

State of Arkansas Department of Information Systems
IT Managed Service Provider
RFP #: SP-19-0007
Template O-1 - Written Questions

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response
1	Page 5, Section 1:9, Item B.	Voluntary Product Accessibility Template (VPAT).	<i>Should the "product" on the VPAT be referring to the hourly services being performed, the RFP response itself, or something else? Please advise what the "product" is that should be evaluated for accessibility.</i>	A VPAT is needed for any portion of the Prospective Contractor's response that would include technology products (i.e. VMS).
2	Page 12, Section 2.3, Item 2.	CAI provides the following services under the current contract:	<i>Will all of the services under the current contract be required for the future contract?</i>	Section 2.4 of the RFP provides, at a minimum, services that are required of the MSP. This listing in Section 2.4 is not all inclusive and should not deter a Prospective Contractor from proposing a cooperative contract that provides additional services.
3	Page 12, Section 2.2, Item B.	Each Prospective Contractor must propose the fuse of one or more cooperative contracts (ie. NASPO,)	<i>Does any documentation need to be provided to show proof of NASPO registration? If so, what documents?</i>	Section 2.2.B of the RFP states that "Each Prospective Contractor must propose the use of one or more cooperative contracts (i.e. NASPO, NJPA, Sourcwell, state solicitations allowing piggybacking, etc.)." A Prospective Contractor must have a current contract as stated in 2.2.B in order to be considered under this solicitation.

4	Page 12, Section 2.3, Item 2. d & e	CAI provides the following services under the current contract:	<i>Please explain what "Candidate evaluation and Interview facilitation" services are required under the state contract.</i>	MSP would be required to evaluate candidates responding to a specific position solicitation and rank them with respect to required skill and experience alignment, and availability. MSP would also be required to schedule and facilitate interviews between hiring manager and the prospective candidate.
5	Page 12, Section 2.3, Item 2. i.	CAI provides the following services under the current contract:	<i>Please explain what "Marketing and Outreach" services are required under the state contract.</i>	The MSP would be required to have a process by which suppliers may enter the network of vendors supplying staff augmentation resources and a plan that describes how the MSP pursues vendors for potential enrollment into the network. The MSP would also be required to hold customer meetings demonstrating the advantages of utilizing the MSP contract.
6	Page 13, Section 2.3, Item C 1.	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience, and type of technology.	<i>Does the bidder have to provide varied hourly rates or is one hourly rate allowed?</i>	Please see the updated Official Bid Price Sheet.
7	Page 13, Section 2.3, Item C 1.	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience, and type of technology.	<i>Does the state require a resource work onsite regularly or will the work be performed on an ad-hoc basis?</i>	Work is primarily done on-site at a State agency.

8	Page 14, 2.3, Item E. 1.	The MSP provides a VMS tool (PeopleFluent) that is an internet enabled system that automates the requisition, evaluation, engagement, management, and payment of contingent workers and SOW deliverables.	<i>Is PeopleFluent a requirement for the contract? (Will the state consider payment to a company providing the services rather than a contracted individual?)</i>	Section 2.4 of the RFP provides, at a minimum, services that are required of the MSP, which includes a VMS tool. The VMS tool proposed is dependent on the Prospective Contractor's solution.
9	Page 14, 2.3, Item E. 1.	The MSP provides a VMS tool (PeopleFluent) that is an internet enabled system that automates the requisition, evaluation, engagement, management, and payment of contingent workers and SOW deliverables.	<i>Would a portal allowing the state to log in and create projects and tickets, track time, and view invoices suffice as the "VMS" tool as opposed to PeopleFluent?</i>	See answer to Question 8.
10	N/A	N/A	<i>Can you provide an estimate of how many hours the state contracted over the 2017 year to allow the bidder to understand the scope of work better?</i>	Please see the Official Bid Price Sheet, which includes hours for each job title billed in FY18.
11	N/A	N/A	<i>Would the work be mainly at the Little Rock DIS office or would it extend out across the entire State of Arkansas?</i>	Work may be required anywhere in the State of Arkansas.
12	Page 12, Paragraph 2.2, Section B	Each Prospective Contractor must propose the use of one or more cooperative contracts (i.e. NASPO, NJPA, Sourcewell, state solicitations allowing piggyback, etc.)	How will the State validate the responses are in compliance with the cooperative/contract terms and conditions?	Question E.1.1 of the Technical Proposal Packet asks Prospective Contractors to provide a link or hard copy of the proposed cooperative contract.
13	Page 3, Paragraph 1.5	Schedule of events	Will there be an additional Question and Answer period after the final version of the RFP is released?	No
14	Page 19, Paragraph 4.1, Section B.	Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance goods and services by the agency.	Is invoicing expected to be centralized with a single invoice going to DIS with DIS then invoicing the agencies? Will DIS track expenditures against POs and inform clients?	Invoicing will be centralized. The MSP should be able to align expenses with an agency specific PO. The MSP should bill DIS, and then DIS will in turn bill agencies.

