



DATE: January 29, 2016

TO: All Prospective Proposers

FROM: Wendy Johnson  
Eric Pfister

RE: RFP 91362 – Professional Staff Augmentation for Information Technology  
Addendum #1 dated 01/29/2016

This Addendum is the result of questions received from prospective proposers and amends the above referenced Solicitation document. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal. The answers to questions are in italics.

1. Is this a new requirement?  
*Yes.*
2. Do you currently have a 'Direct Hire Program' in place?  
*No.*
3. Appendix E, page 66, Living Wage. Do we use the RFP Number for the Contract #?  
*Yes.*
4. Are the Technical Project Manager and Business Analyst Roles outlined in the RFP Salesforce specific or incorporated within the Salesforce team/Salesforce platform?  
*The Business Analyst role may or may not work with Salesforce. This role works on all projects, both technical and non-technical. The Project Managers are not exclusive to Salesforce. UMUC's project portfolio includes but is not limited to: proprietary and commercial-off-the-shelf solutions, business process improvements initiatives, and facilities projects.*
5. Can we have a word version of the RFP?  
*UMUC can only provide certain sections in Word. Please see 'Attachment – 91362 word' containing Word versions of Appendix A.3, A.4, and A.5.*
6. Will an extension be granted for the due date for questions?  
*No.*
7. Can you provide locations for other UMUC sites?  
*UMUC has locations in Adelphi, Maryland and two locations in Largo, Maryland.*

8. Can you describe the hourly rate justification and is there a format when submitting?  
*Currently, there is no specific format for submitting hourly rate justifications. UMUC is asking for justification for proposed rates based on market data of similar roles.*
9. Is there a preferred background check company contractors must use?  
*No.*
10. Can you share what the volume of request for 2015 was for the five roles and what additional positions were requested?  
*This information is not available.*
11. Can you provide an example of when it became necessary for UMUC to request to negotiate an hourly rate?  
*There are numerous reasons for negotiating hourly rates. One example is a when a candidate is determined to be a good fit, but the hourly rate provided is not supported by market data.*
12. Is there a standard usage report template?  
*No.*
13. Can we propose modifications to the contract? If so, what format should that be done?  
*Please refer to Section 1, Acceptance of Terms and Conditions. By submitting a Proposal, an Offeror shall be deemed to have accepted the terms, conditions, and requirements set forth in the Contract included in this RFP. See Appendix C. The RFP including all addenda in total shall be incorporated into the Contract by reference. A proposal that takes exception to these terms may be rejected.*
14. What small business goals are associated with this procurement?  
*There are no set small business goals assigned to this Solicitation.*
15. What type of special consideration will be given to local, Maryland based companies in this procurement?  
*It is desirable that firms have experience in the Maryland, Virginia, and DC area.*
16. Please share the estimated dollar spend per area of technology named in this proposal?  
*This information is not available.*
17. Please confirm that vendors can provide references from different division/programs within existing clients of the Account Manager, assuming the division, or program, is clearly defined.  
*Proposers may provide references in accordance with the RFP requirements. Keep in mind, it is preferred that the Account Manager have at least three (3) years of experience as an Account Manager for IT professional staffing.*
18. What is the typical tenure of the consultants per position presented in the requirement?  
*There is no typical tenure for resources requested under this RFP. The lengths vary and will be communicated as accurately as possible in the initial staffing request.*
19. Please state the typical length of contract for your IT consultants.  
*Please see questions # 18.*
20. Is there a Vendor Management Company who will oversee the operation of IT Staffing?  
*No.*

21. Please explain how each IT requirement is sent to the vendor, if all vendors receive the requirement at the same time, if there is any exclusivity to a particular vendor and if the requirement is detailed in nature or length of contract etc.

