

RFP ADDENDUM  
RFP-18

Elizabeth Basso  
Contract Specialist

860-713-5611  
Telephone Number

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT DIVISION**  
**165 Capitol Avenue, Room 5<sup>th</sup> Floor South**  
**HARTFORD, CT 06106-1659**

RFP NO.:

14PSX0338

Proposal Due Date:

1 December 2016

Date Addendum Issued:

14 November 2016

**PLEASE NOTE:**

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

**RFP ADDENDUM #6**

**DESCRIPTION:**

**NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers**

**FOR:**

**Department of Administrative Services, All Using State Agencies, Political Subdivisions, and Not-for-Profit Organizations**

**PROPOSERS NOTE:**

New address for DAS Procurement as of November 28, 2016:

Procurement Division  
Dept. of Administrative Services  
State of Connecticut  
Suite 1202  
450 Columbus Boulevard  
Hartford, CT 06103

RFP ADDENDUM  
RFP-18 Rev. 3/13/14  
Prev. Rev. 10/17/13

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**DEPARTMENT OF ADMINISTRATIVE SERVICES**

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165 Capitol Avenue, Room 5<sup>th</sup> Floor South

HARTFORD, CT 06106-1659

RFP NO.:  
**14PSX0338**

Proposal Due Date:  
**Extended to  
1 December 2016**

Date Addendum Issued:  
31 October 2016

**PLEASE NOTE:**

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

**RFP ADDENDUM #5**

DESCRIPTION:

NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers

FOR:

CT Department of Administrative Services; NASPO; All Participating States; Participating Entities within Participating States

**PROPOSERS NOTE:**

The RFP Due Date has been extended to 2:00 pm. ET, Thursday, December 1, 2016.

A document providing requirements for most Position Descriptions is included with this Addendum. For those positions where requirements have not been provided, Proposers should include with their RFP response their own requirements for those positions, along with corresponding rate ranges in the Price Schedule section.

## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### **Application Developer**

Full-time professional work experience in the development and support of Information Technology applications. Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.

### **Application Systems Analysis/Programming Manager**

Full-time professional work experience in Information Technology. At least one (1) year of the experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as an Application Systems Analysis/Programming-Supervisor may substitute for all of the required experience.

### **Application Systems Analysis/Programmer**

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as an Application Systems Analysis/Programming-Specialist; Application Systems Analysis/Programming-Intermediate; Application Developer-Senior may substitute for all of the required experience.

### **Architect**

Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery. Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor or manager. May require a bachelor's degree.

### **Business Analyst**

Individuals in this position have demonstrated experience in the standard concepts, practices, and deliverables related to Business Analysis in support of software development projects. Understands how to gather and document requirements. Has a working knowledge of the software development lifecycle. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. Some familiarity with the use of standard market Testing tools.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### **Business Subject Matter Expert**

A subject-matter expert (SME) or domain expert is a person who is an authority in a particular area or topic. The term domain expert is frequently used in expert systems software development, and there the term always refers to the domain other than the software domain. A domain expert is a person with special knowledge or skills in a particular area of endeavor.

### **Business Systems Consultant**

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience.

Substitutions: Accredited college training may substitution for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in Business Administration, Information Technology, or a related area may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required in either the undergraduate or graduate training).

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Project Manager-Associate ; Quality Assurance Senior Analyst ; Business Systems Consultant-Intermediate ; Quality Assurance Analyst may substitute for all of the required experience.

### **Business Systems Consultant Manager**

Full-time professional Information Technology Project Development experience and/or Function/Business Process Analysis with at least one (1) year of experience in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Project Manager-Senior ; Quality Assurance Manager ; Project Manager-Intermediate may substitute for all of the required experience.

### **CADD/GIS Administrator**

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### **Client Technologies Specialist**

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### Communications Analyst

Full-time professional work experience in telecommunications including the planning, design, and implementation of communication networks. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required. Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

### Computer Operations Manager

Full-time professional work experience in Information Technology. At least one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) . Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; Systems Administrator Manager; Production Control Manager; Network Engineer-Senior; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior may substitute for all of the required experience.

### Computer Operator

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors the system for failure or errors and responds by addressing issues or notifying a supervisor. Loads peripheral equipment such as tapes and printer paper for operating runs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree.

### Computer Scheduler

Full-time work experience as a Computer Operator.

Substitutions: Accredited College Training may substitute for the required work experience with a maximum substitution of two (2) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

### Configuration Management Specialist

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### Data Administrator

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitution for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Database Analyst-Senior ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### **Data Architect**

Full-time professional work experience in Information Technology. At least three (3) years of the required professional work experience must be in Data Warehousing Management. Substitutions: Accredited college training may substitute for the required work experience except for the Data Warehousing Management experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Warehousing Administrator ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### **Data Entry Operator**

Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. Requires a high school diploma or its equivalent and 0–2 years of relevant experience.

### **Data Processing Operator**

Six (6) months full-time clerical, data entry, or related experience. Must score 45 correct words per minute on a standard typing test. Typing scores will be accepted from accredited high schools, colleges, vocational schools, and business schools if taken within the past three (3) years and submitted on a standard form or letterhead stationery of the school. Substitutions: Accredited college training may substitute for the required experience with a maximum substitution of six (6) months. Completion of a training program in data entry from an accredited vocational or business school may substitute for the required experience.

### **Data Warehouse Administrator**

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Database Analyst-Senior ; Data Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

### **Data Warehouse Analyst**

Full-time professional Information Technology Project Development work experience and/or Function/Business Process Analysis work experience. Substitutions: Accredited college training may substitute for the required work

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experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Database Analyst-Intermediate ; Data Warehousing Programmer; Database Analyst-Associate may substitute for all of the required experience.

### Data/Voice Communications Manager

Full-time professional work experience in Network Communication, Network Design and/or Configuration Management. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitution for the required work experience except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a LAN Administrator Manager (EAP6); Help Desk Manager; Systems Administrator Manager; LAN Administrator Supervisor; Network Engineer-Senior ; LAN Administrator-Senior; Help Desk Service Specialist-Senior (1BG1) and Systems Administrator-Senior may substitute for all of the required experience.

### Database Administrator

Provides technical support for the development, implementation and maintenance of an internal database. Maintains policies and procedures for ensuring database's security and integrity. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on knowledge and professional discretion to plan and achieve goals. Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area and 2–4 years of relevant experience.

### Database Analyst

Maintains data storage and access by evaluating, designing and implementing company database[s]. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications and constructions. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a manager. May require a bachelor's degree in a related area and 0–2 years of relevant experience.

Full-time professional work experience in Software Development, Maintenance, or Implementation. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Data Administrator ; Data Warehousing Administrator ; Data Architect ; Database Analyst-Intermediate ; Data Warehousing Analyst may substitute for all of the required experience.

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### Database Architect

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### Database Manager/Administrator

Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems. Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage. Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Significant ingenuity and flexibility is expected. Usually reports to top management. Requires a bachelor's degree with at least 7 years of relevant experience.

### Disaster Recovery Administrator

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Analyst and Information Security Analyst may substitute for all of the required experience.

### Disaster Recovery Analyst

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Information Security Analyst may substitute for all of the required experience.

### Enterprise Architect

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involves the full and complete design of enterprise software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other technical stakeholders as needed. Supports the activities of the Enterprise Architecture program. This position is for DAS/BEST use and is not for individual Client Agency use.

### Functional Architect

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### Graphic Artist

Individuals with demonstrated experience in graphic design in the areas of interactive or static web content. Has fluency in current graphic design practices and web production software, such as, Adobe Photoshop, Adobe Illustrator, Adobe After Effects; Strong design style, including creative design solutions within the constraints of the Internet; Strong technical knowledge of how web-based technologies, and how they apply to web design such as HTML, Flash, CSS, and AJAX; solid understanding of and experience.

### Help Desk Analyst

See Help Desk Technician

### Help Desk Coordinator

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) One (1) year of work experience as a Systems Administrator-Associate and Help Desk Coordinator-Intermediate may substitute for all of the required experience.

### Help Desk Manager

Oversees timely delivery of quality technical support to internal and external customers. Manages help desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution. May assess new products or services and suggest enhancements to senior management. Relies on extensive knowledge and professional discretion to achieve goals. Manages others. Usually reports to a department head. Significant ingenuity and flexibility is expected. Requires a bachelor's degree and at least 7 years of relevant experience.

### Help Desk Service Specialist

Full-time professional work experience in Business and/or Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Systems Administrator-Intermediate ; Network Engineer-Associate ; LAN Administrator-Associate may substitute for all of the required experience.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### Help Desk Technician

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision. May require an associate's degree in a related area.

### IBM Specialty Software Architect

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### IBM Specialty Technical Specialist

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### Independent Verification & Validation

An Individual with the knowledge, skills, education and demonstrated experience in performing Independent Verification and Validation activities in the context of technology projects. An individual familiar with IV&V tasks and activities of Institute of Electrical and Electronics Engineers (IEEE) Standard 1012-2004 and/or other applicable, lifecycle-appropriate IEEE Standards (e.g., 12207 Software Life Cycle). The individual is familiar with the federal IV&V standards found at 45 CFR 307.15(b)(10).

