

**July 30, 2019**  
**BOARD OF COUNTY COMMISSIONERS**  
**ORANGE COUNTY, FLORIDA**  
**REQUEST FOR PROPOSALS (RFP) Y19-1038-TJ; ADDENDUM # 2**

**STAFF AUGMENTATION FOR INFORMATION SYSTEMS AND SERVICES**

This Addendum is hereby incorporated into the bid documents of the project referenced above. The following items are clarifications, corrections, additions, deletions, and/or revisions to and shall take precedence over the original documents. Additions are indicated by underlining and deletions via ~~strikethrough~~.

**A. The Proposal Opening Date remains August 8, 2019 at 2:00PM**

**B. Questions and Answers**

**A. Question:** Can sub-contractor revenue going to an Orange County Certified SDV Company be applied to the 24% or only MWBE Companies?

**Answer:** No, sub-contractor revenue going to an Orange County Certified SDV company cannot be applied to the 24%. The 24% is a MWBE goal for the proposer to achieve on the overall county contract. The Registered SDV program is a separate program from the MWBE program.

**B. Question:** Page 78, Section 16: How does Orange County intend to audit the most favored pricing clause as Terms of client agreements make each individual client different?

**Answer:** The County does not require compliance with a most favored pricing provision. Pricing for each candidate is allowed within a percent range as specified in the fee proposal. As candidates are submitted the County and the Contractor will mutually determine the appropriate bill rate based on scope variants.

**C. Question:** Page 78, Section 16: Has Orange County leveraged the most favored pricing clause previously? If so please explain the situation.

**Answer:** No, analysis of most favored pricing is not a consideration of this evaluation. Fee schedules are required to indicate average fees per position. As candidates are submitted the County and the Contractor will mutually agree to the acceptable bill rate.

**D. Question:** Tab 3, Section D, Staff Reassignment – is this referring to contract employee reassignment or how we would address internal turnover?

**Answer:** This is referring to Contract Employee Reassignment.

**E. Question:** If we're currently working with OC are we able to list references from Orange County ISS?

**Answer:** Yes, Proposers can list Orange County references.

**F. Question:** What is the allocated annual spend in total, and per IT labor category?

**Answer:** Spend is not allocated per IT Labor Category, however, estimated hours are available for each position in the fee proposal form,

**G. Question:** What is the current IT temporary labor headcount for the county?

**Answer:** The current IT temporary labor headcount is approximately 40 on Term Contract Currently.

**H. Question:** How many current suppliers are providing temporary IT labor categories?

**Answer:** There are currently three (3) providers supplying augmented IT labor services.

**I. Question:** Can you explain what you are looking for in the "Firm Hiring Policy". We do have procedures in place for hiring our resources which include but not limited to – job postings, interview process, reference checks, job offers etc. Please confirm if this should suffice.

**Answer:** Yes, the elements specified above meet the expectation for these criteria.

**J. Question:** Can you elaborate on the "staff reassignment process" question?

**Answer:** The "staff reassignment process" consists of the Contractor's process for Contract Employee Reassignment, if contract employee resigns.

**K. Question:** To fulfill the M/WBE goal given this RFP, should the vendor we partner with be dual certified as both an MBE and WBE by the FL Orange County OR can they be either an MBE or WBE?

**Answer:** The Orange County Certified sub consultant can be certified as a Minority Business Enterprise (MBE) or a Women Business Enterprise (WBE).

**L. Question:** Is there a Service Disabled Veteran goal in this RFP as well?

**Answer:** No there are no Service Disabled Veteran (SDV) goals for the Orange County SDV program.

**M. Question:** Can you provide us with a list of Orange County certified MWBE vendors that we can contact for partnering for this RFP?

**Answer:** A list of Orange County certified MWBE vendors can be obtained by at <http://apps.ocfl.net/orangebids/minorityvendorlisting/default.asp>.

**N. Question:** Please name incumbent vendors for this contract? Provide their hourly rate and historical spend?

**Answer:** Incumbent vendors are Apex Systems, LLC, Moten Tate, and Kyra Solutions, Inc. Hourly rates can be obtained at <http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>. Input Y15-100 into "Enter a search word" text box.