*Refer to Section II. Scope of Work, Staffing Requests: As needed, UMUC Procurement will issue staffing requests, in no particular order, to any of the awarded firms. UMUC has the right to make staffing requests to any one or more of the firms of its choosing. The request will include the position title and description, required education and experience, background and reference checks required, confidential information to which personnel would have access, start date, approximate end date, work hours, and location of assignment. The Contractor shall respond with a confirmation of receipt of the UMUC staffing request. Candidate resumes shall be provided within two (2) business days, unless otherwise agreed upon.*

22. Please confirm most/all requirements are full time (40hrs/week/minimum 6 months).

*Yes, the majority of requests require a 40 hour work week. There is no minimum for length of assignment.*

23. Please provide the actual dollar amount(s) of parking. Is parking available either with daily rates or monthly rates?

*UMUC does not charge for parking.*

24. Do you intend to normalize the rates so that each vendor company has the opportunity to compete to provide the best resource based on each unique assignment?

*No.*

25. Please explain the typical interviewing and onboarding process, such as:

a) Are consultants interviewed in-person, by telephone or both?

*Candidates may be interviewed in any number of ways depending on the request of the hiring manager.*

b) What is a typical timeframe from submittal, to interview, to contract offer to start date?

*It depends on the urgency and nature of the request. It may take as little time as a few days, to several weeks.*

c) Do you require specific background screening? If yes, please specify.

*Background screening requirements are outlined in the RFP. Refer to Section II, 2.1.6*

d) Do you require specific drug screening?

*Drug screening is not required at this time.*

26. UMUC requires a response to staffing needs within 2 days.

a) What compliance will be in place to ensure that UMUC staffing requests are being met effectively? What are the consequences, if any, for compliance issues such as infrequent submittals, offers or placements?

*Refer to Section II. Scope of Work. 2.1.15 Failure to Deliver: In the event a Contractor fails to deliver the services in accordance with the Contract, UMUC shall have the right to secure the services elsewhere and deduct costs incurred as a result of such failure to deliver. If the Contractor fails to perform any combination of, but not limited to, the following, the Contract may be terminated without penalty immediately: Provide personnel that meet position qualifications; Provide personnel within the response time; Replace unqualified personnel with qualified personnel in accordance with position specifications.*

b) If a company responds to a staffing request within the 2 days, will the company be allowed to propose new staff to the same requirement if a more suitable consultant comes available after the 2 days?

*Yes.*

c) How many staffing request candidates can be submitted per one opening?

*There is no established limit.*

27. Please confirm that vendors can supply a personal reference for the RFP even if the account manager is not directly involved with the client. In essence, can the professional and personal references be the same?

*Professional references are required for both the Account Manager, as described in Section II. Scope of Work. 2.2.15 Contractor's Account Manager, and the proposing firm, as described in Appendix A.5.*

28. In response to this RFP, could companies provide references from different division/programs within existing clients of the Account Manager, assuming the division, or program, is clearly defined to meet the needs of 3 references for the Account Manager?

*See Question 17.*

29. Upon award, can a company be given a period of time, perhaps 30 days, to set up the acceptance of credit card payment processing mentioned in this RFP?

*It is assumed that a company will be available for full service operations upon contract award.*

*Credit card payments will be expected to be processed accordingly.*

30. Can you tell me how many vendors were sent the RFP, and how many are expected to be awarded contracts?

*As of January 27, 2016 approximately fifty vendors have received the RFP. Multiple awards are expected.*

31. Is it possible to get a Word version of the RFP sent to us?

*See Question 5.*

32. Confirming we need to provide the technical and price proposals on a CD or flash drive, but not both a CD and flash drive. Is that correct?

*Yes.*

33. On CD/flash drive, are you asking for files to be provided both in pdf and Word format? Or just one or the other?

*Either word or pdf. A pdf version is preferred.*

34. On the Vendor Questionnaire:

“#2 - List the approximate number and type of active temporary personnel currently available”.

Can you elaborate on this? What do you consider as "active"?

*The number candidates that are currently 'registered' and actively seeking work with your firm.*

35. “#14 - Describe your policy in place in case of illness.”

Can you elaborate on this? Are you looking for our policy if a temporary employee has to call in sick? Or something other than this?