### Information Security Analyst

Experience in the field of Information Systems Security required. CISSP, CISM, CISA, or System Administration, Networking, and Security Institute ("SANS")/ Global Information Assurance Certification ("GIAC") certifications preferred. Cisco or Microsoft certifications preferred, with extra preference given to advanced Cisco or Microsoft certifications such as Cisco Certified Security Professional ("CCSP"), Cisco Certified Network Professional ("CCNP"), Cisco Certified Design Professional ("CCDP"), Cisco Certified Internetwork Expert ("CCIE"), or Microsoft Certified Systems Engineer ("MSCE").

- Analyst must have working knowledge of relevant FISMA/ NIST information security regulations and guidelines.
- Working knowledge of IT Security Best Practices regarding (a) networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/ or (b) working knowledge of IT Security Best Practices regarding Windows and \*nix Servers and workstations required.
- Significant working experience with vulnerability assessment tools including but not limited to the following technologies; databases, web based applications, Windows and \*nix file servers and data networks.
- Working knowledge of HIPAA, IRS and Social Security Administration information security standards and regulations preferred.

### Information Security Manager

Full-time professional work experience in Information Technology, IT Security and/or Application Systems and Assets. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity. Substitutions: Accredited college training may substitute for the required work experience, except for

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the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Information Security Analyst-Senior ; Disaster Recovery Administrator may substitute for all of the required experience.

### Information Security Project Manager

Project management experience required. Minimum of three (3) years of project management experience at the State or Federal government level required.

Experience at the State or Federal Government level preferred, experience in:

- The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- Reporting status and project metrics to agency executive management.
- Operating in a matrix environment– overseeing multiple timelines and performance measurement criteria.
- Organizing, facilitating and communicating project activities within, across and outside the organization.
- Documenting project milestones for audit purposes.
- Leading training development initiatives to satisfy project requirements.
- Leading training and awareness initiatives to satisfy State and Federal regulatory requirements.
- Managing multiple concurrent projects.
- The facilitation of workgroup meetings in specific Information Security areas of interest.
- Candidates must have strong knowledge of FISMA/ NIST based Information Security Risk Management Frameworks and Risk Analyses methodologies.

### Information Systems Auditor

Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security. Reviews processes pertaining to data processing, data security and programming guidelines. Assesses potential risks and recommends enhancements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. May require a bachelor's degree and 0–2 years of relevant experience.

### Information Systems Security Compliance Manager

Experience as a practitioner in the field of IT Security required. Minimum three (3) years of experience in designing and managing the implementation of Information System Security projects at the State or Federal Government levels preferred. Certified Information Systems Security Professional ("CISSP") or Certified Information Security Manager ("CISM") certifications required. Additional security certifications such as Certified Information Systems Auditor ("CISA"), Certified Secure Software Lifecycle Professional ("CSSLP"), Certified Authorization Professional ("CAP"), Certified HIPAA Security Professional ("CHSP"), GIAC HIPAA Security Certificate ("GHSC") or Certified HIPAA Security Specialist ("CHSS") preferred.

- Strong demonstrable working knowledge of the Federal Information Security Management Act ("FISMA") Information Security Governance Standards and the National Institute of Standards and Technology ("NIST") Information Systems Risk Management guidelines.
- Strong demonstrable working knowledge of the Health Insurance Portability and Accountability Act ("HIPAA"), Internal Revenue Service ("IRS") and Social Security Administration ("SSA") security regulations required.
- Strong working knowledge of Best Practices regarding physical security evaluations.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Strong working knowledge of IT Security Best Practices regarding Data Networks and Networking, including but not limited to protocol analysis, anomaly detection, data loss prevention, intrusion prevention/detection and troubleshooting preferred.
- Strong working knowledge of IT Security best practices regarding Windows and \*nix Servers preferred.
- Strong working knowledge of IT Security Best Practices required regarding Relational Databases.  
Working experience at the State or Federal Government level is required in the following categories:
- NIST guidelines and Federal Information Processing Standard ("FIPS") certification requirements regarding the testing, selection, implementation and management of encryption technologies.
- The development, maintenance and implementation of Federal Information Security Management Act ("FISMA")/ NIST based Information System Risk Management methodologies, including but not limited to Risk Analyses methodologies, Data Classification Analyses, Control Analyses.
- The management and successful completion of NIST based Risk Analyses.
- The facilitation of workgroup meetings in specific Information Security areas of interest.
- The interpretation and analysis of State and Federal Information Security regulatory requirements- experience with HIPAA, IRS and SSA regulatory environments preferred.
- The provision of cost effective regulatory compliance solutions.
- The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.
- The planning and analysis of Vulnerability Scans of wired and wireless data networks, Windows workstations, Windows and \*nix File Servers, Relational Databases and Web based applications.

### LAN Administration Manager

Full-time professional work experience in Network Installation and/or Network Configuration and Repair. At least one (1) year of the above experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Data/Voice Communications Manager ; Help Desk Manager ; Systems Administrator Manager ; LAN Administrator Supervisor may substitute for all of the required experience.

### LAN Administrator

Full-time professional work experience in Network Installation and/or Network Configuration, and Repair.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Intermediate ; Help Desk Service Specialist-Intermediate (1BG2); Systems Administrator-Intermediate ; LAN Administrator-Associate ; Network Engineer-Associate may substitute for all of the required experience.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### LAN Support Technician

Full-time professional work experience in maintaining and supporting Local Area Networks (LAN) including: troubleshooting and repair of hardware, computer systems and peripherals, workstation software, and maintaining user accounts.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of one (1) year.

Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

One (1) year of work experience as a Network Engineer-Associate ; LAN Administrator-Associate ; Help Desk Coordinator-Senior ; Systems Administrator-Associate may substitute for all of the required experience.

### Linux System Administrator

The Linux System Administrator position will provide a high level of technical support for Linux system hardware, operating system and system software. This position would also assist with network administration functions and assure adequate connectivity to the network.

#### *Activities:*

- Handle server/ software installations, upgrades, configuration and administration of the Linux 64 bit cluster systems.
- Monitor, analyze and tune system for performance.
- Capacity planning.
- Coordinate service level management and hardware maintenance/ installation.
- Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

#### *Pre-Requisites:*

- A minimum of five (5) years of experience with providing system administration in a Linux large scale Enterprise environment is required.
- In-depth working knowledge and experience with the Linux operating system is required.
- Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within a VMWare based architecture.
- Experience with Linux Cluster Services.
- Experience with Puppet Enterprise solutions.
- Experience with Enterprise monitoring tools.
- Experience with Enterprise logging and log analysis tools.
- Strong Shell scripting experience is required.
- Experience with network protocols (ICMP, IGMP, UDP, TCP) is required.
- Working knowledge of Yum and RPM patching methodology.
- Experience with server backup and recovery tools; TSM is preferred.
- Working knowledge of Brocade fiber switches.
- Working knowledge and experience with IBM SAN attached storage is required.
- Working knowledge and experience with IBM's SRDF replication technology is required.
- Experience with large-scale Oracle/PeopleSoft 9.1 or higher environments is preferred.

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### Microsoft Specialty Principal Consultant

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### Microsoft Specialty Technician

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### Mobile Specialist

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### Network Engineer

Oversees the installation, configuration and ongoing maintenance of networked information systems. Uses knowledge of LAN/WAN systems to help design and install internal and external networks. Tests and evaluates network systems to eliminate problems and make improvements. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Requires a bachelor's degree in area of specialty and 0–2 years of relevant experience. Full-time professional work experience in Network Communication, Network Design and/or Configuration Management.. Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

### Oracle Policy Automation Functional Consultant

The Oracle Policy Automation Functional Consultant will assist with the implementation and support of the Oracle Policy Automation product within Oracle/ PeopleSoft's suite of products.

#### Activities:

- Analyze policy, statutory and contract language; work with functional teams and business owners for interpretations.
- Transform legislation, contracts and policies into natural language rules and rule bases.
- Develop and unit test Oracle Policy Automation ("OPA") rules to meet business requirements.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Work with other functional and technical team members to ensure the configuration and custom components meet application requirements and performance goals.
- Participate in code reviews and peer reviews.
- Correct defects identified in testing.
- Upgrade and test OPA rules to comply with software and/or hardware upgrades.
- Document online configuration updates to facilitate maintenance.

### *Pre-Requisites:*

- Experience developing and testing rules using OPA.
- Experience in using OPA in the Enterprise Resource Planning ("ERP") government sector.
- Experience in developing OPA rules to integrate with the Oracle/PeopleSoft HCM and/or Financials applications.
- Experience with establishment and support of OPA communication via web services.
- Demonstrated expertise of Oracle OPA version 10.4.5 or higher is required.
- Demonstrated expertise of Oracle OPA integration with Oracle/ PeopleSoft is required.
- Ability to transfer knowledge and training for Oracle OPA is required.
- Strong verbal and written communication and facilitation skills are also required.
- Knowledge of best practices for Oracle OPA.

### **UPK Technical Administrator**

UPK Technical Administrators will be responsible for designing and developing reports, pages and or customized documents in UPK.

### *Activities:*

- Design and develop specific reports to be used for monitoring and usage.
- Design and develop templates.
- Design and develop customizations within UPK version 11.1 or higher.
- Test UPK content on supported browser platforms.
- Research UPK related issues and review Oracle fixes and patch recommendations.
- Deploy UPK client software to developers.
- Review current structure and technical environments and make recommendations for improvement.

### *Pre-Requisites:*

- Experience developing and delivering reports from UPK.
- Experience in developing and delivering customizations for Oracle UPK 11.1 or higher.
- Demonstrated expertise of Oracle UPK version 11.1 or higher is required.
- Ability to transfer knowledge and training for Oracle UPK version 11.1 or higher is required.
- Strong communication and facilitation skills are required.
- Knowledge of best practices for Oracle UPK.

