

ADDENDUM NO. 2

RFP NUMBER: 179359

RFP TITLE: I.T. Professional Services

DEPARTMENT: Information Technology

DATE OF ADDENDUM: January 17, 2019

RFP DUE DATE/TIME: January 30, 2019, 4:00 p.m., e.s.t.

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____ (DATE): _____

(COMPANY): _____

Sign one (1) copy of this page and return it with your proposal.

Retain a copy for your file.

ADDENDUM NO. 2

RFP NUMBER: __179359__

RFP TITLE: ____I. T. Professional Services____

- Can we receive a list of inventory of switches, physical servers, Storage devices, and Virtual servers? *No, this is not pertinent to this RFP for temporary Information Technology (professional) personnel services. Temporary professional personnel services will be utilized to augment current IT staff in support of various projects and internal initiatives that will utilize the skill sets listed in the RFP.*

- Are you currently using office 365 for any hosting?
No

- Are you currently using Azure or AWS for any hosting?
Yes

- How many City of Chattanooga end users are supported by City of Chatt staff?
Approximately 2700 users

- How many other city supported organizations are supported, and roughly how many end users. *All City Departments, Divisions, Public Safety and some City Agencies. Approximately 2700 users*

- What was 2018 yearly support ticket count broken out in the following:
 - Tier 1 Helpdesk
 - Tier 2 Network Support

- Tier 3 Server and application support
- Tier 4 – application development

The City is seeking Professional Services personnel to provide hourly support not based on volume.

- Please provide a list of current IT staff positions and respective salaries

This is not relevant to the RFP. The service sought is a temporary staffing service.

The City does not set the rate paid to the worker. The City directly pays the agency an hourly rate for a specific skill set. The agency sets the rate paid to the worker.

A responder should base its pricing on (among its many other unique operational factors) the skill sets given in the RFP document.

- What IT projects are currently approved in 2019

Professional services personnel will be utilized to augment current IT staff in support of various projects and internal initiatives that will utilize the skill sets listed in the RFP. IT projects currently approved are numerous. They affect but do not determine staffing need and are therefore not relevant to the RFP. Responders should submit hourly pricing based on the skills sets in the RFP.

- A line in the RFP states:

"The ideal vendor should have a local presence in Chattanooga and have at least 100 IT providers placed in the local economy."

Is it a deal breaker if we do not have a physical presence in Chattanooga?

Please refer to response provided in Addendum 1.

- (page no 11) Section IV: General Requirements

“The ideal vendor should have a local presence in Chattanooga and have at least 100 IT providers placed in the local economy”

Based on the above statement Is it mandatory that local office must be at City of Chattanooga?

Please refer to response provided in Addendum 1.

- We have placed more than 100 IT professional service at various place across USA but not in the area “City of Chattanooga” still we are eligible?

Please refer to response provided in Addendum 1.

- We came across different categories in these RFP they are Help Desk Services, Infrastructure, Technology Projects and Strategy, Application Development, IT Support Staff For. So, each category how many resources do you need approximately?

There is no allocation given by category. A particular contracted worker might be assigned to a variety of projects, such as Help Desk Support and general IT Support, over the course of the affiliation.

The need for resources can fluctuate depending on projects and initiatives. The desire is to have a contractual relationship with a Professional Services provider so that the City can request contracted services as needed based on business requirements.

- Is it Mandatory to be registered with the Tennessee Secretary of State before the submission of our proposal?

No, it is not. However, before a contract can be signed with an awarded vendor, this must occur.

- (Vendor will be awarded up to 40% of the total weighted score for Qualifications) Is, this qualification refers to at least 100 IT providers placed in the local economy?

No

- Please provide project start date commencement?

The start date for the master contract is expected to occur in May 2019. Individual contractor start dates will vary depending on projects and initiatives, however work is not specific to a particular project or initiative. A worker may be assigned to several projects during his/her term. Requests for workers are based upon general staffing need and are made on an as-needed basis.

- Should we provide live/ sample / representative resumes?

Yes.

- If we provide resumes, will those candidates be called for interviewed?

No.

- Please confirm us project start date then we are able to confirm our resource availability?

