Responses to questions in reference to the Governor's Office of Storm Recovery Managed Information Technology Network and Application Development Support Services Request for Proposal dated June 17, 2014

1. Regarding section 1.6 (Page 7), what level of support (onsite or remote) is required?

   A. *There will be a need for both on- and off-site personnel, to be determined, over the course of the contract. The respondent should be prepared to offer both on- and off-site support in a flexible manner.*

2. Section 5.3.3 (Page 18) references from both public and private sector clients. Where is the breakdown by bid response for management of IT infrastructure and network systems versus the application and database development support? Does GOSR require two difference responses? Is the format the same?

   A. *The breakdown of scope is outlined in section 1.6 of the RFP. Separate responses are not necessary.*

3. Will GOSR make the appendices available in MS Word format to facilitate bid response?

   A. *Only a PDF version of the documents will be made available.*

4. Given that it may be a multiple vendor award, is it correct to say that multiple vendors may be selected for IT Managed Services and Application Support Services separately?

   A. *The respondent recognizes that, at the sole discretion of GOSR and based upon the breadth and experience of respondents to this RFP, GOSR may decide to award contracts to more than one respondent. As stated in section 1.8 of the RFP.*

5. Are we correct in stating that IT Managed Services and IT Application Support can be bid for separately? If yes, can we just provide hourly rates?

   A. *Yes. A respondent may bid on one or both of the scope of services as outlined in section 1.6 of the RFP.. If electing to submit an Alternate Cost Structure, the respondent must also submit a completed Price Proposal Form in accordance with the instructions indicated in section 5.3.5 of the RFP. The Alternate Cost Structure must also include in its fees any reproduction, travel, postage, or other expenses and otherwise abide by the terms and conditions related to submitting a price proposal as described herein. Respondents that do not submit a completed Price Proposal Form will not be evaluated.*

6. In section 1.8 (Page 8) of the RFP, it states that the vendor can submit for either services. However, in section 4.2.1 and 4.2.2 of the RFP, it states that 25 points are valued for each section. If a vendor submits only for Application Support Services, will the 25% allocated for each of Section 4.2.1-4.2.2 be considered for this service alone?

   A. *All proposal content will be scored based responsiveness to the criteria set forth in section 4.2. If a respondent submits only for Application Support Services the respondent's proposal will be scored solely on Application Support Services.*

7. Are onsite on call personnel required for IT Managed Services?

   A. *There will be a need for onsite personnel, especially during initial set up. Further details will be discussed with Awarded respondents.*

8. Can any or all of IT Managed Services items be done from outside USA on an offshore model?

   A. *No. Offshore models will not be considered.*

9. Are names of personnel to be deployed required?

   A. *For all of the titles listed in section 5.3.5 of the RFP, the names and corresponding resumes must be provided as requested in section 5.3.3. GOSR reserves the right to approve or decline any personnel at any time prior to, during and after the selection process and throughout the life of an awarded contract. Specifically identify people currently employed by the respondent who will serve in key roles and descriptions for performing Managed Information Technology Network and Application Development Support Services. List, describe, and discuss the need for specific roles to perform each of these functions and provide an organizational chart that shows how and by whom these master program management functions will be performed.*

10. If we opt for IT application support, is still required to explain help-desk and support options as stated on page 20 of the RFP?

   A. *All details and requirements in your response should address the services you are proposing.*

11. What are the forms that are required to be submitted with response?

   Proc 1, Proc 2, Proc 4 and Proc 8 are all due with response. The others are to be submitted quarterly as indicated on the forms themselves. Further clarifications will be provided to awarded respondents.

12. To show MWBE good faith efforts, is it enough to submit emails sent to them soliciting sub-contracting?

   A. *If you are not an M/WBE and/or are not partnered with an M/WBE please note that GOSR is committed to achieving significant M/WBE participation in its contracts and will use good faith efforts as defined here http://esd.ny.gov/corporateinformation/data/rfps/nmtc/07202012_ocsd-4goodfaithefforts.pdf. The directory of New York State Certified M/WBEs can be viewed at http://www.esd.ny.gov/MWBE.html. All respondents and contractors are held to the same standards and requirements. For purposes of this solicitation, the Corporation has established an overall goal of 20% for M/WBE participation for the services performed under the contract(s) awarded pursuant to this RFP: 10% for Minority-Owned Business Enterprises and 10% for Women-Owned Business Enterprises.*

13. If a firm is registered in the State of NJ and not NY, is it mandatory that a vendor submits certificates of good standing from the State of NY?