15	Bid Price Document	1. Provide the VMS fee that will be charged for staff augmentation. Prospective Contractors shall only provide one type of fee (hourly or percentage). 2. All other values in the table will auto populate.	Should the vendor include the State's fee in the proposed VMS fee?	No, the State's fee should not be included in the proposed VMS fee. The State's fee will be discussed with the Contractor at time of award for inclusion in the published billing rates. Please see updated instructions for Table 3 of the Official Bid Price Sheet.
16	Technical Proposal Packet, Page 1, Question 5	Have you ever been replaced as an MSP? If so, please provide details.	Is the State seeking to determine if a bidder has ever had a contract terminated for cause?	Please see the updated Technical Proposal Packet.
17	RFP, Page 4, Paragraph 2, Item C	c. Voluntary Product Assessment Template (VPAT)	Please provide the VPAT form required for the Technical Response packet. How will this form be scored?	Please use the VPAT2.2508 - July 2018 which can be found here: https://www.itic.org/policy/accessibility/vpat . This form is required prior to contract award and is not part of the evaluation process.
18	Page 17, Paragraph 3.3	Cost Score	How will the State score different pricing models against each other? In instances where the cooperative has procured not to exceed rates instead of a rate range, the contract won't include a minimum rate. How will the State score those contracts against one another?	Please see the updated Official Bid Price Sheet and Section 3.3 of the RFP.
19	Page 17, Paragraph 3.3	Cost Score	Some cooperatives will have vendor funded models with the fee added to the vendor rate while some have all inclusive pricing with the MSP fee in the bill rate; how would the State require those details to be revealed on the response and how would those be scored?	Please see updated Section E.6.1 of the Technical Proposal Packet and Section 3 of the RFP.
20	Page 19, Paragraph 4.1	General Question	The State should require transparency into the payment terms to suppliers. Will the MSP maintain a regular payment schedule to all suppliers even if the MSP isn't paid, or does the MSP pay when paid?	Please see E.2.10 of the updated Technical Proposal Packet. The MSP should provide payment to suppliers based on the agreed upon payment schedule.

21	Technical Proposal Response Packet	Proposed Subcontractors Form	Do we list all of the subcontractors in our proposed network or are we to include just those we plan to use as subcontractors in the management of the program?	Please see Section 1.12 of the RFP for a definition of Subcontractor.
22	Technical Proposal Response Packet, Page 3, Question E.6 Rate Structure, Question 1	Describe the VMS fee. How does your VMS fee differ for Staff Augmentation versus Statement of Work based services?	Does the State expect that bidders will submit an all-inclusive rate?	We are asking the Prospective Contractor to explain how the fee structure works for the proposed cooperative contract. See E.6.1 of the Technial Proposal Packet.
23	Bid Price Document	General Question	What do we do if the pricing does not fit the layout of the State's pricing sheet?	Please see the updated Official Bid Price Sheet.
24	Page 14, Paragraph D, Item 1	The SOW portion of the program provides access to milestone time and materials and fixed-price deliverables-based work.	Please provide the State's definition of fixed price.	A fixed price deliverables-based contract provides a set price for the completion of deliverables. It is not dependent on resources used or time expended.
25	Page 5, Paragraph B	Additional Copies	Do you require a hardcopy of the original contract as part of the Technical Submittal packet?	Please see E.1.1 of the Technical Proposal Packet. A link or hard copy is acceptable.
26	General Question		Are you presently using a cooperative?	Yes, the State currently utilizes the Commonwealth of Virginia's contract.
27	General Question		What is the present number of suppliers in total?	This question is not relevant to the RFP.
28	General Question		Who is the incumbant MSP?	The current contract is held by CAI. Please review Section 2.3 of the RFP.
29	Page 14, Paragraph 2, Section 2.3 - E	"The MSP provides a VMS tool (PeopleFluent) that is an internet enabled system that automates the requisition, evaluation, engagement, management, and payment of contingent workers and SOW deliverables."	Is there interest in hearing about an alterantive MSP?	See the answer to Question 8.