### **Oracle/ PeopleSoft Administrator**

The Oracle/ PeopleSoft Administrator will be responsible for configuration, administration, maintenance, tuning and troubleshooting of all Oracle/PeopleSoft technical components across web, application, database, reporting and file servers across all Oracle/ PeopleSoft environments. Responsible for applying Oracle/ PeopleSoft and associated software patches, updates and fixes as necessary. Perform and provide support for object compares and code migrations.

### *Activities:*



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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Perform Oracle/ PeopleSoft administration related to upgrades, applying fixes/patches and migrations for multiple environments.
- Provide technical support with application problem diagnosis, web and application server administration and security administration.
- Provide technical support of PeopleTools, PS Query, nVision and similar tools.
- Research patches and fixes on Oracle Support with recommendations to the application development teams.
- Perform and provide support for object compares and code migrations.
- Provide guidance and instruction to personnel to assure they can assume support for Oracle/PeopleSoft administration.

### *Pre-Requisites:*

- Oracle/ PeopleSoft administration experience supporting an Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environment is required. Most recent experience should include implementing and supporting at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- Experience maintaining multiple versions of PeopleTools and Oracle/ PeopleSoft applications is required.
- Broad working knowledge of Oracle/ PeopleSoft products and tools and related technologies.
- Experience with Linux and Windows 2008 environments is required.
- Experience with setup, configuration and tuning of application servers, process schedulers and web servers.
- Experience with applying Oracle/ PeopleSoft patches/ fixes using PeopleSoft Update Manager (PUM).
- Experience with migrating Oracle/ PeopleSoft and file objects through development environments to production.
- Research and analyze patches and fixes on Oracle's Support website. Download fixes as needed.
- Ability to develop and document standards and procedures.
- Strong analytical thinking and structured problem solving.
- Solid organizational, time and task management skills.
- Strong multitasking skills.
- Ability to debug complex infrastructure, application and database-related issues is required.
- Experience with Quest Stat or other third party migration change control tool is preferred.
- Experience with Ascential is preferred.
- Experience with Cybermation or other third party scheduling tool is preferred.

### **Oracle/Peoplesoft Customer Experience Consultant**

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### **Oracle/PeopleSoft DBA**

The Oracle DBA will create, configure, monitor and administer the Oracle database environment. The DBA must be able to work independently to provide all aspects of Oracle database administration.

#### *Activities:*

- Responsible for Oracle database design and support.



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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Perform capacity planning activities as related to database storage.
- Assist in database performance monitoring, tuning and optimization.
- Suggest and implement departmental standards and procedures for database administration.
- Work with database vendors and external support on issues such as upgrades, technical problems and solutions.
- Install and configure Oracle software and identify, perform and maintain software release levels, database patches and fixes as needed. Assist with database upgrades as needed.
- Develop, test and implement backup and recovery strategy.
- Follow change control and application deployment and access control procedures.
- Develop database monitoring procedures and utilities.
- Coordinate with other DBA team members on infrastructure enhancement or large development projects.

### *Pre-Requisites:*

- Oracle DBA experience in all phases of Oracle/ PeopleSoft DBA support and Oracle/ PeopleSoft release upgrades.
- Oracle DBA experience in an 8.54 or higher environment is required. Most recent experience should include at least one of the following Oracle/PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).
- Experience supporting Oracle Exadata is preferred.
- Experience with Oracle 11g RAC, ASM and DataGuard is required.
- Experience with Oracle 12c is preferred.
- Experience with partitioning and advanced compression is preferred.
- Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning.
- In -depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding.
- Proficient in UNIX scripting.
- Experience in resolving software integration problems.
- Excellent analytical ability, strong consultative and communication skills.

### **Oracle/ PeopleSoft EPM Business Intelligence Analyst**

The Oracle/ PeopleSoft EPM BI Analyst will play an intermediary role between the technical and business functions assisting in the definition and implementation of a BI solution in Oracle/ PeopleSoft EPM.

### *Activities:*

- Create business specification documentation from the business requirements and produce flowcharts and related visual aids to clarify business understanding.
- Conduct workshops and Joint Application Design ("JAD") sessions for determining the business requirements.
- Define and document user requirements for BI and analytics.
- Coordinate the planning, designing, configuring and implementing of a BI solution across functional and technical team areas.
- Write data queries, analyze data model relationships.
- Create end-user reports and dashboards.
- Participate in the design of BI security.
- Troubleshoot BI tools, metadata, query and data issues.
- Assist developers with unit, integration and validation testing.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Participate in training and deployment of BI solution.

### *Pre-Requisites:*

- Experience in EPM Analytics, BI and data warehousing.
- 2 years, hands-on experience with OBIEE (11g and higher) Answers, dashboards, scorecards and reports.
- Experience working on a minimum of two (2) BI implementations.
- Experience with Oracle/ PeopleSoft EPM 9.1+ Foundation, OWS, OWE, and MDW.
- Experience with Oracle BI applications is preferred.
- Strong analytical, written and verbal communication, and interpersonal skills.
- Ability to take initiative and ownership of project by working independently as well as in a team environment.
- Strong interpersonal skills.
- Planning and organizing skills.
- Sound business acumen.
- High level of influence and credibility.
- Strategic thinking ability, with an analytical approach to problem solving.
- Effective communication skills.
- Strong facilitation skills.
- A strong customer service focus.
- Ability to anticipate and evaluate the impact of possible problem solutions prior to implementation.
- Ability to work as part of a team.
- SQL skills.

### **Oracle/ PeopleSoft EPM Business Intelligence Architect**

The Oracle/ PeopleSoft EPM BI Architect will be responsible for planning, designing and leading the development and implementation of a BI solution in Oracle/ PeopleSoft EPM.

### *Activities:*

- Advise on key architectural decisions concerning the BI platform and supporting technologies, including ETL tools and solutions.
- Perform requirements gathering on existing environments and document.
- Provide detailed technical designs for BI solutions.
- Analyze and develop Enterprise technology BI solutions in Oracle/ PeopleSoft EPM.
- Participate in supporting the EPM and Technical teams to ensure that the BI Platform is operating efficiently and troubleshoot and resolve issues.
- Oversee the installation and configuration of BI tools.
- Participate in requirements gathering and definition.
- Interpret delivered and design database models (ERDs) for BI solution; lead efforts for data modeling.
- Provide BI technical guidance to Oracle/ PeopleSoft EPM development and technical team members.
- Work closely with executive management and other team leads on BI decision making and direction.

### *Pre-Requisites:*

- Experience in development and support of BI applications.
- Strong technical expertise on BI and data warehousing solutions.
- Strong customer focus and commitment to customer satisfaction.
- Strong understanding of data warehouse concepts.
- Hands-on modeling experience for a minimum of two (2) BI implementations.
- Experience with Oracle EPM Warehouse is preferred.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Experience with Oracle BI Applications is preferred.
- Experience with Oracle Exadata/ Exalytics is preferred.
- Experience with OBIEE 11g and Oracle/ PeopleSoft PeopleTools V 8.5+ is preferred.
- Experience with Oracle/ PeopleSoft EPM Ascential Data Stage, V 7.5.2+; MDW Maps is preferred.
- Strong SQL skills.
- Strong written and communication skills.
- Networking concepts/ skills.

### Oracle/ PeopleSoft EPM Business Intelligence Developer/ Administrator

The Oracle/ PeopleSoft EPM BI Developer/ Administrator will be responsible for the installation, configuration, development and deployment of BI and supporting tools in EPM.

#### *Activities:*

- Customize and develop RPD layers of BI (Physical, BMM and presentation layers), configuring metadata objects and Web catalog objects.
- Design and configure multidimensional ERDs (star and snowflake) schemas; data model.
- Interpret complex delivered multi-dimensional ETL maps.
- Oversee and/or assist in the design and development of multi-dimensional ETL maps and views.
- Performance tune ETL jobs, BI tools, sessions and queries.
- Participate in installation/ configuration of BI tools.
- Participate in definition of Security in Oracle/PeopleSoft EPM and BI tool.
- Develop reports, dashboards, and hierarchies and implement security using OBIEE.
- Develop and test application messages, spreadsheet uploads, automated interface processes and tree imports/ exports.
- Write SQL scripts and views.
- Manage BI sessions, web browser, BI server and query cache.
- Troubleshoot and resolve system and data issues.
- Conduct unit, integration and user acceptance testing.
- Participate in build out and test of cybermation batch schedule.
- Participate in deployment of BI Solution.
- Monitor, troubleshoot and resolve production support issues.

#### *Pre-Requisites:*

- Experience in dimensional data modeling and data profiling experience for data warehouse development.
- Experience with Enterprise data warehouse architecture and/ or design.
- Experience in ETL development and system analysis.
- Experience with Oracle/ PeopleSoft Enterprise 9.1+.
- Experience PTools 8.54 or higher.
- Multi-module experience preferred.

### Oracle/ PeopleSoft EPM Technical Analyst

The Oracle/ PeopleSoft EPM Technical Analyst will be responsible for design, development and test modifications to optimize the Oracle/ PeopleSoft EPM data staging, reporting, analytics and BI environments and troubleshooting production issues.

#### *Activities:*

- Analysis, development and maintenance of staging/ reporting/ view tables, ETL maps and public queries in the Oracle/ PeopleSoft EPM OWS, OWE and MDW or Oracle Business Intelligence ("BI") Applications.