The start date for the master contract is expected to occur in May 2019. Individual contractor start dates will vary depending on projects and initiatives, however work is not specific to a particular project or initiative. A worker may be assigned to several projects during his/her term. Requests for workers are based upon general staffing need and are made on an as-needed basis.

- Are you seeking pricing for only temporary pricing or temporary to hire and direct placement as well?

The responder must provide, at a minimum, temporary employment pricing. In addition, we will explore other options provided.

- What is your historical spend on these positions?

Historical spend is not pertinent because current and future need for augmenting staff may vary significantly from history. Any resulting contract will be to provide temporary staffing for the skills sets in the RFP. Therefore, historical spend will not be provided.

- Who are your incumbents?

This is not relevant to a response. Each temporary staffing agency develops its own business model and compensation plan based on factors not shared among all similar businesses. Please provide your business' recommended solution and best price. The RFP considers all evaluation criteria stated on page 15 of the RFP document...Section V Evaluation and Scoring.

- Appendix-A – Please elaborate projected expenses, software and hardware expenses, annual support and maintenance, etc. These are associated with a project, but your RFP is about IT Staff Augmentation. Please provide clarity

This list of expenses to consider was based on text that was copied and pasted in an Appendix A for a previous RFP, and some irrelevant text was left in the document. We apologize for this mistake. This information is not relevant to this RFP response. The RFP is for IT staff augmentation through the use of contracted services.

- What is the estimated budget for this RFP? If unknown, please specify previous spending.

These figures could misrepresent need for temporary staff, which varies. These numbers will not be provided. Current and future need for augmenting staff may vary significantly from a budgeted amount or historic spend. Any resulting contract will be to provide temporary staffing for the skills sets in the RFP on an as-needed basis.

- Is this a new requirement? If not, please provide the current vendor (s) providing the service and how are the current services being procured?

The City has procured temporary employment services for the Department of Information Technology in the past. Since employment agencies are unique in business model/compensation arrangement/other, the current vendor name is not relevant to response. Current temporary employment services in the IT professional area are procured through a temporary employment agency that, in addition to possible other products, offers workers who have the skill sets listed in the RFP document.

- Provide the total number of temporary staff on current assignments? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.

This is not relevant to a response. The number of staff, job classification, and pay rate change fairly frequently based on staffing need. Each temporary staffing agency develops its own business model and compensation plan based on factors not shared among all similar businesses. The City pays the agency for a specific skill set. The agency determines its own contracted worker pay rates. Please review the needs stated in the RFP document, then provide your business' recommended solution and best price. The RFP considers all evaluation criteria stated on page 15 of the RFP document...Section V Evaluation and Scoring.

- Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.

To be considered as received, this request must be submitted as an Open Records request per instructions at <http://www.chattanooga.gov/attorney-office>.

- What are the most frequently used job categories in the subject matter RFP?

IT technical skills.

- What is the average length of the assignment?

Generally at least a year.

- Please provide minimum number of references required.

Three (3).

- As stated in the RFP Document ***“The ideal vendor should have a local presence in Chattanooga and have at least 100 IT providers placed in the local economy.”*** Is it a mandatory requirement for proposal submission?

Please read Addendum 1, which addresses this.

- Are there any incumbents?

Yes, there is one incumbent.

- What is the annual budget of this project?

This figure could misrepresent need for temporary staff, which varies. This number will not be provided. Current and future need for augmenting staff may vary significantly from a budgeted amount. Any resulting contract will be to provide temporary staffing for the skills sets in the RFP on an as-needed basis.

- When will this RFP be awarded?

This RFP will be awarded when a recommended awardee has been selected by an Evaluation Team and approved by Administration, including City Council, and when a contract is agreed upon and signed by both parties. This process may take several weeks or even months.

- How many vendors will be awarded?

Until proposals are reviewed, the number of awards that will be ideal for the City is not known. For this reason, the City reserves the right to award to more than one vendor.

- How many references does the City require for this response?

Three (3).

- This RFP is asking for a vendor that can provide IT Professional Staffing Services. Is a required roles list for initial implementation and for future sustainability, as stated on page 12 under Vendor Information, required for this response?