30	General Question		Is the program vendor-neutral, or can the MSP provider also participate?	The MSP Provider may also participate if allowed to do so under the proposed Cooperative Contract.
31	Bid Solicitation Document, Section 2.5 B, Page 14	The state must have the option to collect an administrative fee.	What is the contemplated admin fee or is it yet to be determined?	The State currently receives a 1% fee. However, this fee will be discussed with the selected Contractor.
32	Bid Solicitation Document, Section 2.6 C, Page15	The state has the right to modify, add or delete Performance Standards throughout the term of the contract, should it determine that it is in its best interest to do so. Any changes to Performance Standards will be made in good faith following accepted industry standards and may include the input of the Contractor so as to establish standards that are reasonably achievable.	If changes in Performance Standards result in increased costs to the Contractor who wins the award, would there be an opportunity for a mutually agreeable Change Order be issued to address the pass-through costs?	Performance Standards for each engagement are negotiated on a case by case basis.
33	Technical Proposal Packet, Page 3, Proposed Subcontractors Form	Prospective contractor proposes to use the following subcontractor(s) to provide services	Could the State provide a definition of Subcontractor? Does the State consider the vendor network of suppliers of IT workers to be subcontractors of the Proposed Contractor or does this only refer to subcontractors that will provide MSP or VMS solutions and services?	See answer to Question 21.
34	Technical Proposal Packet, E.1 General, #5	Have you ever been replaced as an MSP?	Is there a date range (e.g. within the last 3 years)? Are all non-renewals, especially where an alternative model (not MSP), or no model (e.g. direct to vendors) is introduced considered a replacement?	Please see the updated Technical Proposal Packet.
35	Technical Proposal Packet, E.2 Managed Service Provider, #2	What is the make up of your current vendor network?	Could the State elaborate on what type of response would satisfy this question? # of Vendors? MWBE?	Please provide a description of the vendors currently available in the vendor's network to perform services in the State of Arkansas.
36	SP190007_Bid_Price	Per Hour Fee, Percentage Fee (Hourly and SOW)	If the proposed cooperative contract contains discounted fees based on spending tiers, how shall those discounts be entered into the worksheet and scored in the evaluation?	Tiered discounts may be provided on Table 6 of the updated Official Bid Price Sheet.
37	Technical Proposal Packet, E.2 Managed Service Provider, #3	How would you include Arkansas vendors into your network	Does the State wish the MSP to be Supplier/Vendor Neutral, i.e., is precluded from proposing or placing any of its own staff for Hourly or SOW engagements? Or is the MSP allowed to compete for work against other Suppliers?	See answer to Question 30.

38	Technical Proposal Packet, E.2 Managed Service Provider, #3	How would you include Arkansas vendors into your network	Should the Supplier/Vendor Network be open to all Suppliers/Vendors?	Yes. However, Suppliers/Vendors must be willing to perform work in the State of Arkansas.
39	Technical Proposal Packet, E.2 Managed Service Provider, #3	How would you include Arkansas vendors into your network	How often would the State prefer Suppliers/Vendors to be onboarded? Continuously? Periodically? Annually?	The State would prefer continuous onboarding. However, the State is looking for recommendations based on the proposed cooperative.
40	Technical Proposal Packet, E.2 Managed Service Provider, #3	How would you include Arkansas vendors into your network	Is there a target or maximum number of vendors that the State is looking to maintain for the Vendor Network?	The State does not have a maximum or target number of vendors to be part of the Vendor Network.
41	Bid Solicitation Document, Section 3.3 Cost Score	Cost Score	Because the MSP fee is the main compensation for the service and the rate card rates are based on changing economic and labor market conditions, would the State consider dividing the cost score into a rate card component and an MSP fee component? For example, award 150 points by comparing MSP + Coop fees, and the other 150 points for the rate card and sow cost	No.
42	RFP Page 10, Paragraph 1, Section 1.27	The Prospective Contractor's solution must comply with the State's shared Technical Architecture Program which is a set of policies and standards that can be viewed at: https://www.dfa.arkansas.gov/intergovernmental-services/state-technology-cost-analysis/architecture-compliance/ . Only those solutions which are fully promulgated or have been approved by the Governor's Office apply to this solution.	The State is requiring the MSP/VMS to process resume submissions and ensure agency-specific drug and background tests are completed and verified. This requirement mandates the MSP/VMS process and store personal identifiable information (PII) and personal health information (PHI), such as social security numbers, names, addresses, contact information, etc. Within its Data Sensitivity document, DIS has defined the data sensitivity of this information as "Level C" and "Critical." With this in mind, is it the State's intent to require the awardee's solution to meet the National Institute of Standards and Technology (NIST) cyber security requirements? If no, how does the State intend to protect the PII and PHI housed within the selected system? Is it the State's intent to have all data housed in the US?	The State cannot specify what the MSP's processes or data handling requirements are for determination regarding background checks.