*Proposer is asked to provide their policy in in the instance that a temporary employee is sick and cannot make it to work.*

36. Question 13 of the Firm Profile asks if our firm is Payment Card Industry (PCI) compliant, is this a requirement of doing business with the University of Maryland University College or is it a preference? If it is a requirement, how can a vendor become PCI compliant?

*If a contractor is processing credit cards on behalf of UMUC than UMUC recommends that they are PCI compliant. This website has information on becoming PCI compliant.*

*<https://www.pcisecuritystandards.org/>*

37. Under Section 2.1- Scope of work, below is mentioned:

"Proposers should have experience in placing similar IT professional staff in the metropolitan Washington, DC area. A local office/branch is preferred in order to provide the level of customer service expected by UMUC."

a) Is it mandatory to have experience placing IT professional staff in the metropolitan Washington, DC area?

b) Can we open an local office post award? Do you need a physical office location or having an Account Manager work locally will do?

*Proposers should have experience in placing similar IT professional staff in the metropolitan Washington, DC area. A local office/branch is preferred in order to provide the level of customer service expected by UMUC.*

38. Can you provide a detailed evaluation criteria?

*The evaluation process and criteria is clearly outlined in the RFP in Section III.*

39. Are out-of-state vendors eligible to participate?

*Yes.*

40. What is the approximate yearly spend or for outsourced IT labor?

*FY15 spend on outsourced IT labor under the current staff augmentation contract was approximately \$1.5 million. However this is not indicative of future use.*

41. How many placements are usually made annually and what is the average length of a placement.

*This information is not available at this time.*

42. Approximately how many placements are on a direct hire basis annually?

*This RFP does not include direct hire requirements.*

43. What percentage of temporary placements does UMUC typically hire?

*This information is not available, but it is typically a very small percentage.*

44. Will this program run through a Vendor Management Service (VMS)? If yes, what fee is charged by the VMS?

*No.*

45. How many providers does UMUC anticipate selecting and is there a tier based system for selected vendors?

*UMUC anticipates multiple awards. A tier based system will not be in place.*

46. What Key Performance Indicator's (KPI's) will providers be held to under this agreement? (e.g., Time to Fill, % of Requests for Which Resumes are Submitted, Retention of Staff)

*The KPI's include, but are not limited to response time to UMUC staffing requests, how well the proposed candidates match the job descriptions, availability and expertise of Account Manager, rates, etc.*

47. What drives most of UMUC's temp resources – New Projects/Growth or Staff Turnover?

*It is a combination of new projects, growth, and staff turnover.*

48. In Section I, 5.1, it states "The Technical Proposal on the CD/flash drive must be compiled as one (1) document and provided in portable document format (.pdf) and Microsoft Office Word/Excel for ease of use by UMUC." Does this mean one of each?

*No. You may submit a word or pdf document. A pdf version is preferred.*

49. In Section II. Scope of Work, Part 2.1 states “Proposers shall redact all Personal Identifying Information (PII) from resumes included in the proposal.” What does that mean? Does it include name, phone, address as well as names of customers? What about project names? How much of the PII is stripped from the resume.

*It is expected that contractors use best practices in protecting PII of candidates. PII is information about an individual that identifies, or is unique to a person such as social security number, age, military rank, civilian grade, marital status, race, salary, home phone numbers, other demographic, biometric, personnel, medical, and financial information, etc.*

50. Are there page restrictions on the Technical Proposals or resumes?

*No. However proposals must be paginated.*

51. Vendor Questionnaire – Please further explain what you are looking for as a response to Question #10 - Describe the follow-up, if any, provided by your firm for new assignments?

*Proposers are being required to explain what their individual firm does to keep in contact with the new placement, and/or the hiring manager?*

52. Firm Profile - Please further explain what you are looking for as a response to Question #13, Is your firm Payment Card Industry (“PCI”) compliant?

*The Payment Card Industry Data Security Standard (PCI DSS) is a set of requirements designed to ensure that all companies that process, store or transmit credit card information maintain a secure environment. Essentially any merchant that has a Merchant ID (MID).*

53. Appendix E – What Contract number. is expected on the Affidavit of Agreement Maryland Living Wage Requirements-Service Contracts.