Rates are requested for each type of professional services provided by the responder.

- This RFP is asking for a vendor that can provide IT Professional Staffing Services. Is a sample project plan, stated on page 12 under Vendor Information, required for this response?

Yes. Provide a plan of steps needed for the City to acquire and release resources.

- This RFP is asking for a vendor that can provide IT Professional Staffing Services. Is it necessary to provide a plan on what the average upgrade and implementation would take, as stated on page 12 under Vendor Information for this response?

No. Provide a plan of steps needed for the City to acquire and release resources.

- In terms of project start date commitment, is this the date on which the contract term begins for offering IT Professional Services?

The start date for the master contract is expected to occur in May 2019. Individual contractor start dates will vary depending on projects and initiatives, however work is not specific to a particular project or initiative. A worker may be assigned to several projects during his/her term. Requests for workers are based upon general staffing need and are made on an as-needed basis.

- The RFP is requesting a vendor to deliver IT Professional Staffing Services and not a project. Is a complete set of references required for the prospective vendor's Project Manager for this project, as stated on page 12, Vendor Information?

References are required for all resources offered.

- Liability, indemnity and workmen's compensation insurance requirements are not requested in this RFP. Should we provide insurance?

In additions to other applicable Terms and Conditions, insurance requirements can be found at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

Before a contract will be signed, evidence of insurance must be provided. It is not required to be submitted with the proposal.

- The City of Chattanooga Standard Terms and Conditions (Revised 7.18.18), references “goods and non-professional services”, whereas the prior Terms and Conditions referenced “goods and services.” As this is an IT **Professional** Services RFP, is the Revised Terms & Conditions document posted on the City of Chattanooga website the correct one for this bid?

As it pertains to competitive bidding, the term “Professional” is used by and defined by the State of Tennessee to refer to certain specific professions listed in the Tennessee statute(s) and including “architect” and “engineer” but not including “information technologists.” The use of the term “non-professional” above means “performed by any person who is not one of the specific professionals listed...again, architects, engineers (and certain others).”

Applicable Terms & Conditions can be viewed at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

Additional Questions Regarding RFP No. 179359 IT Professional Services

Page No / Paragraph	Solicitation Text	Question/Clarification Requested
Pg. 4 / Purpose of the RFP	This request solicits proposal to furnish the municipal government of Chattanooga... with an IT contracted professional services provider	Is this a new requirement? If no, who is the incumbent/current vendor providing these services?

Answer to above:

The City has procured temporary employment services for the Department of Information Technology in the past. Since employment agencies are unique in business model/compensation arrangement/other, the current vendor name is not relevant to response. Current temporary employment services in the IT professional area are procured through a temporary employment agency that, in addition to possible other products, offers workers who have the skill sets listed in the RFP document.

Pg. 4 / Purpose of RFP	The proposal should provide recommendations and service level agreement details (hereinafter referred to as "SLA") for each area	In which tab stated in Appendix B (on page 17) should vendors provide this information?
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Answer to above: Please include with the response to the Scope of Work.

Pg. 4 / Purpose of RFP	The proposal should provide recommendations and service level agreement details (hereinafter referred to as "SLA") for each area	Are there currently any SLAs that are required? If so, please identify for what services.
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Answer to above: Information about time to acquire talent, time to response, etc is welcomed in the response.

Pg. 4 / Purpose of RFP	The proposal should provide recommendations and service level agreement details (hereinafter referred to as "SLA") for each area	For services where SLAs are required, will the vendor be the sole provider? Or will the services be shared amongst other vendors and/or "City" employees?
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Answer to above: Current temporary employment services in the IT professional area are procured through a temporary employment agency that, in addition to possible other products, offers workers who have the skill sets listed in the RFP document. These workers augment existing City employees to meet internal SLAs.

Pg. 4 / Purpose of RFP	The proposal should provide recommendations and service level agreement details (hereinafter referred to as "SLA") for each area	If the services will be shared, how will the SLA be recorded?
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Answer to above: The contractors provided through this RFP will work with City employees to meet internal SLAs. External SLAs such as time to procure talent, time to response, etc of the vendor submitting a response to this RFP should be documented in their response.