43	RFP Page 6, Paragraph 1, Section 1.13, A.	1.13 PRICING A. Prospective Contractor(s) shall include all pricing on the Official Bid Price Sheet(s) only. If any cost is not included by the successful Contractor but is subsequently incurred in order to achieve successful operation, the Contractor shall bear this additional cost. The <i>Official Bid Price Sheet</i> is provided as a separate excel file posted with this <i>Bid Solicitation</i> .	Are Prospective Contractors required to be transparent with respect to all fees charged to the State and the vendors as part of the bid submission?	Yes. Please see E.6.1 of the Technical Proposal Packet.
44	RFP Page 6, Paragraph 1, Section 1.13, A.	1.13 PRICING A. Prospective Contractor(s) shall include all pricing on the Official Bid Price Sheet(s) only. If any cost is not included by the successful Contractor but is subsequently incurred in order to achieve successful operation, the Contractor shall bear this additional cost. The <i>Official Bid Price Sheet</i> is provided as a separate excel file posted with this <i>Bid Solicitation</i> .	Are Prospective Contractors required to disclose any involuntary or option services that they offer and charge to vendors and the associated fee?	Yes, the State is interested in additional services. Please see updated Official Bid Price Sheet and E.1.7 of the Technical Proposal Packet.
45	RFP Page 14, Paragraph 5, Section 2.7	A. Prospective Contractor's must provide a cooperative option that includes not-to-exceed rates for contingent and SOW based work B. The State must have the option to collect an administrative fee. C. VMS fees must not be collected on travel expenses.	If the cooperative contract charges a fee for the use of the cooperative contract, is the Prospective Contractor required to disclose that as part of the bid submission? If yes, where do we include that cooperative contract fee?	Please see updated Section 2.2 of the RFP.
46	RFP Page 14, Paragraph 5, Section 2.8	A. Prospective Contractor's must provide a cooperative option that includes not-to-exceed rates for contingent and SOW based work B. The State must have the option to collect an administrative fee. C. VMS fees must not be collected on travel expenses.	Is the State of Arkansas looking for a State-funded or a vendor-funded model?	This question is not relevant to the RFP.

47	RFP Page 14, Paragraph 2, Section 2.9	<p>A. Prospective Contractor's must provide a cooperative option that includes not-to-exceed rates for contingent and SOW based work</p> <p>B. The State must have the option to collect an administrative fee.</p> <p>C. VMS fees must not be collected on travel expenses.</p>	Is the State of Arkansas requiring that the proposed cooperative contracts explicitly state the MSP/VMS fee charged to the vendor?	Please see answer to Question 19.
48	RFP Page 14, Paragraph 2, Section 2.10	<p>A. Prospective Contractor's must provide a cooperative option that includes not-to-exceed rates for contingent and SOW based work</p> <p>B. The State must have the option to collect an administrative fee.</p> <p>C. VMS fees must not be collected on travel expenses.</p>	If any administrative fee is charged (either by the lead state or cooperative association) for use of a cooperative contract, is required, how and where should that fee be disclosed?	See answer to Question 45.
49	RFP Page 12, Paragraph 2, Section 2.2	Each Prospective Contractor must propose the use of one or more cooperative contracts (i.e. NASPO, NJPA, Sourcewell, state solicitations allowing piggybacking, etc.).	Is the State of Arkansas requiring that proposed cooperative contracts have been awarded through a State entity?	No.

50	RFP Page 14, Paragraph 2, Section 2.3, Subsection D	The SOW portion of the program provides access to milestone time and materials and fixed-price deliverables-based work. The MSP assists customers with preparation of a Statement of Requirements (SOR) defining the requirements, deliverables, and milestones of the effort. The MSP competes the SOR with subcontractors. The customer receives proposed SOW's from the MSP, negotiates and selects the best solution. The MSP executes the SOW with the customer. Subsequently, the MSP finalizes the agreement with the selected supplier. Payments are based on acceptance of deliverables and project milestones. The MSP tracks timing and deliverables, ensuring change orders are created to reflect any change in project scope and timeline.	Is the State of Arkansas requiring that the scope of the cooperative contract offered through this solicitation must allow for non-hourly-based IT Statements of Work (SOW) (i.e. milestone time and materials and fixed-price deliverable-based work)?	Please see updated Section 2.4.A.1 of the RFP.
51	RFP Page 12, Paragraph 2, Section 2.2	If a Prospective Contractor is interested in proposing more than one cooperative, the Prospective Contractor must submit separate RFP responses for each cooperative proposed.	If the Prospective Contractor has multiple cooperative contracts to offer, how would the State of Arkansas prefer these be presented (i.e. all available contracts, recommended top five, recommended top three, etc.)?	Please see Section 2.2.B of the RFP.
52	RFP Page 6, Paragraph 1, Section 1.11	Prospective Contractor should complete, sign and submit the Proposed Subcontractors Form included in the Technical Proposal Packet.	How does the State define "Subcontractors" in the Technical Proposal Packet?	See answer to Question 21.
53	RFP Page 6, Paragraph 1, Section 1.12	Prospective Contractor should complete, sign and submit the Proposed Subcontractors Form included in the Technical Proposal Packet.	If the Subcontractors are the vendors under the current contract with CAI, can the State provide a list of those vendors?	See answer to Question 21.