**O. Question:** Is this a new RFP or a reissued RFP of an existing contract?

**Answer:** This is a solicited RFP for an existing contract.

**P. Question:** What was the historical spend for the services to be anticipated under this contract?

**Answer:** Historical spend for the services to be anticipated are currently budgeted at approximate \$4.5M

**Q. Question:** Can you please provide budget for this RFP?

**Answer:** See Question P.

**R. Question:** How many temporary positions were filled with previous contract?

**Answer:** Approximately 40 on Term Contract Currently.

**S. Question:** How many contractors converted under Right to hire in previous contract?

**Answer:** The County does not currently track Right to Hire.

**T. Question:** Do we need to submit insurance certificate with proposal or it can be submitted on award of contract?

**Answer:** Proposers are required to provide Insurance Certificates prior to the execution and commencement of any operations/services provided under this contract. **Insurance will only be required of awarded contractors. Contractors will have 10 days to submit documentation once requested.**

**U. Question:** RFP states that, pricing will be considered for evaluation and we are required to provide hourly rates. Can you please let us know, how pricing will be evaluated and how we can score highest possible points?

**Answer:** Please refer to Section 4, Selection Criteria; Fee Proposal is weighted at 25 points. The lowest priced proposal should receive the maximum weighted score for the price criteria. The other proposals should receive a percentage of the weighted score based on the percentage differential between the lowest proposal and the other proposals. However at the discretion of the Procurement Committee, the price evaluation and calculation may be revised to conform to the needs for each individual RFP selection, this would occur during the public meeting. Additionally, If an inordinately low price is indicative of a misunderstanding of the scope of services by the Proposer, a score of only 1 or 2 points may be given at the discretion of the evaluator(s).

**V. Question:** Page No. 25 - Tab 3 - Technical Approach - Que C - Is the County referring contractors as other potential vendors?

**Answer:** The County is requesting information on how Proposers high their recruits.

**W. Question:** Page No. 51 - Part 3 - Staff signature and date of receipt of form - Is it for the use of County staff?

**Answer:** No, this signature is for the proposing firm.

**X. Question:** Is ISS satisfied with the past performance of all 3 incumbent IT Staffing vendors? If not all, how many?

**Answer:** The current contract(s) are in good standing.

**Y. Question:** Is ISS limiting only 3 vendors for this RFP or they really open to more?

**Answer:** The County reserves the right to a multi-award solicitation in accordance with the RFP. The County will make that determination upon evaluation of proposals.

**Z. Question:** For MBE/WBE point award: We are certified by the State of Florida and WBENC nationally. We are initiating the certification process with Orange County. If we include our existing certifications and proof of registering with Orange County Government at bid close, will we get the award points consideration?

**Answer:** All participating M/WBE's must be certified by Orange County Government in the MSA of Orange, Osceola, Lake & Seminole County. The Orange County certified M/WBE firm must be certified prior to proposal opening as outlined in Section 3 on page 5 of the RFP

**AA. Question:** Starting on page 87, "Attachment A" states a requirement for a Bachelor's degree in Computer Science or related field. Will an additional 2-4 years of experience in lieu of a degree be acceptable for our candidates?

**Answer:** No, the job descriptions stand as written.

**BB. Question:** The below questions is in reference to the RFP section under Scope of Services, Item #6 (Time Tracking). The RFP states:

The Contractor shall supply all personnel with a time tracking system. Hours worked shall be signed on weekly basis by a County Representative. The County will pay only for actual hours worked at the designated County location. No other expenses or allowances shall be paid by the County.

The "LOCATION FORM" later in the RFP asks to clearly identify location and applicable percentage of the work to be performed at each location listed, implying that the work can be done at other locations other than at the designated County location.

Deloitte operates one of our large Delivery Centers in Lake Mary, FL which is in close proximity to Orange County and would like clarification on the above, to determine if work under this RFP may be performed from our Lake Mary Office.