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- Develop, maintain and process XLS, XML and CSV FTP files for in/ outbound interfacing.
- Develop Cybermation batch job control scripts.
- Develop and performance tune SQL statements.
- Troubleshoot EPM production issues.
- Analyze and install Oracle/ PeopleSoft updates, fixes and bundles.
- Participate in installation and configuration of BI technology.
- Participate in implementation of EPM business intelligence and analytical reporting.
- Perform conversion of historical data to retire legacy information systems.
- Develop reporting approach to provide access to information from retired systems.
- Work with developers to determine optimal ETL, PS Query and batch performance.

### **Pre-Requisites:**

- Experience working with Oracle/ PeopleSoft EPM 9.1 is required.
- Experience working with PeopleTools 8.54 or higher.
- Strong ETL experience in Ascential 7.5.2 or higher is required.
- Advanced PL/SQL skills are required.
- Analytical problem solving and excellent written/oral communication skills are also required.
- Experience with Oracle Data Integrator ("ODI") is preferred.
- Experience developing EPM business intelligence and analytical reporting.
- Experience with OBIEE is preferred.
- Experience with PilotFish is preferred.
- Experience with Ascential DataStage ETL or ODI is preferred.
- Experience with EPM Oracle/ PeopleSoft Analytics is preferred.

### **Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer**

The Oracle/ PeopleSoft Financial Developer will be responsible for the design, development, enhancements and implementation of Oracle/ PeopleSoft financial applications.

#### **Activities:**

- Perform design, development and modifications to Oracle/ PeopleSoft pages, SQR's, PeopleCode, nVision and Crystal reports.
- Develop interfaces between Oracle/ PeopleSoft and customer sub-systems.
- Unit test and implement new Oracle/ PeopleSoft solutions.
- Perform analysis and trouble shoot production problems.
- Document the software in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to assure they can assume support and maintenance of Oracle/ PeopleSoft Financial applications.

#### **Pre-Requisites:**

- Oracle/PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship management applications v9.1 or higher development experience is required, at least one year must include experience developing general and detail design specifications.
- Extensive development experience with 3 or more of the following is required: PeopleTools, PeopleCode, SQR, PS Query, Component Interface, AppEngine, nVision and SQL.
- Experience in Java is preferred.
- Development experience in COBOL maybe required depending on the assignment.
- Analytical problem solving and excellent written/ oral communication skills are also required.
- Detailed functional knowledge of Oracle/ PeopleSoft Financial, Supply Chain modules and functions.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Development experience with PeopleTools version 8.54 or higher is required.
- Experience and knowledge of PeopleSoft Test Framework.
- Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- Experience mapping customer legacy data elements to Oracle/ PeopleSoft data elements is preferred.
- Experience in applying images, bundles, patches and maintenance packs is preferred.

Oracle/ PeopleSoft Certification is preferred.

### Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant

The Oracle/ PeopleSoft Financial Functional Consultant will assist with the implementation of new Oracle/ PeopleSoft modules, functionality, or enhancements, or the support of modules or functionality already in production.

#### *Activities:*

- Perform analysis, planning, and requirements definition for implementation of new functionality.
- Perform functional modeling and develop functional architectures to meet new requirements.
- Perform process improvement reviews including system functionality, operations, logistics and personnel.
- Map business process activities to the functionality of the system that supports them.
- Validate that the application meets overall business process needs and work with process owners to resolve any issues.
- Define the flow of data between the processes that must be integrated.
- Facilitate requirements gathering and user design sessions.
- Work closely with application designers in completing designs for enhancements.
- Design reports as required for financial users.
- Participate in testing of new functionality and enhancements, including end-to-end testing of new processes and system integration testing.
- Assist the team leads in defining the approach, staffing, responsibilities, and schedule for system enhancements.
- Identify cross-team issues and coordinate issue resolution.

#### *Pre-Requisites:*

- Experience in functional experience in Oracle/ PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship Management v9.1/9.2 or higher environment.
- Experience and knowledge of two or more Oracle/ PeopleSoft modules and functions.
- Must have experience in full life cycle implementations (design, build, configuration, test, implement).
- Ability to transform customer requirements into a workable design at the functional and/or technical levels.
- Ability to identify, provide clarification, and resolve issues and risks, and escalating them as needed.
- Experience and knowledge of PeopleSoft Test Framework preferred.
- State governmental experience preferred.
- Excellent communications, interpersonal, project planning and issue resolution skills.
- Ability to review project deliverables for completeness, quality, and compliance with established project standards.

### Oracle/PeopleSoft HRMS Functional Consultant

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### Oracle/PeopleSoft Human Resource Developer

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### Oracle/PeopleSoft Project Manager

The Oracle/ PeopleSoft Project Manager will provide management of projects that are strategic to Core-CT and typically have a high degree of complexity and executive focus.

*Activities:*

- Define and document project scope and objectives, product/service deliverables in collaboration with customer.
- Work closely with customers to collect and document business, functional, technical requirements and constraints.
- Identify and document performance criteria.
- Identify, estimate, and document key resource requirements.
- Work with the Core-CT director to create a budget baseline and consistently monitor and communicate variances during the course of the project.
- Work with various teams to create a baseline project schedule, identifying milestones throughout the project and reporting status to executive management.
- Develop and manage comprehensive project plans.
- Monitor and control project schedule, scope, quality and costs.
- Conduct business process review and fit/gap analysis, and present delta functionality.
- Facilitation of project meetings and work sessions and keep track of issues and major issue resolutions.
- Performance of detail risk analysis and mitigation strategies.
- [Guide the design and architecture of Oracle/ PeopleSoft solution.](#)
- Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.
- Lead project team to successfully deliver on time on cost project objectives.

*Pre-Requisites:*

- Experience in project management experience with regard to customization and implementation of Oracle/ PeopleSoft technologies.
- Experience in all phases of project implementation lifecycle.
- Knowledge of software implementation methodology.
- Ability to negotiate consensus among diverse groups.
- Excellent time management skills with demonstrated experience in managing project teams.
- Detail orientation with strong organization skills.
- Experience with Microsoft Enterprise Project is preferred.
- Experience leading an Oracle/ PeopleSoft module implementation or major upgrade may be required.

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Experience leading an upgrade for Oracle/ PeopleSoft Enterprise Performance Management may be required.
- Experience leading implementation of Oracle/ PeopleSoft Business Analytical Reporting may be required.

### Oracle/ PeopleSoft Security Analyst/ Engineer

The Oracle/ PeopleSoft Security Analyst/ Engineer will be responsible for the evaluation, analysis and design of Oracle/ PeopleSoft Security configuration and processes across the Oracle/ Peoplesoft ERP.

#### *Activities:*

- Conduct review and analysis of existing Oracle/ PeopleSoft security configuration, practices and procedures across HCM, CRM, Financials, EPM and Portal applications.
- Use knowledge of Oracle/PeopleSoft Security to maximize features and functionality.
- Work with project and security teams to define and communicate Oracle/ PeopleSoft Security strategies across HCM, CRM, Financials, EPM and Portal.
- Make recommendations to improve, streamline and automate Oracle/ PeopleSoft Security.
- Document Oracle/ PeopleSoft Security recommendations and approach.
- Configure/develop Oracle/ PeopleSoft Security objects.
- Implement, test, troubleshoot and document security strategies.
- Administer Oracle/ PeopleSoft Security in all applications using On-line Application and PeopleTools.
- Document Oracle/ PeopleSoft Security in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/PeopleSoft security across all applications.
- Provide knowledge and advise best practices around Oracle/ PeopleSoft user and applications security.

#### *Pre-Requisites:*

- Experience supporting Oracle/ PeopleSoft applications, minimum 3 years must include working in Oracle/ PeopleSoft Security Administration in Oracle/ PeopleSoft modules including Portal Administration.
- Experience working on one or more Oracle/ PeopleSoft implementations is required.
- Experience utilizing SQL in Oracle to audit or correct security issues within an integrated Portal/ HCM/ Finance and EPM environment utilizing Application messaging to synchronize users within the different environments, including creating queries to assist with proactive maintenance with a large scale multi database production environment.
- Strong background in implementing and upgrading Oracle/ PeopleSoft environments with respect to the testing methodologies and working with development teams to regression test system environments prior to go live.
- Experience working with the Creation and Migration of Security Projects to work in conjunction with the implementation of new releases by the respective development teams within the Test and Production environments.
- Development experience with PeopleTools, PeopleCode, SQR, Integration Broker, AppMessaging, AppEngine, Component Interface and SQL is required.
- Analytical problem solving and excellent written/oral communication skills are also required.
- Detailed knowledge of Oracle/PeopleSoft security in Financials, HCM and portal integration is required.
- Experience with Oracle/PeopleSoft version 8.54 or higher development toolsets is required.
- Experience with Oracle/PeopleSoft version 9.1 or higher is required.
- Oracle/PeopleSoft certification is preferred.



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### Oracle/PeopleSoft Systems Analyst/Designer

The Oracle/ PeopleSoft Systems Analyst/ Designer will be responsible for translating functional requirements into general and detail design documents and working with the development team to complete application enhancements.