54	RFP Page 3, Paragraph 1, Section 1.2	The initial term of a resulting contract will be for up to two (2) years depending on the contract term of the proposed cooperative contract. Upon mutual agreement by the Contractor and agency, the contract may be renewed by OSP up to the maximum available extensions under the cooperative contract proposed. However, the aggregate contract term shall not exceed seven (7) consecutive years.	Does the State require the Prospective Contractors provide the expiration date of the proposed cooperative contract?	E.1.1 of the Technical Proposal Packet requests the Prospective Contractor to provide a link or hard copy of the contract with the proposal response.
55	RFP Page 4, Paragraph 1, Section 1.8 and Technical Proposal Packet, Section E.1, Question 6.	A. Original <i>Technical Proposal Packet</i> and E.1 General Question 6: Describe your organization's experience providing similar services. Provide details regarding similar contracts including reference contact information.	Is the State requiring references to be the Contract Manager that oversees and manages the cooperative contract being proposed?	The reference contact should be familiar with the contract, services, and performance of the awarded Contractor.
56	Page 12, Paragraph 3, Section 2.2	Each Prospective Contractor must propose the use of one or more cooperative contracts (i.e. NASPO, NJPA, Sourcewell, state solicitations allowing piggybacking, etc.)	Please confirm that the contractor can submit a cooperative contract before the award date on February 4, 2019, instead of submitting with the Proposal Response.	See updated RFP Section 2.2.
57	Page 13, Paragraph 3, Section B.3	The table below depicts the top job titles utilized during FY18. Information regarding job descriptions and bill rates can be found in Exhibit A and B.	These job titles and descriptions were specific to 2018 - does the state anticipate the same or similar job requirements in 2019?	Job descriptions and titles will be dependent on the cooperative contract proposed by a Prospective Contractor.
58	Page 12, Section 2.3 A, First (1) bullet	The State has provided agencies and other public governmental entities access to MSP services through Computer Aid, Inc. (CAI), for IT staff augmentation services	State already has CAI as the MSP. Please confirm if the objective of the solicitation is to replace CAI? Or the current MSP is expected to work along side CAI?	Please review Section 2.2.C of the RFP.
59	Page 12, Section 2.3 A, First (1) bullet	The State has provided agencies and other public governmental entities access to MSP services through Computer Aid, Inc. (CAI), for IT staff augmentation services	In the event State is not looking to replace CAI, how the scope of work will be divided between CAI and new MSP?	Please see answer to Question 58.

60	Page 14, Section E, Bullet 1	The MSP provides a VMS tool (PeopleFluent) that is an internet enabled system that automates the requisition, evaluation, engagement, management, and payment of contingent workers and SOW deliverables.	Please confirm a contractor may propose an alternate VMS tool.	Yes, please review RFP Section 2.4 which requires a VMS tool.
61	Page 14, Section 2.5, Bullet B	The State must have the option to collect an administrative fee.	Please share the expectation of administration fee? How much fee is the state expected to collect?	See answer to Question 31.
62	Page 13, Section C, Bullet 1	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology	Does the state expect resources to work in Arkansas, remotely, or both?	See answer to Question 7.
63	Page 13, Section C, Bullet 1	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology	If both, what criteria is used in deciding where resources should work?	See answer to Question 7.
64	Page 13, Section C, Bullet 1	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology	Are there any restrictions as to where the resource could be located geographically?	See answer to Question 7.
65	Page 13, Section C, Bullet 1	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology	Does the State require the IT resources to be US citizens?	See updated RFP Section 2.4.C.
66	Page 13, Section C, Bullet 1	The MSP provides IT resources at hourly market rates based on four variables: region, job classification, experience and type of technology	Will the state accept H1 Visa holder as IT Resources?	See answer to Question 65.