**Answer:** No, proposers may not work from remote sites not identified as County approved sites in the RFP. The "Location Form" outlines the Proposers physical business operations/location. Proposers shall identify their primary and any sub-contractor physical business operations/locations on the "Location Requirement" form with percentage of each location totaling 100%.

**CC. Question:** Is there currently an incumbent company, who has a similar contract performing these services? If so - can you please provide incumbent contract number, Name, dollar value and period of performance?

**Answer:** Yes, please view the Orange County Procurement's website (<http://apps.ocfl.net/OrangeBids/TermContracts/listtermcontract.asp>) for current Term Contracts under Y15-100.

**DD. Question:** Does this opportunity contain local preference? If yes, please provide the details?

**Answer:** RFP Location Form (scoring) is referred to in Section 4, Criteria Evaluation. Location scores are provided by the Procurement Division. Location scoring is in accordance with the procurement Procedures Manual.

**EE. Question:** The below indicates that we are to provide an org chart that lists our Key Personnel Management staff. However, we are confused by the yellow highlighted. By “potential recruits to be assigned. . . “Does this refer to any Key Management personnel? Or does it mean you wish for resumes of all potential personnel for each of the labor categories?

**Answer:** The County is asking for any key employees on staff or that will be on staff for the duration of the contract.

**FF. Question:** We are unclear as to what the Location Form is to include: There are no locations listed. What are we to include? Please clarify?

**Answer:** Proposers shall complete and submit their Prime and/or Subcontractor’s primary location/place of business with applicable percentage of the work to be performed from that location in order to be considered for weighted points identified in Section 4, Selection Criteria. All percentages of each location shall equal 100%.

**GG. Question:** Can Proposers from out of the state of Florida still bid on this RFP, as this RFP demands MWBE from Orange County?

**Answer:** Proposers may be from out of the state of Florida but must be registered in the state of Florida (Sunbiz.org) in order to conduct business in the state of Florida. Proposers that are not certified as MWBE in Orange County will not receive MWBE consideration but may still be responsive in the RFP process.

**HH. Question:** Location Points: How are the points allocated? Do certain counties receive more points?

**Answer:** Please see Question DD.

**II. Question:** When referring to the “M/WBE” (Minority/Woman Business Enterprise), does the “18% minority/6% women” ratio also pertain to the IT hires listed on page 36 of the RFP, or only to the minority-to-women-ratio of people sub-contracted Proposer?

**Answer:** The 18% minority and 6% women employment refers to the proposer submitting the proposal not the M/WBE sub consultants.

**JJ. Question:** What are the historical volumes of staff augmentation needed in terms of quantity of staff and annual spending on staff augmentation personnel distinguished by the labor category used?

**Answer:** The current budget is approximate \$4.5M with approximately 40 on Term Contract Currently.

**KK. Question:** What are the forecasted volumes of staff augmentation personnel needed in terms of quantity of staff and annual spending on staff augmentation personnel by labor category?

**Answer:** See Question JJ.

**LL. Question:** What was the last two year's expenditure in dollars for the IT skill sets?

**Answer:** Current Budget is approximate \$4.5M for each of the last two years expenditure with approximately 40 on Term Contract Currently.

**MM. Question:** What is the allocated budget for this contract year for IT skill sets?

**Answer:** Current Budget is approximate \$4.5M with approximately 40 on Term Contract Currently.

**NN. Question:** What are the Counties challenges of the current contract?

**Answer:** The County currently has no challenges.

**OO. Question:** How many temporary IT employees did the County engage in the past year?

**Answer:** The County engaged approximately 40 temporary IT employees.

**PP. Question:** In the past two years, what is the average assignment duration of temporary employees?

**Answer:** The County currently does not tracked the average assignment duration. It varies based on project and performance.

**QQ. Question:** Will the County engage the IT skill sets for 90+ calendar days or more?

**Answer:** Yes, the County typically engages IT skill sets for 90 day but it is at the sole discretion of the County based on project and Performance needs.

**RR. Question:** How much notice does the County provided to engage IT skill sets into service?

**Answer:** Engagement of services varies based on project and urgency needs.

**SS. Question:** Can you provide last year's usage and expected usage of this year's usage per IT skill set?

**Answer:** Skillset usage is identified on the Fee Schedule Form. County anticipates approximately 40 IT skillsets for service.