Pg. 5 / Section II	Proposer shall submit two (2) complete copies of the proposal as follows: one (1) original – unbound; and one (1) electronic copy in PDF format on a flash drive or jump drive.	Pg. 7, Vendor Proposals, states "Vendors must submit a response to this RFP with a printed original response along with one additional copy and an electronic copy, such as a flash drive, no disks." Please clarify if an additional hard copy is required.
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Answer to above: We apologize for this mistake in the document. No, an additional copy is not required. Two (2) complete copies are required. One should be the unbound original, and the other should be electronic (pdf version) on a flash drive or a jump drive.

Pg. 9/ Initial Screening	Proposals not meeting minimum requirements will not receive further consideration	What are the minimum requirements?
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Answer to above: These are stated in the solicitation document. The critical requirements for the response are summarized in Appendix B: checklist of required submission materials, page 17.

Pg. 10 / Proposal Acceptance	After the final evaluation, the chosen vendor(s)...	Page 4 states "It is the City's intent to select the most suitable service provider based on responses to this RFP." Is this a single award or multiple award?
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Answer to above: Until proposals are reviewed, the number of awards that will be ideal for the City is not known. For this reason, the City reserves the right to award to more than one vendor.

Pg. 11 / General Requirements	The City seeks to augment their IT staff with IT professionals that include (but is not limited to) ...	How will the selected vendor(s) be notified of the City's needs for IT professional(s)?
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Answer to above: Email. Preferred methods by the vendor should be documented in the response.

Pg. 11 / General Requirements	For continuity of service, the selected vendor must agree to hire contractors that are currently providing professional technical services in the IT Department.	What is the number of current contractors in each position (e.g., network analysts, service desk technicians, software developers, etc.)?
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Answer to above: Not relevant to response.

Pg. 11 / General Requirements	For continuity of service, the selected vendor must agree to hire contractors that are currently providing professional technical services in the IT Department.	What are the current salaries of all current contractors providing professional technical services?
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Answer to above: For currently contracted staff, the responder would set its own pay rate if establishing a new contract with a worker. Therefore current pay is not relevant and will not be provided. The City does not set the rate paid to the worker. The City directly pays the agency an hourly rate for a given skill set. The agency sets the rate paid to the worker.

Pg. 11 / General Requirements	For continuity of service, the selected vendor must agree to hire contractors that are currently providing professional technical services in the IT Department.	What are the current benefits of all current contractors providing professional technical services?
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*Answer to above:
Benefits provided are a matter known to the agency, not to the City. The City pays the agency an agreed upon hourly rate for a certain skill set. The agency determines what it pays the worker, including compensation in the form of benefits.*

Pg. 11 / General Requirement	The city needs service desk specialists onsite and remotely to assist with Apple and Lenovo deployments and imaging.	What is the location(s) where service desk specialists are needed remotely?
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Answer to above: Remote locations are within the City boundaries.

Pg. 11 / General Requirement	The city needs service desk specialists onsite and remotely to assist with Apple and Lenovo deployments and imaging.	Will these service desk specialists be based in the vendor's office, or the City's office?
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Answer to above: City's office

Pg. 12 / Vendor Information	Public financial records from the past two years	Our company is privately held, and thus does not have public financial records. If we mark our financials as confidential will they be subject to the Open Records / Freedom of Information Act?
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Answer to above:

The City of Chattanooga has requested a Respondent's public financial records, for the purpose of ensuring that the company selected is financially sound, in order to carry out the scope of work for the term of the contract. An example of a common format for this information is a Financial Capability Certificate (issued by an accountant or surety firm).

***All** records submitted to the City of Chattanooga are subject to review through the Tennessee Public Records Act, with limited bases for exclusion. Simply marking a record as 'confidential' may not be sufficient to prevent the record from being considered an open record. Before submitting documents, please consult your attorney for guidance.*

Pg. 12 / Vendor Information	A plan on what the average upgrade and implementation would take	Will the City please clarify or expand on what is needed in response to this item?
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Answer to above: Please provide detailed key performance metrics as it relates to providing staff to augment City IT staff.

