February 26, 2016  (emailed to all proposers on this date)

ADDENDUM # 3
RFP 081604

STAFF AUGMENTATION AND CONSULTING SERVICES
FOR VARIOUS
UTO SUPPORTED APPLICATIONS

Please note the following answers to questions that were asked prior to the deadline for inquiries date of February 25, 2016 (3:00 p.m. MST)

1-Question:  What is ASU trying to differentiate in the title of the document that says IT Staff & Augmentation & Consulting?  Is consulting defined differently or the same: For instance, Is this RFP specifically only staff augmentation contractors or does it also cover professional services like: application development in an offsite delivery center, large scale deployments around the university, migrations etc...?

Answer: Staff Augmentation is more a reference to a type of position request where ASU may have the skill set in house but temporarily needs more of the resources for a project. Consulting is generally related to a request for a resource to assist ASU with internal knowledge gaps.

2-Question: The second question with that in mind is based on the section of the RPF that is looking for pricing AND the names of the resources that would be placed (Page 26). This strikes us as being a “consulting” or "professional services/managed services" section and not a Staff Augmentation section as the candidate would not yet be identified at the time of the RFP for Staff Augmentation as that would require a recruiting search. If consulting/professional services, are you requesting the names of our internal practitioners who could potentially provide services in the specific areas that are being requested?

Answer: We understand that at the time of responding to this RFP and the time of an actual request from an awarded vendor the resource that is included in the RFP response for a position may not be available. We are more interested in confirming that the vendor has worked with resources that have the desired skillset and it is an area that the vendor has experience in providing service.

3-Question: Based on ASU’s solicitation title: Staff Augmentation and Consulting Services for Various UTO Supported Applications – does ASU only require vendors to provide talent for the job titles listed, or do you require “consulting” of a more strategic nature? Essentially, how does ASU define “consulting?”
Answer: Staff Augmentation is more a reference to a type of position request where ASU may have the skill set in house but temporarily needs more of the resources for a project. Consulting is generally related to a request for a resource to assist ASU with internal knowledge gaps. A vendor can respond with additional strategic based consulting for any particular relevant area that is part of the Applications listed in the RFP.

4-Question: With the previous question in mind, item 4 in section IX requests “actual names and years of experience” for candidate staff members. This strikes us as a “consulting” or “professional/managed services” question rather than a staff augmentation oriented question, as suppliers would not have identified candidates at the time of this RFP. Typically, for a staff augmentation need, we would receive a requisition and then identify a suitable candidate from our talent base rather than pre-identifying. However, we do have an IT solutions practice that specializes in Projects, Outsourcing, and Consulting initiatives. If this is a consulting/professional services engagement, are you requesting the names of our internal practitioners who could potentially provide services in the specific areas that are being requested?

Answer: We understand that at the time of responding to this RFP and the time of an actual request from an awarded vendor the resource that is included in the RFP response for a position may not be available. We are more interested in confirming that the vendor has worked with resources that have the desired skillset and it is an area that the vendor has experience in providing service.

5-Question: What aspects of your current program is ASU most satisfied with? What are the 3 main challenges or areas for improvement that warranted this solicitation?

Answer: Our current RFP is specific to PeopleSoft staff augmentation and consulting. The reason for this RFP is 1) The initial RFP has been renewed the maximum number of times as allowed by ASU policy; 2) This RFP will cover more application areas so that ASU can pull resources not only from a variety of vendors, but also for a variety of application areas

6-Question: We understand ASU’s need to approve of account personnel and understand their level of experience. However, we have confidentiality agreements with our clients which preclude us from releasing client names and the nature of our services provided to them. Would it be possible to provide the industry and nature of work performed for our clients rather than naming them directly?

Answer: We suggest you contact the client to get permission to list them on any resource you are providing in response to this RFP. If ASU were to select a resource from your organization, we would be contacting the client they worked at for a reference check.