**TT. Question:** What is the key technology environment at County?

**Answer:** Refer to Section 2, Scope of Services, Overview and Environment paragraphs.

**UU. Question:** Could you provide a breakdown of service calls from 2018 by location, time and technology?

**Answer:** The County currently does not tracked in this manner.

**VV. Question:** If the County engages an IT resource for on call support what is the expected response and repair time?

**Answer:** Response and repair times vary based on project and urgency.

**WW. Question:** Does the County own and maintain computer parts, supplies and loaner systems for vendors to use? If not, is the vendor expected to provide them?

**Answer:** The County procures parts for repairs as needed.

**XX. Question:** Will any temporary IT employees be asked to use County vehicles? Will they be asked to use their personal vehicles to carry out their job duties? If so, please describe which IT skill sets will require driving?

**Answer:** No, Contractors not allowed driving County vehicles. Vehicle usage for temporary IT employees is at the sole discretion between the temporary IT employee and the awarded contractor in order to carry out job duties assigned by the County.

**YY. Question:** If any IT skill sets require speaking and/or writing languages other than English please list the languages?

**Answer:** This contract does not require speaking and/or writing languages other than English.

**ZZ. Question:** Will the County accept two forms of skill set pricing, T&M Dispatch model and longer term staffing rates?

**Answer:** **Proposers shall strictly adhere to the fee schedule form,** Refer to the FEE SCHEDULE FORM.

**AAA. Question:** Will a company be deemed unresponsive if the company submit as a prime and submit as a subcontractor?

**Answer:** Proposers are not precluded from submitting as a Prime or Sub contractor. It is the responsibility of the Contractor to consider their submittal status.

**BBB. Question:** If we are a Certified Orange County WBE, meet the 18% / 6% workforce diversity goal, and split the 24% sub contract utilization between an Orange County Certified SDV and an Orange County Certified M/WBE, would we gain the maximum points available?

**Answer:** If the Certified Orange County WBE is the proposer, has 18% minority and 6% women employment and met the 24% M/WBE sub contract utilization goal, the M/WBE selection criteria would be met as outlined in Section 4 on page 1 of the RFP. Note, the 24% sub contract utilization goal is achieved by using Orange County certified M/WBE only.

**CCC. Question:** Is the Prime vendor required to Subcontract 24% of the project to a certified minority/woman owned business M/WBE that is local



or has an office location within the Orlando Metropolitan area? And if that is a requirement and the M/WBE is based in Florida but outside of the Orlando MSA area, are they able to obtain an approved certification for this RFP?

**Answer:** The 24% M/WBE goal is not a requirement, but a goal for the overall contract. The M/WBE subconsultants must be certified with Orange County Government in the MSA of Orange, Osceola, Lake & Seminole County. The Orange County certified M/WBE firm must be certified prior to proposal opening. As outlined in Section 3 on page 5 of the RFP in Section 3 on page 5 of the RFP

**DDD. Question:** Will Orange County allow H1B Visa candidates to work via a subcontractor to the Prime vendor?

**Answer:** Refer to Section 1, General Terms and Conditions, Paragraph 19. Verification of Employment Status. Prior to the employment of any person under this contract, the Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system therefore, by submission of a proposal in response to this solicitation; the Contractor affirms that all employees in the above categories will undergo e-verification before placement on this contract. The Contractor shall commit to comply with this requirement by completing the E- Verification certification, attached to this solicitation.

**EEE. Question:** What percent of the estimated hours listed on the pricing sheet will be covered by existing/incumbent contractors (assuming no turnover)?

**Answer:** The County does not have a percentage of estimated hours covered by existing/incumbent contractors. Existing contractors are not asked to resign.

**FFF. Question:** What is the average number of miles driven per week for a desktop support technician? Will there be driving expectations in any other positions? If so, approximately how many miles/week?

**Answer:** The average number of miles varies based on assignment.

**GGG. Question:** Will all positions require an in-person interview? Which positions will require an in person interview? Will Skype or other video platforms be sufficient for out of town candidate interviews?