*Contract Number 91362.*

54. May you please confirm a total of six (6) references are required? If we have a reference that has been both a previous client of the Account Manager and is within in the education industry, may that count as both a firm reference and Account Manager reference?

*It is acceptable for references to overlap between the firm and Account Manager provided it is clearly noted and the reference meets the criteria listed for each.*

55. Are we only to provide a pricing proposal for the five (5) job titles listed in this RFP?

*Yes, Refer to Appendix B.2 Pricing Form-RFP# 91362.*

56. Are any future job titles expected to be added to this project? If so, may you please provide job titles and descriptions so that we may provide the appropriate additional pricing?

*It is anticipated, but not guaranteed, that additional job titles will be added if the need arises. Pricing and market rate justification will be requested as needed.*

57. How many potential vendors were solicited?

*Currently, approximately fifty vendors have received the RFP.*

58. How many vendors does UMUC anticipate awarding a contract?

*It is anticipated that multiple, non-exclusive contracts will result from this solicitation. The total awards will be based on the evaluation outcome.*

59. What is the expected volume of openings in 2016?

*There is not an expected volume at this time.*

60. What was the total volume of openings in 2015?

*This information is not available at this time.*

61. What was total IT Contractor Spend in 2015?

*See Question 40.*

62. In section 2.1.1 (page 12) you ask for examples of personnel placed – should we only be providing examples for the 5 job titles listed in the RFP? Or are you looking for an overall breadth of types of personnel that we can place?

*UMUC is looking to see what experience your firm has with placing the five IT related job positions, as well as other IT related positions.*

63. Will UMUC be accepting redlines for the Master Services Agreement (MSA)?

*Please refer to Section 1, Acceptance of Terms and Conditions. By submitting a Proposal, an Offeror shall be deemed to have accepted the terms, conditions, and requirements set forth in the Contract included in this RFP. See Appendix C. The RFP including all addenda in total shall be incorporated into the Contract by reference. A proposal that takes exception to these terms may be rejected.*

64. In Section I, 5.1, it states “The Technical Proposal on the CD/flash drive must be compiled as one (1) document and provided in portable document format (.pdf) and Microsoft Office Word/Excel for ease of use by UMUC.” Does this mean one of each?

*No, only one is required. A .pdf version is preferred.*

65. In Section II. Scope of Work, Part 2.1 states “Proposers shall redact all Personal Identifying Information (PII) from resumes included in the proposal.” What does that mean? Does it include name, phone, address as well as names of customers? What about project names? How much of the PII is stripped from the resume.

*See Question 49.*

66. Are there page restrictions on the Technical Proposals or resumes?

*There is not a page restriction. Although, UMUC is asking that you compile your proposal in a clear and concise manner.*

67. Are the resumes requested samples or are they to be considered for open positions?

*UMUC is asking for resumes of actual potential candidates for the five positions listed.*

68. What is the normal duration of tasks under this contract?

*The length of assignments will vary. Assignments may last a few days to as long as a year.*

69. Since this is a Staff Augmentation contract, is Bench strength important since these are current employees that could be assigned to other projects?

*UMUC is concerned with finding the right fit, at the right time, under fluctuating project needs. A firm’s strengths and weaknesses will be evaluated based on the criteria listed in Section III.*

70. During Best and Final Offer (BAFO) will we have the option to substitute another resume if we cannot come to an agreement on price for the individual in question?

*A BAFO is not guaranteed and may not be issued under this Solicitation. Firms are to submit best price with the original Price Proposal.*

71. A professional temporary staffing firm contract vehicle and “pool” exists today, or existed up until very recently. Does this RFP process replace what was in place previously? Or does this process seek to add suppliers to the preexisting pool?

*UMUC currently has several contracts for temporary staffing and/or staff augmentation that are due to either expire or have reached the budget threshold.*

72. Conversion/direct hire of supplier resources is mentioned in the RFP under Scope of Work in Section 2.1.11 and in Appendix B.2. It is not mentioned in Section III as a requirement or as evaluation criteria. We do not typically engage in conversion; only on select occasions where conversion is in the best interests of client organizations, the individual resource and our firm is it a consideration. Will this negatively affect our chances for inclusion? We understand that some staffing requests may be issued with the full intention, from the outset, of conversion.