#### *Activities:*

- Analyses of business system requirements and create the general and detailed design specifications, systems components, SQL select statements and testing scenarios.
- Review and receive approval on general and detailed design with key stakeholders.
- Executes tests and analyzes results. As part of the testing process, identifies, diagnoses and documents problems and errors in specific components of the systems.
- Documents the software in a manner that it can be interpreted, maintained and enhanced by others.
- Provide guidance and instruction to personnel to assure they can assume support & maintenance for Oracle/ PeopleSoft Human Capital Management, Financial, Supply Chain, Supplier Relationship, Customer Relationship Management and Enterprise Services applications or the Oracle/PeopleSoft Enterprise Resources Planning data warehouse.

#### *Pre-Requisites:*

- Experience supporting Oracle/PeopleSoft v9.1/9.2 or higher applications, minimum 3 years must include requirements analysis, design & development of online and batch functionality.
- Experience working on 1 or more Oracle/PeopleSoft implementations is required.
- Development experience with PeopleTools, PeopleCode, SQR, AppMessaging, AppEngine, Component Interface, XML Publisher, nVision, Test Framework and SQL is required.
- Experience in Java is preferred.
- Analytical problem solving and excellent written/ oral communication skills are also required.
- Detailed knowledge of Oracle/ PeopleSoft v9.1/9.2 or higher Financials and/ or HCM modules and module integration is required.
- Experience with Oracle/ PeopleSoft version 8.54 or higher development toolsets is required.
- Experience with Oracle/ PeopleSoft EPM data warehouse and Ascential DataStage is preferred.
- Experience developing interfaces between Oracle/ PeopleSoft and customer sub-systems is preferred.
- Oracle/PeopleSoft certification is preferred.

### Oracle/Peoplesoft Technical Architect

The Technical Architect will be responsible for analysis, design, development and enhancement of the technical architecture and infrastructure to support implementation of Oracle/ PeopleSoft.

#### *Activities:*

- Participate in the design and ongoing development of the technical architecture and infrastructure for Oracle/ PeopleSoft implementation.
- Assist in capacity and resource planning of network and/ or platform facilities.
- Recommend and implement software, hardware and configuration changes to improve system performance.
- Analyze and design security procedures to proactively ensure overall security of the PIA implementation.
- Troubleshoot infrastructure to identify errors or deficiencies and make recommendations on possible solutions.
- Review and analyze any reoccurring issues to identify possible problem triggers or best resolution tactics.
- Make recommendations for changes to the architecture as needed and assist with its development and implementation.



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- Assist in the development of disaster recovery and restoration plans.
- Mentor personnel on Oracle/ PeopleSoft technical architecture and infrastructure requirements.

### *Pre-Requisites:*

- Experience in analysis, design, development and implementation of Oracle/PeopleSoft 9.1 or higher technical architecture and infrastructure is required. A minimum of one (1) year is required with experience in analysis, design, development and implementation of Oracle/ PeopleSoft 9.2 technical architecture and infrastructure.
- Experience in designing multi-platform distributed processing environments is required.
- Experience with Linux, Exadata, Oracle 11g/12c and Windows 2008/2012 environments is preferred.
- Experience with F5 LTM, ASM and APM configuration and support and their integration with Oracle/PeopleSoft is preferred.
- Knowledge of the broader impact of Oracle/ PeopleSoft HCM, Financials, and EPM across architectural system components and critical business processes and applications is preferred.
- Experience with designing and implementation of a technical architecture and infrastructure to support Oracle/ PeopleSoft EPM Business Analytics may also be preferred.

### **Oracle/Peoplesoft Testing Consultant**

The Oracle/ PeopleSoft Testing Consultant will assist with the implementation and support of automated regression testing to be used in conjunction with Oracle/ PeopleSoft's suite of products.

#### *Activities:*

- Analyze current scripts, testing strategies and methodologies and make recommendations.
- Set up automated regression testing methodologies.
- Develop and test the automated regression testing.
- Set up testing plan incorporating manual and automated regression testing methodologies.
- Transfer knowledge to functional staff on testing methodologies.

#### *Pre-Requisites:*

- Experience developing automated regression testing.
- Experience utilizing and configuring automated testing tools.
- Experience with Oracle/PeopleSoft's Testing Framework and other automated testing tools.
- Experience with Oracle Test Manager.

Experience with scripting and testing methodologies.

### **PeopleSoft Functional/Technical Planning & Budgeting Resource**

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### **Product Specialist**

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### **Production Control Manager**

Full-time professional work experience in Information Technology.

Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Network Engineer-Senior ; LAN Administrator-Senior ; Help Desk Service Specialist-Senior ; Systems Administrator-Senior ; Network Engineer-Intermediate ; LAN Administrator-Intermediate ; Help Desk Service Specialist-Intermediate ; Systems Administrator-Intermediate may substitute for all of the required experience.

### **Programmer**

Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision.

Advanced levels: Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs. Relies on knowledge and professional discretion to achieve goals. Usually reports to a project leader or manager. Significant ingenuity and flexibility is expected. May require a bachelor's degree.

### **Project Controller**

Individuals who are responsible for supporting a project manager or Project sponsor in overseeing and/or reporting on the operational and financial health of one or more projects. This individual is typically an experienced project manager who is assigned oversee the operational performance of the project, relative to key project performance metrics. They maintain the project's financials, planning artifacts and deliverables, resource consumption and forecasting, status reporting and so on. These individuals may also possess advanced business degrees such as an MBA or CPA. Because the Controller focuses on a project's "Monitor" and "Control" processes (PMBOK 2008), their work helps free the project manager to focus on project execution.

### **Project/Program Manager**

Individuals with successful project management experience limited to projects of small scope, limited risk and complexity and/or of short duration. Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager. Individuals with this level of experience are suitable for small Client Agency projects with clear, achievable outcomes, or in assignment as project support on larger projects.

Individuals at this level can also be used to in the capacity of a Project Controller, provided that they can satisfy the basic requirements of that position.

Advanced level: Individuals with a mastery of project management skills, qualifications and experience. This individual shall function effectively with very little supervision, while maintaining a high professional standard.

They are assigned to extremely complex and/or high risk projects that reflect the highest priorities of state government. These individuals are comfortable working with the highest levels of state government and are able to contribute to the furtherance of the states' objectives. These individuals have the necessary skills and experience to assist in statewide project portfolio management and/or IT Investment Management.

## Position Descriptions

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NASPO Multi State IT Vendor Managed Service Providers

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### Quality Assurance Analyst

Full-time professional work experience in Information Technology project development and/or Function/Business Process Analysis.

Substitutions: Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.)

Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

Successfully completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Business Systems Consultant-Intermediate and Business Systems Consultant-Associate may substitute for all of the required experience.

### Quality Assurance Manager

Individuals in this position have demonstrated experience in leading small to moderate sized testing teams. They understand the concepts of software quality assurance theory and practice. Can formulate testing strategy and plans where none may exist previously. They are able to communicate effectively with business and technical teams on testing activities and can assist developers with test-driven development.

### SAN Administrator

The SAN Administrator will be responsible for administering, configuring, maintaining, monitoring, upgrading, supporting, documenting and implementing the shared Storage/ SAN arrays and fabrics in a shared Linux and Windows environment.

#### *Activities:*

- Design, configure, implement, maintain and support all SAN hardware, software & supporting fabric.
- Support and maintain SRDF replication.
- SAN implementation and storage provisioning/ LUN allocation, zoning and LUN masking.
- SAN capacity and performance monitoring/trending; disk growth. Create and distribute utilization, capacity, trending and analysis reports.
- Monitor and track health of SAN and storage infrastructure. Provide detailed troubleshooting of SAN and storage device status to ensure support for critical services.
- Perform hardware/ software upgrades in conjunction with vendor staff.
- Provide backup software configuration support.
- Ability to develop, maintain & enhance scripted solutions.

#### *Pre-Requisites:*

- Experience in an IBM SAN environment; Enterprise or comparable class hardware and software products.
- Experience with Storage Area Networks; FC switches, FC HBAs, SAN and NAS protocols.
- Experience with IBM's SAN management/ configuration tools.
- Experience with IBM's SAN management monitoring tools, automated storage problem detection/ notification/ resolution.
- Solid experience with SRDF replication technology.
- Strong Shell scripting experience.

### Senior Quality Assurance Manager

See Quality Assurance Manager

## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

### Software Engineer

Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on established guidelines and instructions to perform daily job functions.

Advanced levels: Creates and designs new software by analyzing, testing, assessing and implementing programming applications. Supports and installs applications and operating system. Assists in the testing process by conducting reviews and analyses, witnessing tests and participating in software certification. Relies on extensive knowledge and professional discretion to achieve goals. May offer consultation to senior leadership and is considered to be the top-level in this field. Usually reports to an executive. Manages others. Significant ingenuity and flexibility is expected. Requires a bachelor's degree in a related area.

### Software Process Engineer

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### Solution Architect

Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involve the full and complete design of multiple software solutions. Is able to clearly communicate and document designs both at a logical and physical level and work with other state IT organizations as needed. Helps the Client Agency ensure that information technology solutions align with the Client Agency's business goals. Has the ability to assist Client Agency IT and business leadership formulate tactical and strategic IT plans.

### System Administrator

Full-time professional work experience in Information Technology. Substitutions: Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. (Fifteen (15) semester hours in Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years. Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.) Two (2) years of work experience as a Network Engineer-Senior; LAN Administrator-Senior; Help Desk Service Specialist-Senior; Systems Administrator-Intermediate ; Network Engineer-Intermediate; LAN Administrator-Intermediate and Help Desk Service Specialist-Intermediate may substitute for all of the required experience.