   A. *Yes. A certificate of good standing is required with proposals as stated in the RFP in section 5.1.*

14. Can Certificate of Good Standing be submitted after an award has been allotted?

    A. *If currently do not have a Certificate of Good Standing from the Department of State you may go to their website to apply http://www.dos.ny.gov/corps/faq_certificates_under_seal.page.asp.*

15. For the Approach and Technology section for Application Support Services, is it enough to explain our recruitment procedures?

    A. *As stated in section 5.3.4, Respondent must provide a description of the process and timeframe for providing qualified application development candidates to GOSR, as well as proposed Service Level Agreements to ensure that application developers meet or exceed GOSR development needs. GOSR reserves the right to approve or decline any personnel at any time prior to, during and after the selection process and throughout the life of an awarded contract.*

16. For Application Support Services, is it mandatory to show disaster-related experience references even if we have completed staffing engagements with state agencies?

    In section 5.3.3 of the RFP it states, "Identify engagement with entities comparable to New York State for which the respondent provides or has provided, similar services within the last (5) years. Detail at least three (3), but no more than five (5) similar engagements with private and public sector clients of similar size and complexity to the State that would demonstrate that the respondent can provide the services." All references must be provided as outlined in section 5.3.3. Further, describe fully any similar experience for projects for public and/or private sector organizations similar in size (both in terms of size of workforce and budget) and complexity to New York State government.

17. As referenced on page 19 of the RFP, is it mandatory to state the current employees of the firm identified, or can it be contractors of third party agencies with whom the proposing firm will tie up?

    A. *Yes all key employees being proposed for the titles of key roles listed in section 5.3.5 must be identiified. If a respondent will be subcontracting or partnering for any portion of the work, please also summarize the qualifications and experience of their relevant staff and attach any contracts or agreements pertaining to the proposal. Please provide at least three (3) references for the respondent and for any partners or sub-contractors. Respondents are required to provide a reference for any disaster-related experience they list in this section. Each reference should include the name, title, company, address, phone number and email address of the reference, and a brief summary of the relationship between the reference and the respondent.*

18. Are actual resumes of proposed personnel required to be submitted?

    A. *Yes. As stated in the RFP section 5.3.3, "Attach the résumés and professional qualifications of the respondent's principals, project managers, key personnel, and staff to be assigned, including degrees, licenses and years of relevant experience. Specifically identify people currently employed by the respondent who will serve in key roles and descriptions for performing Managed Information Technology Network and Application Development Support Services. List, describe, and discuss the need for specific roles to perform each of these functions and provide an organizational chart that shows how and by whom these master program management functions will be performed."*

19. Are there incumbents providing services and if so who are they?

    A. *Yes. GOSR currently has an on-site IT Manager who, in partnership with the State Office of Information Technology Services, handle the managed services component included in this proposal. GOSR may elect to redistribute application development support services between contracted services providers.*

20. Will this be a minimum 40 hour per week task allocation?

    A. *GOSR is seeking comprehensive information technology support services to assist in management of IT infrastructure and network systems, as well as to provide support services for application and database development. Specific hours and scope will be provided to awarded respondents.*

21. For IT Network and Infrastructure Services, are the hours of work 7PM-7AM and during weekends? If so:

    - What is the plan for support
    - Are vendors suggested to address this issue?
    - How is it currently being managed?

    A. *All specifics regarding scope of work will be discussed with awarded respondents.*

22. What was the Dollar Spend/Anticipated by GOSR categorized by IT Network and Infrastructure Services and IT Application Development and Support during:

    - 2013-2014
    - 2014-2015

    A. This information is unavailable.

23. Will you post a list of current GOSR vendors providing the requested services?

    A. There are no current vendors providing these services.

24. If our firm is required to comply with the 20% commitment to use M/WBE, can we suggest using them only for IT Network and Infrastructure Services only to cover 20% of billing with GOSR?

    A. *For purposes of this solicitation, the Corporation has established an overall goal of 20% for M/WBE participation for the above described services performed under the contract(s) awarded pursuant to this RFP: 10% for Minority-Owned Business Enterprises and 10% for Women-Owned Business Enterprises. Respondents that are not M/WBEs are strongly encouraged to consider partnering, or other joint venture arrangements, with other certified M/WBE firms to achieve the prescribed goals and to give M/WBE firms the opportunity to participate in the above-described services performed under the contract(s) awarded to the successful respondent(s).*

25. Is there a sign up list being created for MWBE firms interested in participating as subcontractor? Where can our firm sign up for this?