7-Question: Will the university allow the work to be performed at an offshore service delivery location.

Answer: No

8-Question: On Page #4 of the RFP document “University expects to be provided a
resume of each resource being proposed by the Vendor to accomplish the ASU UTO staff augmentation/consulting request”. The resumes for personnel that we are proposing under various categories for the positions mentioned in section V such as PeopleSoft Business Analyst, PeopleSoft Technical Developer, and PeopleSoft Functional Specialist etc. these candidates may not be available at the time of award. Will it be possible if we can provide sample resumes with the proposal response at this point of time?

Answer: We understand that at the time of responding to this RFP and the time of an actual request from an awarded vendor the resource that is included in the RFP response for a position may not be available. We are more interested in confirming that the vendor has worked with resources that have the desired skillset and it is an area that the vendor has experience in providing service.

9-Question: Do you want us to provide resumes of our management team that we will place under the contract with ASU?

Answer: No

10-Question: Does ASU currently have the IBM Kenexa software?

Answer: Yes. ASU uses IBM Kenexa for its eRecruitment SaaS product.

11-Question: Section IX Pricing Schedule #2: Requesting clarification on the pricing. Pricing should be denoted for the entire contract – through 2021, if we include annual price increases, the pricing should be presented per year.

Answer: If prices will not be constant over the next five years, then include a rate schedule annually from 2016 through 2021.

12-Question: Section IX Pricing Schedule #5: Candidate Staff Members Name and Experience to be provided - will the vendor be held to providing the candidates listed on the RFP for the duration of the contract or is there flexibility to be able to substitute with candidates that have the same experience level?

Answer: As indicated in Section II of the RFP - Regarding the resources provided by the Vendor, the University expects to be provided a resume of each resource being proposed by the Vendor to accomplish the ASU UTO staff augmentation/consulting request. Note, it is understood that the resource provided at the time of RFP response may not be available at the time of the ASU services request; therefore, the expectation is that the resume provided at the time of service request closely resemble that of the resource provided at the time of RFP.

13-Question: How many qualified vendors will be awarded this contract?

Answer: There is no specified number of awardees for this RFP

14-Question: Is there an estimate on how many projects a year will be covered through this contract? What is the annual budget for this contract?

Answer: It is unknown how many projects will end up utilizing this RFP.
There is no pre-defined budget.

15-Question: XII Consultant Agreement #3: “ASU” may terminate agreement with or without cause upon 10 days prior written notice to consultant.” Standard termination terms are 30 days prior written notice to consultant – will ASU consider extended the notice to 30-days to give the consultant ample time to go through their process?

Answer: As the 10 days prior written notice is part ASU’s standard contract language, you would need to submit your exception to that particular item stating what your process is at the time of submitting your proposal.

16-Question: XII Consultant Agreement #7: Will electronic invoices be acceptable instead of paper invoices? XII Consultant Agreement #7: What are the terms of payment?

Answer: Electronic invoices are acceptable. ASU’s current payment terms are Net 30 days.

17-Question: XII Consultant Agreement #7: Does ASU provide electronic payment and if so, are there any costs associated with same?

Answer: Electronic payment would not be available.

18-Question: Does ASU require resumes from bidder POCs that will be supporting the account, or only for personnel that we propose to support ASU’s requirements?

Answer: If I understand the question, ASU does not require resumes for any vendor support staff, only the vendor provided personnel who are actually providing the requested staff augmentation or consulting service.

19-Question: When completing the pricing schedule, should we include different rates if proposing multiple personnel with different levels of experience?

Answer: Yes. The vendor can segregate rates by experience for any given skillset. Section IX Pricing Schedule has an example grid showing different columns based on experience for this purpose.

20-Question: When completing the pricing schedule, does ASU require bidders to submit a resume for each skill set under each job area (i.e., PeopleSoft has five separate positions)?