### System Engineer

Troubleshooting, repair, construction or support of hardware, networking, and software system. Knowledge of commonly used concepts, practices, and procedures. Experience with one or more commercial infrastructure products. Tactical and strategic technology planning. May have advanced subject-matter expertise in one or more commercial infrastructure products. Has advanced knowledge of concepts, practices, and procedures and is able to assist the PE in improving its practices. Is able to complete assignments and exercise a certain

## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

degree of creativity and latitude when unexpected situation arise. At advanced levels is expected to assist with tactical and strategic technology planning.

### System Specialist

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### Systems Administrator

Maintains and operates computer systems or networks. Installs, supports and manages servers and resolves issues as needed. Installs patches and performs system backups and recovery. Monitors system configuration and maintains data files. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required. May require a bachelor's degree in a related area

### Systems Administrator Manager

Minimum one (1) year of experience must be in an Administrative; Managerial; or Supervisory capacity.

Substitutions: Accredited college training may substitution for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. (Information Technology or a related area is required.) Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years. Successfully completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. (Proof of certification must accompany application.)

Two (2) years of work experience as a Data/Voice Communications Manager; LAN Administrator Manager; Help Desk Manager; LAN Administrator Supervisor; Systems Administrator-Senior; Network Engineer-Senior; LAN Administrator-Senior and Help Desk Service Specialist-Senior may substitute for all of the required experience.

### Team Lead

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### Technical Architect

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### Technical Specialist

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## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

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### Technical Writer

Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision and usually reports to a supervisor. Individual with demonstrated experience in developing and maintaining technical documentation, requirements analysis, business process models, architecture diagrams. Exceptionally proficient in the use of Microsoft Office, including Microsoft Visio. Is able ability to perform technical, research, and has solid analytical, interpersonal, written, and oral communication skills. Individuals in this position may also possess other related skills, such as proficiency in the use of software team collaboration environments, such as IBM Rational Jazz or Microsoft's Team Architect.

### Telecom Engineer

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### Tester

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### Testing Manager

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### Trainers

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### Training Developers

Trainers will be responsible for designing, developing and delivery of training to end users. Agency business offices require training on how to perform business processes and reporting using Oracle/ PeopleSoft's Human Capital Management, Financial and EPM applications.

*Activities:*

## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Design and develop/ modify all assigned training materials, including business process workshop materials.
- Manage the design and organization of a 'computer lab' (sandbox or training environment).
- Develop and/ or modify any needed instructor aids for use in classroom training and/ or 'computer lab' setting.
- Deliver Core-CT training to end-users.
- Evaluate end user competency of the system after attending training.
- Conduct remedial or make-up training sessions, as required.
- Work with the programming/ test team leads to ensure training manuals are updated appropriately with changes.

### *Pre-Requisites:*

- Experience developing and delivering end user training is required.
- Experience in developing and delivering Oracle/PeopleSoft version 9.1 or higher end user training.
- Demonstrated knowledge of Oracle/PeopleSoft version 9.1 or higher is required.
- Demonstrated knowledge of instructional design methodology is required.
- Demonstrated knowledge of effective training delivery techniques is required.
- Strong communication and facilitation skills are required.
- Oracle/PeopleSoft help desk experience is preferred.
- Experience with Oracle's User Productivity Kit (UPK) is preferred.

### Unisys Specialty Architectural Specialist

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### Unisys Specialty Equipment Operator

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### Unisys Specialty Production Control Operator

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### Unisys Specialty Service Delivery Specialist

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## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

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### UPK Technical Administrator

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### Video Conference Specialist

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### Voice/Data Engineer

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### Web Content Designer

Individuals with experience designing and developing content for PE websites that includes, but is not limited to the development of graphics, icons and other visual content. Has experience in daily content publishing and writing for multiple audiences; proficiency in the use of content management software, such as Microsoft SharePoint, Ektron, Drupal, Convio, and Kintera.

### Windows 2008/VMWare ESX System Administrator

The System Administrator position will provide a high level of technical support for Windows 2008 server hardware, operating system and system software on web, application, file and reporting servers. Position also provides technical support for VMWare ESX virtual server environment and server configuration management.

#### Activities:

- Plan, evaluate and apply server upgrades, patches and fixes.
- Provide support for Windows Active Directory.
- Handle server administration, configuration and installation issues with Windows 2008/2012 and VMWare vSphere Enterprise servers.
- Monitor, analyze and tune system for performance.
- Coordinate service level management and hardware maintenance/ installation.
- Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

#### Pre-Requisites:

- Experience with providing system administration in a Windows Enterprise environment is required.



## Position Descriptions

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NOTE: For those Positions where requirements have not been provided, include with the RFP response your company's requirements for said Position.

- Working knowledge and experience working with Windows 2008 operating systems is required.
- Working knowledge and experience working with Windows 2012 operating systems is preferred.
- Working knowledge, administration, implementation and configuration of VMWare ESX server and Virtual Center is required.
- Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within these environments is required.
- Strong scripting skills is preferred.
- Working knowledge and experience with IBM or comparable SAN attached storage is preferred.
- Experience with large-scale systems and Oracle/PeopleSoft 9.1 or higher environments is preferred.

RFP ADDENDUM  
RFP-18 Rev. 3/13/14  
Prev. Rev. 10/17/13

Elizabeth Basso  
Contract Specialist

860-713-5611  
Telephone Number

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**

**PROCUREMENT DIVISION**  
**165 Capitol Avenue, Room 5<sup>th</sup> Floor South**  
**HARTFORD, CT 06106-1659**

RFP NO.:  
**14PSX0338**

Proposal Due Date:  
**17 November 2016**

Date Addendum Issued:  
**24 October 2016**

**PLEASE NOTE:**

**This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.**

**RFP ADDENDUM #4**

**DESCRIPTION:**

NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers

**FOR:**

CT Department of Administrative Services; NASPO; All Participating States; Participating Entities within Participating States

**PROPOSERS NOTE:**

The remainder of the Questions and Answers is included with this Addendum, along with updated documents (Attachment 4 and RFP).

# Request for Proposal #14PSX0338

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## NASPO / VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology (IT) Vendor Managed Service Providers

Contract Specialist: Elizabeth Basso

Date Issued: **August 16, 2016**

Due Date: **November 17, 2016**



Department of Administrative Services



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## Guide to Electronic Proposal Submissions

### 1. Introduction To BizNet

The State of Connecticut (State) Department of Administrative Services (DAS), Procurement Services requires all companies responding to a DAS solicitation create a Business Network (BizNet) account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select CT Procurement and Company Information. Please be sure to complete information in all tabs (e.g., Company Information, Accounts and Address).

Existing Companies Needing to Update Their Information: Login to BizNet and select CT Procurement and Company Information.

Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Services at 860-713-5095.

### 2. Required Certificates and Affidavits

Companies must submit the certificates and affidavits specified in this section electronically to their BizNet account. These certificates and affidavits must be updated on an annual basis and, if applicable, no later than 30 days after the effective date of any material change. Companies that have already filed these certificates and affidavits have the ability to view, verify and update their information prior to submitting a proposal response.

#### **Instructions for Uploading Affidavits and Non-Discrimination Forms:**

**Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:**

<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>

(a) AFFIDAVITS

**THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit
- (3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
- (4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management's website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

**CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management's website by clicking following link:

[http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806)

### 3. Online Proposal Responses

Any response to a proposal posted by DAS Procurement Services must be submitted electronically. Commonly required forms are listed below and have been automated in BizNet. In addition, certain forms are now fillable, as noted below. To complete forms, download them from your BizNet account, complete your submittal response, then upload the forms, together with any other required submittal documents, through BizNet prior to the date and time upon which the proposal is due pursuant to the RFP. Late submissions will not be accepted. Proposals are not publicly opened and are not available for viewing until after the contract has been awarded.

- Signature Page (RFP-26) – Web Based Form
- Employment Information Form (DAS-45) – Web Based Form
- Statement of Qualifications (DAS-14) – Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based Form
- Product & Price Schedule
- RFP Addendum (RFP-18) – if applicable

Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Standard Terms and Conditions (RFP-19)
- ~~Contractor Authorization Guide (DAS-28)~~

This form must be signed by the person identified in the Corporate Resolution or By-Laws, as the party legally authorized to bind the company. A link to the guide and sample forms is provided below:

<http://das.ct.gov/Purchase/Info/DAS%2028.pdf>

- Request for Proposal Document
- Request for Proposal Contract
- Contract Exhibit 1– Notice to Executive Branch State Contractors and Prospective Contractors of Campaign Contribution and Solicitation Limitations
- Contract Exhibit 2 –Deliverables Document

***Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.***

### 4. Insurance Accord Certificates

All companies awarded a contract by DAS must maintain their BizNet accounts with new and updated insurance information.

The following documentation will need to be uploaded to each company's BizNet account and evidence that the State is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under "DAS Business Friendly Initiatives" at the following website: <http://das.ct.gov/cr1.aspx?page=371>

## Overview

DAS is issuing this RFP to solicit responses for Information Technology (IT) Vendor Managed Service (“VMS”) Providers as the Lead State for NASPO ValuePoint Cooperative Purchasing Program.

The State of Connecticut (“State”) Department of Administrative Services (“DAS”) is issuing this Request for Proposal (RFP) to solicit responses for IT Vendor Managed Service Provider(s) (“Contractors”) as the Lead State on behalf of the National Association of State Procurement Officials (NASPO) Value Point Cooperative Purchasing Program. The Contract will require Contractors deliver an end to end technology solution that provides the processes, components, and attributes described within this RFP. Contractors will Perform the overall program management and candidate engagements of an organization's contingent IT workforce. Contractors’ responsibilities shall include program reporting and tracking, and candidate evaluation and selection. Contractors will provide supplier management tool(s), performance oversight, need analysis and consultation, as well as consolidated billing and help desk support. Engagements vary in length, therefore pricing shall be for both project based as well as hourly based.