*Firms that do not provide conversion rates may still be considered for award.*

73. Five example IT positions are listed and detailed in the RFP. We staff a majority of these roles, but not typically all. We additionally staff other specialty roles relevant to the Office of Analytics, Planning, and Technology (APT) and its teams (Office of Information Technology, Enterprise Project Management Office (PMO), Customer Service, Office of Analytics, Business Operations). We will list and explain these additional roles. Is this acceptable, or is it expected that all suppliers must be able to fill all five explicitly listed roles?

*Proposers may list any roles you see appropriate in response to the RFP requirements.*

74. In Appendix C.1, Section 5.1 says, in part, “Upon completion and delivery of each deliverable as described in Section 2.1.9, by Contractor, UMUC will begin the evaluation and acceptance process. Payments, in accordance with Section 3 of this Contract will be based on the completion/delivery of a deliverable by Contractor and acceptance by UMUC of each deliverable.” However, there is not a section 2.1.9 that describes deliverables. If there are deliverables, where are they defined? If there are not deliverables, will section 5 of the contract be updated to reflect that?

*Section 2.1.9 is found on page 9 of the RFP.*

75. In Appendix C.1, Section 12.7 requires the Contractor to obtain a Service Organization Control (SOC) 2 report or equivalent for all services and/or facilities from which the Services are provided. Does this requirement apply to this RFP for temporary staffing services to be performed at UMUC locations? If it does not apply, will section 12.7 be removed from the contract?

*SOC 2 report or equivalent is required if a contractor is storing sensitive (e.g. IT network info) or confidential (e.g. PII) UMUC data in their infrastructure (including laptops, etc.) or with a third-party.*

76. Is it mandatory to have physical address in Maryland?

*No, it is not mandatory.*

77. How many vendors do you have in your current program?

*There are eleven firms under contract under UMUC’s current staff augmentation program.*

78. How many IT vendors are you looking to select?

*It is anticipated that multiple, non-exclusive contracts will result from this solicitation. The final total will be based on the evaluation outcome.*

79. How many positions opened last year?

*This information is not available at this time.*

80. Do the Small Business Certified Company outside of Maryland will get the same advantage as registered Small Business in Maryland?

*This Solicitation does not include an advantage for certified small businesses in Maryland. UMUC does encourage eligible firms to become certified in case of future opportunities within the state of Maryland. Refer to Appendix F for additional information on the Small Business program with Maryland.*

81. Is this Staffing Engagement based on Not to Exceed Bill Rate or Based on Mark-Ups?

*The hourly rate for each staffing engagement will be submitted with each candidate resume along with market rate justification.*

82. Do we need to give pricing only for 5 positions mentioned in the RFP?

*Yes.*

83. Proposal content – much of the information discussed in section III, items 2.1 – 2.10 is included in the appendix forms (ex Appendix A.3, A.4, A.5). Is it expected / acceptable to provide more detailed information in the proposal document and summary information in the Appendix documents as constrained by the available space?

*Proposers may provide additional sheets as necessary in order to provide thorough and accurate responses.*

84. Section III, item 2.5 – financial attestation. Is one type of attestation considered of greater importance or of more value than others? Ex: Audited financial statements vs. CFO's signed attestation of financial viability along with company size & track record?

*No. Proposers shall provide a statement or attestation of its financial condition to confirm that it has adequate financial resources to support its Technical Proposal response. This includes any documentation that the firm feels adequately attests to its financial resource viability.*

85. Resumes of account team – Are resumes of all recruiters on the team desired if the account will be supported by more than one recruiter?

*Yes.*

b) Is a resume preferred or is a summary of the team's qualifications, training and skill level sufficient? Is a full resume for the account manager desired or is a summary of the account manager's experience with similar accounts sufficient?