    A. *GOSR currently does not compile a list. The directory of New York State Certified M/WBEs can be viewed at http://www.esd.ny.gov/MWBE.html.*

26. Will the MWBE firms be selected by GOSR or the awarded company?

    A. *GOSR is committed to awarding a contract(s) to firm(s) that will provide high-quality services and that is dedicated to diversity and to containing costs. Respondents that are not M/WBEs are strongly encouraged to consider partnering, or other joint venture arrangements, with other certified M/WBE firms to achieve the prescribed goals and to give M/WBE firms the opportunity to participate in the above-described services performed under the contract(s) awarded to the successful respondent(s). Please also note that all subcontractors of the selected firms prior to and after the issuance of a contract will be subject to prior written approval by GOSR.*

27. It was mentioned that GOSR currently uses a ticketing system for the help desk, is the expectation that the vendor will use the same ticketing system going forward, or are you looking for the vendor to propose a ticketing system?

    A. *Awarded respondents will use the same ticketing system going forward.*

28. Can you please share the approximate number of call per day incoming to the existing help desk on average and during peak times? We would also like to know the average in terms of concurrent incoming calls during peak times.

    A. *Currently the calls are routed through the State service located in Albany and are not site specific to the GOSR. At this time an approximate number is not known.*

29. Referencing page 15, can you please details the types of SLA's GOSR is looking for?

    A. *GOSR expects to select a respondent that will agree to clearly-defined service level agreements ("SLAs"), as yet to be determined but to be included in any final contract between parties. Such SLAs will be established and agreed to, to ensure that the selected respondent delivers the maximum level of service on a timeline and in a manner requested and required by the State to ensure a timely, efficient, equitable, and transparent recovery process. Fees provided under this contract will be contingent upon adherence to these SLAs and other pre-agreed metrics for success. Furthermore, GOSR reserves the right to cancel any contract awarded pursuant to this RFP, or withhold payment of funds under any contract awarded pursuant to this RFP, for failure to adhere to these SLAs. For proposal purposes, GOSR is looking to industry standard SLA's and will provide further detail to awarded respondents.*

30. Is GOSR looking to have the help desk resources dedicated solely to their organization or is GOSR open to dialing into a help desk that handles calls into it from multiple clients?

    A. *GOSR will consider an alternate cost structure model as long as it is provided in accordance with the requirements set forth in section 5.3.5 of the RFP.*

31. Can this contract be used to support current application and database development efforts underway at the Governor's Office of Storm Recovery?

    A. *Yes*

32. Will you be developing a ranked or unranked list of respondents?

    A. No. Any awardee will be notified as indicated in section 4.5 of the RFP

33. Will you be developing a pool of qualified firms or awarding to only the highest scoring?

    A. *As stated in section 1.8 of the RFP The respondent recognizes that, at the sole discretion of GOSR and based upon the breadth and experience of respondents to this RFP, GOSR may decide to award contracts to more than one respondent. GOSR currently anticipates awarding multiple contracts pursuant to this RFP. The winning bid will also, ideally, include the ability to provide application development and other IT professional services on a flexible, hourly basis at predetermined rates. This will be broken out separately from the managed services. GOSR reserves the right to award the managed services and application development and related services to either the same or different vendors.*

34. Can this contract be used to provide Senior Technical Advisory services?

    A. *No.*

35. Are you looking to hire consultants for the " IT Network and Infrastructure Services: project, if so how many?

    A. *No.*

36. As current GOSR awardee, are we allowed to respond to this RFP

    A. *Yes. With that being said, as stated in section 2.4 of the RFP, "Any contract awarded under this RFP will preclude the selected respondent from representing before GOSR any bidder or grantee of GOSR other than those bidders or grantees who may be assigned under this contract during the period the contract is in effect. The selected respondent will be subject to the provisions on conflicts of interest set forth in section 74 of the New York State Public Officers Law. In the event of real or apparent of conflicts of interest, GOSR reserves the right to impose additional conditions upon contractors. GOSR reserves the right to cancel any contract awarded pursuant to this RFP with 30 days' notice in the event that the actual conflict of interest, or the appearance of such conflict, is not cured to GOSR's satisfaction."*

37. Who will manage the deliverables, scope of work, do you have onsite Project Manager

    A. *Contractors will report directly to the IT Manager and Director of Organizational Systems and Performance.*

38. In Sections 4.2.4, 5.3.6 and 5.3.7, regulatory compliance factors are listed. Please clarify the scoring criteria weighting for M/WBE participation in vendor proposals and benchmarks for receiving the maximum score (e.g., 20% labor/revenue participation).

   A. *Further detail and clarification on the scoring of M/WBE participation is outlined in section 5.3.6.*

39. In Section 5.2, ability to provide services in multiple languages is requested. What languages are requested? Who will the vendor be providing additional services to in languages other than English?

   A. *All vendors are required to provide services in multiple languages as necessary. Any and all language capabilities should be included in your proposal. Specific languages will be discussed on an as needed basis with awarded respondents.*