The objective of this RFP is to obtain the best value through a national cooperative contract due to the collective volume of potential purchases by numerous state and local government entities. The Contract resulting from this RFP will establish a Contract with the Contractor(s) to provide IT Professionals, via a VMS System if required by the Participating Entity, for all Participating Entities. The Contract may be used by state governments (including departments, agencies, institutions), institutes of higher education, political subdivisions (e.g. colleges, school districts, counties, cities), the District of Columbia, territories of the United States, and other eligible entities subject to approval of the individual State Procurement Director and/or State Chief Information Officer and compliance with local statutory and regulatory provisions. The initial term of the Contract shall be three years, with possible renewal provisions.

The resulting Contract is intended to establish new, replace and/or supplement current IT temporary staffing contract(s) as they expire or are otherwise terminated. Incorporation of this Contract shall be at the Participating States discretion, though it is understood there will be an overall cost savings.

The Lead State reserves the right to expand the services presented in the Contract to include additional IT Professional categories.

This will be a new Contract for NASPO Value Point. Therefore, annual usage data is not available. However, *Attachment 8* summarizes the anticipated usage for each Participating State. No minimum or maximum level of sales volume is guaranteed or implied in awarded agreements made under this RFP.

It is anticipated that this RFP will result in multiple Contractors. The Contract will be broken down into the following geographical areas. See Attachment 4, Price Schedule for individual states.

New England States

Northeast States & Caribbean

Mid-Atlantic States

Rocky Mountain States

Southeast Sunbelt States

Pacific Rim States

Great Lakes States

Northwest Arctic States

Heartland States

Capitol Area

Greater Southwest States

NASPO ValuePoint is the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, a 501(c)(3) limited liability company that is a subsidiary organization of the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (*i.e.*, colleges, school districts, counties, cities and some nonprofit organizations) for all states and the District of Columbia. NASPO ValuePoint is identified in the Contract as the recipient of reports and may perform contract administration functions relating to collecting and receiving reports as well as other contract administration functions as assigned by the Lead State, but is not a party to the Contract.

Lead State means the state centrally administering any resulting Contract. For purposes of this RFP and resulting Contract, the State of Connecticut, acting through its Department of Administrative Services, is the Lead State. The Contract is the agreement resulting from a contract award under this RFP, executed by and between the Lead State and the contract awardee (Contractor), as now or hereafter amended.

Contracts may be used by Participating States and Participating Entities. Any of the fifty states or territories of the United States, their political subdivisions and other legal entities authorized by applicable state statute to utilize state contracts are eligible to be Participating Entities, subject to permission granted by the Chief Procurement Official of the applicable state. A Participating State is a state, the District of Columbia, or one of the territories of the United States that is listed in the RFP as intending to participate. Eligible entities become Participating Entities by executing a Participating Addendum to the Contract. The Participating Addendum is a bilateral agreement executed by a Contractor and a Participating Entity specific to that Participating Entity incorporating the Contract and any other terms and conditions specific to the Participating Entity. The Contractor is prohibited from performing under the Contract until a Participating Addendum acceptable to the Participating Entity and Contractor is executed.

Obligations under this Contract are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. Purchasing Entity means a Participating Entity or other legal entity authorized by a Participating Addendum who issues a purchase order against the Contract and becomes financially committed to the purchase.

Participation in the Contract is subject to the following:

1. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds.
2. Participating States incur no financial obligations on behalf of other Purchasing Entities.



3. Contractor shall email a fully executed PDF copy of each Participating Addendum to PA@wnaspo.valuepoint.org to support documentation of participation and posting in appropriate data bases.

4. The Contract terms and conditions are applicable to any purchase order by a Purchasing Entity, except to the extent altered, modified, supplemented or amended by the applicable Participating Addendum.

5. State Participating Addenda or other Participating Addenda shall not be construed to amend the terms of this Contract between the Lead State and Contractor.

6. Participating Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the Chief Procurement Official of the state where the Participating Entity is located.

### **Participating States**

In addition to the Lead State conducting this solicitation, the following Participating States have requested to be named in this RFP as potential users of the resulting Contract: Alaska, California, Connecticut, Delaware, Hawaii, Idaho, Illinois, Indiana, Iowa, Louisiana, Mississippi, Montana, New Jersey, North Dakota, Oregon, Rhode Island, South Dakota, Utah, and Vermont. Other entities may become Participating Entities after award of the Contract. Some States may have included special or unique terms and conditions for their state that will govern their state Participating Addendum. These terms and conditions are being provided as a courtesy to proposers to indicate which additional terms and conditions may be incorporated into the state Participating Addendum after award of the Contract. The Lead State will not address questions or concerns or negotiate other States' terms and conditions. The Participating States shall negotiate these terms and conditions directly with the supplier. State-specific terms and conditions are included in Attachment 9.

### **NASPO Value Point Contract Statement of Compliance**

NASPO Value Point Contract (s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's Participating Addendum.

This section highlights particular terms and conditions of NASPO ValuePoint program terms and conditions, although Offerors will be bound to all the terms and conditions when executing a Contract (Attachment 1).

#### **Insurance**

To be eligible for award, the Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the prescribed levels set forth in Section 22 of the Contract. Describe your insurance or plans to obtain insurance satisfying the requirements in Section 22.

#### **NASPO ValuePoint Administrative Fee and Reporting Requirements**

To be eligible for award, the Offeror agrees to pay a NASPO ValuePoint Administrative Fee as specified in Section 11c of Attachment 1. Moreover, specific summary and detailed usage reporting requirements are prescribed by Section 11d of Attachment 1.

Offerors shall identify the person responsible for providing the mandatory usage reports. This information must be kept current during the Contract period. Contractor will be required to provide reporting contact within 15 days of Contract execution.

#### NASPO Value Point eMarket Center

To be eligible for award, the Offeror agrees, by submission of a Proposal, to cooperate with NASPO Value Point and SciQuest (and any authorized agent or successor entity to SciQuest) to integrate its presence in the NASPO Value Point eMarket Center either through an electronic catalog (hosted or punchout site) or unique ordering instructions. Refer to Section 11 of Attachment 1.

Those terms and conditions require as a minimum that the Offeror agree to participate in development of ordering instructions. Proposer shall respond how they can support the eMarket Center in the Proposal through either a hosted catalog or punchout solution.

#### Lead State Terms and Conditions.

Refer to Attachment 1 for the Lead State Special Terms and Conditions that apply to this solicitation. Offeror shall indicate in their Proposal that they have read and understand all of the requirements shown Lead State Terms and Conditions.

#### Participating State Terms and Conditions.

As a courtesy to Offerors, some Participating State specific Terms and Conditions are provided in Attachment 9 to this solicitation. These are for informational purposes only and will be negotiated with other Participating States after award of the Contract. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums. Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

#### Promotion of the NASPO Value Point Contract

The Contract terms and conditions include program provisions governing participation in the cooperative, reporting and payment of the NASPO ValuePoint Administrative Fee, and marketing/education relating to the NASPO ValuePoint cooperative procurement program. In this regard,

- a. Briefly describe how you intend to promote the use of the Contract.
- b. Knowing that state procurement officials (CPO) must permit use of the Contract in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?
- c. Public entities are sensitive to "scope" issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?
- d. How will your company manage due dates for the NASPO ValuePoint Administrative Fee payments and usage reports?
- e. Through its Cooperative Development Coordinators and Education & Outreach team, NASPO Value Point assists Lead States by engaging vendors in strategies aimed at promoting Contracts. What opportunities and/or challenges do you see in working with NASPO Value Point staff in this way?

## Scope of Services

This procurement is seeking Proposals to supply an end to end VMS technology System ("System") that would provide the following:

- Increasing the overall quality and speed of IT Professional needs.
- Implementation and configuration of a web based System to provide coverage for Participating Entities.
- A production ready system to centrally capture and manage Contract spend. This may also include the need to share data with the Participating Entities' systems.
- IT Professional search and recruitment, including specialized and niche IT areas.
- Adding value in the areas of IT Professional procurement and utilization.
- Reducing costs associated with IT Professional engagements and management.
- Minimizing the time spent engaging IT Professionals and ensuring compliance with the Participating Entities' policies and procedures.
- Developing processes and policies that ensure compliance with legal, statutory, and regulatory requirements.
- Tracking, monitoring, and managing Contractor Parties performance.
- Obtaining reporting that will help with budgeting and visibility into IT Professional spend.

Contractor(s) shall deliver to Participating Entities a Vendor Neutral System that must include any or all of the following through a customized automated interactive and user-friendly web based system that meets or exceeds the processes, components, and attributes described in this RFP:

- Recruitment and performance oversight of IT Professionals;
  - Statement of Work (SOW) completion, approval and transmission to Contractor
  - SOW distribution to Contractor Parties for IT Professional availability and cost savings
  - IT Professional candidate resume submission and selection
  - IT Professional candidate ranking methodologies
  - Scalability and flexibility to unique Participating Entities' needs
  - Timekeeping, Invoicing and oversight of such
  - Reporting (standard and ad hoc)
  - On-line search and query functions
1. The selected Contractors shall build separate VMS programs in each Participating Entity with the option for on-site account management.
  2. Participating Entities may require the Contractors to meet minority and women's business enterprises commitments throughout the life of the Contract.
  3. The Contractors must disclose any and all financial interests with any of its Contractor Parties. Participating Entities may reserve the right to include affiliated Contractor Party participation in Contractors total participation aggregate.
  4. The Contractors shall notify all Contractor Parties of each opportunity in order to provide a fair and equitable opportunity for all Contractor Parties to provide it services. If the Participating Entity's hiring manager requesting the services prefers, he/she may request and be provided all resumes submitted by Contractor Parties to determine the best fit for the position.