Answer: At least one resume should be submitted for each skill set that the vendor is capable of providing. For this example, if the vendor has the staff to provide resources in all five PeopleSoft staffing requests, then yes, provide at least one resume for each skill for a total of five resumes.

21-Question: Page 14 of the RFP under Section V- Specifications/Scope of Work - what is the proposer expected to submit for each category to show competency?
Answer: The proposer needs to only respond to the items in Section V where they have the ability to provide resources to ASU. Section VII – Proposer Qualifications details how to show competency.

22-Question: Page 24 of the RFP under Section IX Pricing Schedule – it states NTE rates may be proposed for three alternative work situations, however only two work situations are listed. What is the third possible alternate work schedule?

Answer: It should be two work situations, On-Campus and Off-Campus. In a previous version there was an option for Off-Shore, but the Off-Shore option is no longer valid for this RFP.

23-Question: Page 8 of the RFP under Section IV Instructions - to Proposers No. 10 states the University is committed to the development of Small Business and Small Disadvantaged Businesses. Do you have a specific goal in mind?

Answer: Here is the link which gives you the above information.

24-Question: Page 21 of the RFP under Section VI Green Purchasing Requirements - aside from the Attachment form, what else needs to be included in the proposers submission to be deemed responsive?

Answer: Completing the form for your size company is sufficient to be deemed responsive.

25-Question: Page 22 of the RFP under Section VII Proposer Qualifications - No. 1 can you elaborate on what type of evidence is required to show we have been providing similar IT Staff Augmentation to other clients. Brief Descriptions and references?

Answer: Evidence of providing services would include the name of the Client, the date (or dates) of the engagements, and the services provided. Also include references so that ASU can confirm that the service was provided to the Client for the time periods listed.

26-Question: Page 22 of the RFP under Section VII Proposer Qualifications - No. 2 Proven Track record providing the requested services- are you referring to the time to fill these types of positions?

Answer: This qualification item is related to filling a requested service expediently as well as successfully providing that service.

27-Question: Page 22 of the RFP under Section VII Proposer Qualifications - No. 5 how many resumes per labor category are required and can these be sample resumes, or do we need to provide actual candidate resumes with letters of intent.

Answer: Please refer to Section IX, item #4- Do not include more than 10 names in any individual cell in the table below. If you have more than 10 staff members for a particular cell, you should submit the 10 most qualified. Also, regarding the resources provided by the Vendor, the University expects to be provided a resume of each resource being
proposed by the Vendor to accomplish the ASU UTO staff augmentation/consulting request. Note, it is understood that the resource provided at the time of RFP response may not be available at the time of the ASU services request; therefore, the expectation is that the resume provided at the time of service request closely resemble that of the resource provided at the time of RFP.

28-Question: Page 37 of the RFP under Exhibit B - Is the proposer intended to submit Exhibit B Compensation with our bid or is this document intended to be completed after contract award?

Answer: Yes, that compensation page is part of the Consultant Agreement and would be completed after award.

29-Question: We understand that ASU is looking for multiple partners to provide Staff Augmentation Services across several technologies and roles identified. We would like to understand whether you would be open to evaluating companies such as ours that provide comprehensive services instead of individual resources and take responsibility for end-to-end delivery to help you meet your institutional goals with reduced costs.

XXXXXX has an extensive Higher Education consulting practice with deep expertise in working with large university systems across North America to boost institutional efficiencies and student success rates across a variety of the technologies you outlined in the RFP, including our Oracle Platinum Partnership. If ASU would be open to having further discussion regarding the breadth we provide in Higher Ed, would you recommend we submit our service offerings as part of the value-added consulting services beyond staff aug? Or would you recommend a different route than this RFP facilitate a meaningful dialogue about how XXXXX might be able to help ASU to meet your technology goals?

Answer: The purpose of this RFP is to provide staff augmentation for specific technical services as well as the need for consulting for specific technical areas.

If you have any questions regarding this notice, please contact me at 480-727-5177 or Catherine.thart@asu.edu.

Thank you,

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