

## Questions for RFP #251-25-82 – Technical Contracted Resources

Reference	Vendor Question	Answers
<b>Method of award, Page no 4</b>	What would be the number of awards you intend to give (approximate number)?	The intent of this RFP is to establish a pool of pre-established resources should the need arise for staff augmentation, specifically at short notice, as a type of convenience contract. It is WCPSS' desire to have between three and five awards, but this is dependent upon bid submission and evaluations to identify qualified vendors.
	Please provide us with an estimated NTE budget allocated for this contract.	Budget for each engagement will be established by the specific area / project. There is not an established budget for the entire contract.
	What is the tentative start date of this engagement?	7/1/2024
	What is the work location of the proposed candidates?	Page 5, "These services will be provided either on site at WCPSS facilities using WCPSS equipment and software or off site (remotely) as determined by WCPSS."
<b>Proposal Evaluation, Page no 4</b>	Please provide the evaluation criteria for evaluating the bids for this ITB.	Average Costs (35%), Vendor's Business and Technical Capability (25%), References/Prior Experience with Vendor (25%), and Completeness of Bid Proposal (15%).
	Could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	<ul style="list-style-type: none"> <li>a) There are several incumbents.</li> <li>b) All vendors are encouraged to participate in this RFP.</li> </ul>
	Are there any pain points or issues with the current vendor(s)?	No.
	Could you please share the previous spending on this contract, if any.	Duplicate, see budget question and answer
<b>Attachment C, Page no 15</b>	Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	Attachment C does not relate to sub-contracting.
	How many positions were used in the previous contract?	Several
	How many positions will be required per year or throughout the contract term?	Depending on the need. Several may be needed.

	If the proposed candidates are not available at the time of the award, will the agency allow us to provide replacement personnel with similar or more skill sets?	Yes
	Can we provide hourly rate ranges for the given positions?  How many hours are the consultants expected to work? Will there be any overtime involved?	a) This is preferred. b) This varies and can be negotiated per engagement. c) This is rare but would be negotiated by engagement in order to meet project objectives.
	Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?	Scope of Work, Page 5, "These services will be provided either on site at WCPSS facilities using WCPSS equipment and software or off site (remotely) as determined by WCPSS."
SCOPE OF WORK, Page 5	Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	Yes, actual resumes
SCOPE OF WORK, Page 5	Could WCPSS please clarify if they are looking for vendors to provide in-house personnel for the requested categories or for firms to recruit the requested resources?	In-house personnel are preferred
PROJECT OBJECTIVES, Page 5	Is this a new initiative? If not, could WCPSS please provide the incumbent information?	Not a new initiative
	Could you please provide the list of holidays? Are firms required to pay holiday, PTO (Paid Time Off), sick leave, etc. to the consultants placed?	Please refer to Wake County Public Schools website for listing of holidays. Holidays are non-billable.
PROJECT OBJECTIVES, BACKGROUND, SCOPE OF WORK Page 5	Could the work be carried out in locations outside the United States of America?	No
	What is the estimated budget for this contract?	Duplicate question
	What was the client's spending in relation to the Current IT Staff Augmentation Contract for the previous year?	Each year varies significantly. On average, spending exceeds \$1M.
	Is there any incumbent for this contract or is this for a new contract? If yes, can you please let us know the name of incumbent, their hourly rate and historical spend?	a) There are several incumbents b) Varies

	Can you please provide some background on the types of projects that require support and specifics regarding the professional and technical staff you are looking for to augment your team?	We may have several needs, some of the projects are listed below 1) Custom Application Development 2) IT Infrastructure Support (systems administration/network administration) 3) Oracle EBS Application 4) Oracle DBA Services etc.
	How many requirements are anticipated to be released annually?	Several
ATTACHMENT B, Page 14	Can firms provide commercial references?	Yes
ATTACHMENT B, Page 14	Can firms provide references from ongoing projects/contracts?	Yes
	On average how many temporary IT staff are deployed at any given time?	Several
	What is the expected lead time for vendor to provide requested contracted staff?	Within two weeks of the requests
	What is the minimum duration of each contract position or task order?	Depends on the project and type of support needed.
	How many task orders can we expect for each vendor?	Depends on the project and type of support needed.
	What is the requirement channel (e.g.: email, portal)	If the question is asking how WCPSS will make requests for staffing, it will be through email to all approved vendors. It will describe the specific need and other details. The approved vendors will submit candidates for review, WCPSS will review and select candidates for interview, and in cooperation with the vendor, select the best candidate.
RFP Attachment D: Pg 16	Do all roles have to be filled out? Or can we pick and choose which roles can be filled by us?	No. Bidder may choose which roles they feel qualified to submit a bid for. For this reason, multiple awards are necessary.
ATTACHMENT B, Page 14	Are vendors required to have an office in Wake County? Will a vendor be disqualified if they do not have an office in Wake County?	A) No. B) No. A vendor information sheet must be completed.
ATTACHMENT B, Page 14	If it is not mandatory for firms to have an office in Wake County, could WCPSS please clarify if vendors can answer with an N/A to the pertinent blank spaces in Attachment B?	Yes.