Pg. 12 / Vendor Information	A project start date commitment	What is the anticipated project start date?
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Answer to above: Project start dates will vary--it is anticipated to procure the necessary talent as soon as possible following the execution of the RFP winning contract.

Pgs. 13-14 / Functional and Technical Requirements	The following requirements must be addressed in Vendor's proposal:	Is the City seeking staff augmentation or managed services?
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*Answer to above:
Staff augmentation on an as-needed basis.*

Pgs. 13-14 / Functional and Technical Requirements	The following requirements must be addressed in Vendor's proposal:	Will the City please clarify what is expected from Vendors in response to this section? E.g., sample position descriptions, possible labor categories to complete each bulleted item, etc.
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Answer to above: Please provide a granular listing of IT skills you can provide, their abilities, and their cost.

Pgs. 13-14 / Functional and Technical Requirements	The following requirements must be addressed in Vendor's proposal:	If the City is seeking staff augmentation services, <ul style="list-style-type: none"> · What is the number and type of positions to be provided? · What are the required years of experience for each position? · What certifications are required for each position?
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Answer to above: Please provide a granular listing of IT skills you can provide, their abilities, and their cost. It is expected to need different certifications or experience depending on team composition and project requirements.

Pgs. 13-14 / Functional and Technical Requirements	The following requirements must be addressed in Vendor's proposal:	If the City is seeking managed services, <ul style="list-style-type: none"> · Please provide more detail as to what is required. · Please provide the number of end users, computers, servers, etc. to be supported.
Pg. 16 / Appendix A	Supporting detail must be attached in the form of a catalog or line item detail describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.	What software and hardware should be priced?

Answer to above:

We apologize for this mistake in the document. No software or hardware should be priced.

Pg. 16 / Appendix A	Supporting detail must be attached in the form of a catalog or line item detail describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.	What systems, hardware and software will the vendor be expected to provide annual support and maintenance of?
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Answer to above:

We apologize for this mistake in the document. No annual support and maintenance should be priced.

Pg. 16 / Appendix A	Supporting detail must be attached in the form of a catalog or line item detail describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.	Will the City please provide information on how this item should be priced?
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Answer to above:

We apologize for this mistake in the document. Only hourly rates by type of position are needed.

Pg. 16 / Proposal Cost Summary Form	Cost for <ul style="list-style-type: none"> • Service Desk Services • Infrastructure Services • Project Services • Application Services • Other Costs (Describe) • Total 	Will the City please clarify how these items are to be priced? e.g., estimated number of hours by labor category, software to be provided by the vendor, anticipated projects, etc.
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Answer to above:

Since employment agencies are unique in business model/compensation arrangement/other characteristics, the individual agency will determine its own pricing. The City pays the agency to provide a worker. The agency hires and pays the worker. There is no estimate by labor category. Need varies. A single worker may be assigned to several projects while affiliated. All skills sets that may be requested are listed in the RFP document.

Pg. 13 / Help Desk Services	<ul style="list-style-type: none"> • Service Desk Phone Support • Desk Side Support • Mobile Device Management • Asset Management • Lifecycle and Deployment Management • License Management • Print Management 	Will the City please provide the following historical data: <ul style="list-style-type: none"> • Monthly Call Volume • # of users supported • Average Speed of Answer, Abandon Rate, Talk Time • Monthly Tickets (Incidents, Requests, etc.)
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Answer to above: Not relevant to response.

Pg. 17 / Appendix B.3	Response to Scope of Work	We are unable to locate a section titled Scope of Work. Which portions of the RFP are considered the Scope of Work?
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Answer to above: Section IV Requirements for the Proposed Services

Addendum 1	Responding vendor must document in its Request for Proposal response:...	In which tab stated in Appendix B (on page 17) should vendors provide this information?
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Answer to above: TAB 1 - Response to Scope of Work

Pg. 20 / Item 14	Bonding	Is a bond required?
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Answer to above: A bond is not required.

Pg. 20 / Item 14	Bonding	If a bond is required, what is the amount required?
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Answer to above: Not applicable. A bond is not required.

Pg. 20 / Item 14	Bonding	If a bond is not required, how should vendors respond to this item?
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Answer to above: Not applicable. No response is needed for this item.