**Answer:** In-person and Skype or other video platform interviews vary based on project and/or assignment.

**HHH. Question:** Will background checks be Level II? Will fingerprinting be a requirement?

**Answer:** Yes, both background checks will be at Level II and fingerprinting will be a requirement?

**III. Question:** Would you please clarify if a Dislocated Worker who is hired must work on this specific contract, or may they work on any of vendor's client's contracts? Can a Dislocated Worker be a contract employee working full time at a client site?

**Answer:** Dislocated Worker who is hired may work for the awarded firm on any of the firm's contracts for the duration of this contract. However, the Dislocated Worker bonus points have been removed from this RFP.

**JJJ. Question:** What is the deadline within the contract period that a Dislocated Worker must be hired by in order to receive points?

**Answer:** Dislocated workers have been removed from this RFP.

**KKK. Question:** Will the County compensate for overtime hours for non-exempt IT positions, since we are legally required to pay time and half? If not, will the County accept a 'no overtime allowed' policy for these positions?

**Answer:** No, the County will not compensate for overtime hours for non-exempt temporary IT positions. The County pays hourly contracted rates based on actual number of hours worked.

**LLL. Question:** Do we need to provide resumes of all our employees who take part in recruiting?

**Answer:** Refer to Tab 1. Qualifications of Staff and the RFP in its entirety.

**MMM. Question:** "The Contractor shall supply all personnel with a time tracking system. Hours worked shall be signed on weekly basis by a County Representative. The County will pay only for actual hours worked at the designated County location. No other expenses or allowances shall be paid by the County." Could you please describe this requirement in more detail?

**Answer:** The County will pay hourly contracted rates based on actual number of hours worked in accordance with the RFP, scope of services, and as outlined in the requirements of the Fee Schedule Form.

**NNN. Question:** "Address the firm's ability to recruit IT professionals qualified to fill the positions described in Attachment A, Position Descriptions". Do you need sample resumes?

**Answer:** Resumes or other documentation that demonstrates ability to fill positions will be acceptable.

**OOO. Question:** "Detail the Firm's staff reassignment process." Please let us know if this is about a candidate replacement?

**Answer:** Contract Employee Reassignment pertains to contract employee resignations.

**PPP. Question:** Under selection criteria, what will determine how many points are given for the Fee Proposal?

**Answer:** Please see Question U.

**QQQ. Question:** Could you please let us know if the resumes of potential candidates should be included in the RFP Proposal?

**Answer:** See Question NNN.

**RRR. Question:** How many new contractor positions do you anticipate for the first year of the contract?

**Answer:** New contractor positions will depend on project needs and turnover.

**SSS. Question:** All of the job titles in the fee schedule are for infrastructure skill sets. Do you plan to have any Application Development skills needed, such as developers, Project Managers, or QA Analysts?

**Answer:** There is a variety of job descriptions listed, please refer to Attachment A.

**TTT. Question:** What percentage of contractors do you convert to direct hires? What's the average time for conversion?

**Answer:** The average percentage of contractors converted to direct hires is not tracked at this present time.

**UUU. Question:** What's the hiring volume? How many hours were billed last year?

**Answer:** The Current Budget is approximate \$4.5M with approximately 40 on Term Contract Currently.

**VVV. Question:** Do we receive credit for Location if only our subcontractor is located in Orange County?

**Answer:** Please see Question DD.

**WWW. Question:** When a requirement is distributed to awarded vendors, is there a limit on the number of candidates that can be submitted?

**Answer:** No, there is no limit to the number of candidates that can be submitted.

**XXX. Question:** "Provide documentation that confirms the Contractors ability to provide personnel in the required time as outlined in the scope of services." Can you please clarify what kind of documents we should provide?

**Answer:** Any documentation that demonstrates ability to fill positions are acceptable.

**ACKNOWLEDGEMENT OF ADDENDA**

The bidder shall acknowledge receipt of this addendum by completing that applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned no later than the date and time for receipt of the bid.

All other terms and conditions of the [RFP](#) remain the same.

Receipt acknowledge by:

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Firm