	Could WCPSS please confirm if firms that are not on the State of North Carolina's convenience contract list can bid on this solicitation?	Yes, bids are open to all vendors who meet the requirements in the Scope of Work. This question is to identify vendors already qualified and vetted by the State of North Carolina.
ATTACHMENT E, Page 18	Under "Quality of Resources Questions" in point 1, the following is requested: "How many billable technical resources does your company currently employ on a full-time basis nationally? Locally?" Could WCPSS please clarify whether firms should provide general information on their billable technical resources or just information on the number of billable technical resources in correspondence with the categories listed in Attachment D?	A general response would be acceptable to provide WCPSS with a sense of scope and scale of the vendor.
ATTACHMENT E, Page 18	Under "Quality of Resources Questions" in point 4, the following is asked: "Are your hiring and screening processes ISO 9000 certified?" Could WCPSS please clarify if a statement acknowledging this point is enough to suffice this requirement? If not, could WCPSS please elaborate further on what information vendors must provide to satisfy this requirement?	An affirming statement would meet minimum requirements. However, providing additional supporting documentation would be preferred for WCPSS to best differentiate between vendors that collect resumes versus develop their technical staff.
ATTACHMENT E, Page 18	Under "Quality of Resources Questions" in point 5, the following is requested: "Describe your training policies and how much training each employee receives (average) per year." Could WCPSS please clarify if they are referring to any specific training?	This is an intentionally open question for the vendor to demonstrate their commitment to quality staff.
EXECUTION, Page 2	Could WCPSS please clarify in which section of the proposal response vendors must include page 2 of the RFP?	Page 2 is the Execution Page. Information must be completed and signed. However, per the instructions, the entirety of the RFP, with all fields in forms completed (including attachments and addendums) must be included in the bid submission. Failure to do this may result in the bid being deemed "non-responsive."
MAILING INSTRUCTIONS, page 3	Could WCPSS please clarify if the signed original document and the electronic copy can be in the same envelope?	Yes.
MAILING INSTRUCTIONS, page 3	Could WCPSS please clarify if more hard or electronic copies are requested, or if just one of them is sufficient?	This information can be found in the Letter of Instruction and in the bid document on pages 2 and 3. Page 2 states, "Submit one (1) signed, original executed proposal response, including all attachments, and one (1) electronic copy on a flash drive (emails will not be accepted) of your proposal simultaneously to the address identified below.
Exhibit B, page 11	Could WCPSS please confirm if vendors must include a certificate of insurance in the proposal response?	Page 9, Item 30 indicates that a Certificate of Insurance (COI) is required prior to commencement of Work. Page 11, Exhibit B describes the type of insurance that would be required if the vendor is selected and prior to commencement of Work.

Attachment B, Page 14	Could WCPSS please clarify if vendors must add the name of the insurance contact in the Insurance Contact line?	Attachment B must be filled out completely.
ATTACHMENT: A page 12	Could WCPSS please confirm if vendors must include Attachment A in the proposal response? If so, should vendors sign it?	Page 2 states, "Submit one (1) signed, original executed proposal response, including all attachments, and one (1) electronic copy on a flash drive (emails will not be accepted) of your proposal simultaneously to the address identified below." By signing Execution (p. 2) and including all pages and attachments, the vendor agrees to all terms and conditions of the document.
Attachment C, page 15	We are a California MBE firm certified by NMSDC. Can our firm select the option that states, 'No, my company has not yet received HUB or MWBE certification but meets the above criteria,' or is this certification not allowed for WCPSS?	You can share this information on Attachment C
Attachment C, page 15	Is there any SBE/MBE/WBE goal for this solicitation? If yes, what is the established goal?	Pursuant to General Statute 143-48 and Executive Order #150, WCPSS invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled.
PROPOSAL EVALUATION, page 4	Are there scores for the evaluation criteria? If yes, could you please disclose it?	Average Costs (35%), Vendor's Business and Technical Capability (25%), References/Prior Experience with Vendor (25%), and Completeness of Bid Proposal (15%).
Letter of Instruction for RFP #251-25-82, page 1	Are electronic signatures allowed?	No.
EXECUTION, Page 2	Could the WCPSS please confirm the required forms that must be submitted with the proposal?	The answer to this question can be found in the bid document on page 6.
RFP SCHEDULE, Page 3	Could WCPSS please grant an extension on the due date?	No.
TERMS AND CONDITIONS, PAGE 7	Could WCPSS kindly provide information regarding the anticipated form in which task orders will be released, specifying whether it will be through email, portal, or any other designated method?	Via Email.
	Could WCPSS please confirm if it is mandatory for firms to have their hiring and screening processes ISO 9000 certified?	It is not mandatory to have ISO 9000 certification
	If we do not have the ISO 9000 certification, can we bid on this solicitation?	Yes.

DEADLINE FOR PROPOSAL SUBMITTAL, Page 6	Could WCPSS please indicate where the firms should provide the response to the information requested in the proposal? Could WCPSS please clarify if the responses should be provided in a separate document?	Responses should be a separate document in a format of the vendor's choosing. However, the entire RFP, with all fields in forms completed (including attachments and addendums), must be included in the bid submission. Failure to do this may result in the bid being deemed "non-responsive."
ATTACHMENT E, Page 18	<p>Could WCPSS please clarify what the NC State convenience contract list is?</p> <p>Is a vendor allowed to bid on this opportunity if they are not on the NC State convenience contract list?</p>	<p>a) The State of North Carolina Convenience Contracts can be found: <a href="https://www.doa.nc.gov/divisions/purchase-contract/statewide-term-contracts">https://www.doa.nc.gov/divisions/purchase-contract/statewide-term-contracts</a></p> <p>b) Yes.</p>