill Rate, for each personnel classification, is to be provided for a professional level (10+ years of experience) role. Please confirm. **Bill rate may be provided as a range.**
105. In past years, we have replied with a one or two paragraph statement regarding our policies, procedures and professional practices and clearly state that we have a policy and procedures manual that each employee must sign a document stating they have read, understood and policies and procedures manual and agree to our terms. This year my admin asked me if we need to include a copy of our manual. If yes, do you require three copies? One copy? Can they be printed double sided? Or, will a written statement in our bid referring to our practices and requirements be sufficient? **One copy is sufficient, double-sided is fine.**