*A resume is preferred.*

86. Appendix C.1 – do we need to complete and sign Appendix C.1 as part of the proposal or is this a sample which will be formalized upon award?

*No, you do not need to complete and sign Appendix C.1 at this time.*

87. Is there a difference between the Living Wage Affidavit on page 41/42 and the copy on page 66/67? Can we assume it only needs to be included once?

*These are duplicates. Please include only one in your response.*

88. Is there any requirement that the successful bidder be a registered small business or is this competition full and open? Is there preference in scoring for registered (Maryland) small businesses?

*This RFP is open to all prospective proposers.*

89. What is the rating/weighting standard for evaluation on this RFP in order of importance (ie. Price, past performance, financials, etc)?

*Please refer to Section III, Article 4, Section 2.2, Basis for Award: Technical merit will have a greater weight than cost in the final ranking. Award may be made to the Offerors with the higher technical ranking even if their Price Proposal is not the lowest. The Procurement Officer retains the discretion to examine all factors to determine the award of the contracts. The goal is to contract with the Offeror(s) that would best meet the needs of the University as set forth in the RFP.*

90. How many current IT vendors for staffing does UMUC utilize currently under this current contract?  
*There are eleven (11) vendors currently under contract for staff augmentation.*

91. Are the current staffing companies/incumbents able to bid on this RFP?  
*Yes.*

92. Section 2.1.4 references the FAIR labor standards act. Under this staffing proposal are staff augmentation firms subject to Service Contract Act (SCA) compliance?  
*The sample contract requires the contractor to be responsible solely for the Fair Labor Standards Act. This is a contract with the a Maryland State agency and not the federal government or the District of Columbia.*

93. 2.1.7 references additional positions other than the five categories outlined. How many positions are anticipated in total for 2016? Historically how many temporary staff have been hired annually through this contract?  
*Historically, UMUC's staff has been augmented yearly by approximately 20-25 temporary staff under the current program. However this is not indicative of future use.*

94. UMUC is requesting price rate justification, is there a specific format or tool in which you would like to see used?  
*No, there is not a specific format to be used.*

95. What is the anticipated yearly spend associated with this program?  
*See Question 40.*

96. How many personnel do you anticipate hiring through this program on a yearly basis?  
*UMUC cannot predict the annual number of hires at this time.*

97. Are you open to EFT payments for contracts with an annual value under \$500,000?  
*UMUC's Procurement Office is not able to answer this question. You may contact the General Accounting Division of the Comptroller of Maryland for additional information.*

98. Section III, Article 1, 2.10 "Acknowledgement of Review of Contract" Just to clarify, are you looking for a fully executed agreement along with our response to this RFP on February 10. Or are you looking for our proposed redlines to the agreement?  
*No, UMUC is not looking for executed agreements at this time. See Question 13.*

99. Is there any historical staff augmentation data by skill set?  
*No.*

100. Are there any estimated 2016 and/or 2017 staff augmentation projections by skill set?  
*No.*

101. Are there any technical projects anticipated in 2016 or 2017 that will have a significant influence on project based hiring?

*No.*

102. What percentage of hiring will be technical vs non-technical?

*This RFP is for information technology related staff augmentation only.*

103. Regarding Section II. Scope of Work, 2.1.1. Staffing Requests ~ Will any additional technical screening, validation, or reference checks be required upon submittal?

*Additional information may be asked at times as the need arises.*

104. Regarding Section II. Scope of Work, 2.1.11. Conversion ~ Are there any estimates to what % of overall staff augmentation will likely be considered for conversion?

*Conversion is considered on a case by case basis. Historically, conversion has been a small part of the staff augmentation program.*

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM**

**RFP NO.:** 91362

**PROPOSAL DUE DATE:** February 10, 2016, no later than 2:00 p.m.

**RFP FOR:** Professional Staff Augmentation for Information Technology

**NAME OF PROPOSER:** \_\_\_\_\_

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA**

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. \_\_\_\_\_ dated \_\_\_\_\_

As stated in the RFP documents, this form is included in our Technical Proposal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

END OF FORM