5. To the extent that existing Contractors are in place within a State, the Contractors shall assist Participating States transition existing Contractors and IT Professionals to their VMS for continuity purposes.
6. The Contractors shall be liable for the work and actions of any Contractor Party used to fulfill contractual obligations.
7. Participating Entities may require the proposed System integrate with Oracle/People Soft or other financial systems as set in place.
8. This Contract requires Contractors complete a Background Check on all IT Professionals prior to recommendation. Refer to Attachment 6 for definition and requirements.
9. The table below provides a minimum set of service levels that the Contractor must meet or exceed throughout the life of the Contract in order to remain in good standing. A high-level process will be utilized throughout the life of the Contract to ensure that Contractors are providing the service levels as required to all Participating Entities. Contractors will be required to contribute regularly through this process in a variety of ways. The Contractors shall meet periodically at the request of the Lead State and the NASPO ValuePoint Sourcing Team for Contract discussions. The Contractors will have the opportunity to provide the the Lead State and the NASPO ValuePoint Sourcing Team with suggestions on how to improve its own processes relating to IT Professional services.
  - a) A scorecard will be developed by the NASPO ValuePoint sourcing team for each Contractor, which will include the minimum performance metrics and threshold required. It is expected that the final service levels agreed upon by the Contractors will be higher than these proposed minimum requirements.
  - b) Contractors shall submit to individual State contract coordinators monthly, electronic reports showing performance metric, performance target for the applicable state and the associated data used to determine the performance indicators. Contractors shall submit to each individual member of the NASPO ValuePoint sourcing team a monthly report showing performance metrics, performance targets and associated data for all Participating Entities.
  - c) The State's contract coordinators will score the Contractor monthly over the initial 12 month period from start date of the Contract and quarterly thereafter. Scoring shall be based on the performance metrics report, the Contractor's ability to exceed the metrics and feedback received by the State's contract coordinator from Participating Entities.
  - d) If any service deficiencies are identified across the Contract or the minimum thresholds are not met, the following actions will be implemented by the Lead State to ensure that the level of service improves.
    1. A discussion will take place between the Contractor representatives and the Lead State. The Contractor will be given a warning, and a plan will be developed to improve on the problem areas within two (2) months.
    2. If after the two months the minimum thresholds are not met, the Contractor will be placed on probation, and given three (3) months to improve their overall service score.
    3. If within the three (3) month probationary period the minimum thresholds are not met, the Contractor(s) will be required to give a three percent (3%) rebate on the month's revenue back to each agency which has provided revenue to the Contractor. and the Contract may be terminated.

4. Should this process occur more than two times throughout the life of the contract, this may be cause for the Lead State to terminate the Contract.

Performance Metric	Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Response time	4 business hours	92% or higher	Measures average response time from receipt of request to confirmation of request receipt.	Number of requisitions which received confirmation within 4 hours / total number of requisitions.	monthly
Resume Submittal Response time	4 business days	92% or higher	Measures average response time from receipt of request to delivery of first candidate's resume.	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions.	monthly
Normal Fill Rate	N/A	92% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.	Total number of filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Normal Round 1 Fill Rate	N/A	80% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions).	Total number of filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Urgent Flagged Submittal Response Time	2 business days	92% or higher	Measures average response time from receipt of URGENT request to delivery of first candidate's resume.	Number of URGENT requisitions that received first batch of resumes for review within 24 hours / total number of URGENT requisitions.	monthly
Urgent Fill Rate	N/A	92% or higher	Measures Contractor's ability to fulfill requisitions: Indicates how many requisitions are open.	Total number of URGENT filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Urgent Round 1 Fill Rate	N/A	90% or higher	Measures Contractor's ability to fulfill requisitions within first round of resumes submitted to requestor (URGENT requisitions).	Total number of URGENT filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Attrition Rate	N/A	8% or lower	Measures resource turnover due to unplanned situations that are not caused by the State, not including inadequate performance, death, serious illness, etc.	Number of unplanned turnovers / total number of resources.	monthly
Performance Removal	N/A	5% or lower	Measures resource turnover due to inadequate resource performance.	Number of turnovers (due to inadequate performance) / total number of resources.	monthly
Offering Opportunity to the Network	N/A	30% or higher	Measure of how many resource resumes, provided to the State after requisition, are from the Contractor's subcontractor network.	Total number of resumes provided to the State from subcontractor resource pools / total number of resumes provided to the State.	monthly
Usage of Network	N/A	90% or higher	Measure of how many subcontractor resources are selected by the State.	Number of subcontractor resources selected within period / total number of resources selected within period.	monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the agency requestor with the resource(s) placed at that agency by the Contractor. Survey will highlight positive and negative points about the Contractor's processes and resources in order to identify areas for improvement. The State Contract Manager will review and include overall results as part of the scorecard.				

## 10. CANDIDATE SELECTION

Participating Entity will request resources through the Contractor's web-based System. The process must assure competition among qualified candidates such that the PE obtains the skills required at the best available cost. Contractor shall supply a minimum of five resumes per requested position for PE review and candidate selection, unless market conditions do not support the minimum resumes. The PE may specify if additional resumes are required at the time of the request. Each candidate must have a unique hourly rate based on the actual costs for that individual. Quotes shall indicate travel expenses. No travel expenses for mileage to and from work, moving or relocation expenses, or living expenses will be paid.

- a) Participating Entities will have the opportunity to conduct skills assessments (phone interviews, face to face interviews, capabilities tests, etc.) of the candidates they choose from the Contractor's Account Manager-provided group of resumes. If the Participating Entity end user conducts a skills assessment and determines that the candidate will not meet the skill requirements of the position, the Participating Entity end user will reject the candidate and request another batch of resumes from which to choose another candidate.
- b) If a second group of resumes is provided, and no resumes within the group meet the requirements as stated in the requisition and clarified in the re-order process, the Participating Entity end user shall return the resumes to the Contractor and notify their State's Contract Coordinator.
- c) If a candidate begins work for a particular Participating Entity, and the Participating Entity determines within the first week (five (5) business days) that the candidate does not have the skills or capabilities necessary to complete the job as requested in the original requisition or SOW, the Participating Entity may request that the candidate be replaced immediately, and the Participating Entity shall not pay for the work conducted by the unacceptable candidate. The Participating Entity shall also require that the replacement candidate be provided at no charge for the first five (5) days of work after replacing an inadequate resource. The PE shall notify their State's Contract Coordinator.

## 12. PRICING STRUCTURE

The VMS, its affiliates or subsidiaries shall not provide, in aggregate, more than 10% direct fill, unless previously authorized in writing by the PE contact.

The pricing model for the resulting Contract will be based on an all-inclusive VMS Fee. The VMS Fee shall be inclusive of all other costs and is the only payment the Contractor shall receive. The State shall not pay any separate costs associated with the implementation, training, or other delivery requirements. Proposers shall submit the fee as a fixed hourly rate. Direct Charges (such as reimbursable travel expenses) shall not be subject to the VMS fee, and must be included in the SOW. Only billable hours worked by IT Professional will be subject to the VMS Fee. Reimbursement of mutually approved travel related charges incurred by the IT Professional shall be at the Participating Entity's per diem travel rates unless negotiated otherwise.

The Contractor will invoice the PE directly for the work performed, within the established rate minimum and maximum range set forth in the Price Schedule. At the same time, the Contractor shall pay the supplier, less the VMS Fee. Contractors shall not delay supplier payment based on PE's payment of invoice.

The minimum to maximum hourly rate range will serve as the range of rates for work performed in any

location within the region and/or state, based upon cost of living differences. Hourly rates quoted and invoiced shall be based on competitive local market rates for the specific city and/or state. and shall not exceed the maximum range proposed. The Contractor shall maintain, and provide to Lead State or NASPO upon request, periodic (monthly or quarterly) market analysis reports that provide justification for contractual rate fluctuations.

Awarded Contractor(s) shall provide to PEs a schedule of minimum and maximum competitive market rates for each location that work is ordered by a PE within the region. The Contract shall update the schedule quarterly or semi-annually, as requested by the PE.

#### 11. DELIVERY

Delivery shall be per the final Contract Deliverables Document.

The Contractors will be allowed a sixty (60) day grace period during the implementation phase of the Contract to ramp up services, without scoring on the performance metrics. After the sixty (60) day grace period, tracking of the performance metrics will begin.

- a) The first report shall be due by the Contractors to the Lead State one (1) month after the grace period ends. Subsequent Reports shall be as required in the final Contract Deliverables Document, or at the request of the Department.

### 13. REPORTS

Contractors shall provide the following NASPO Value Point reports. Additional reports may be required as identified by a Participating Entity.

#### 1. Summary Sales Data

The Contractors shall submit quarterly sales reports directly to NASPO Value Point using the NASPO Value Point Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>. Any/all sales made under the Contract must be reported as cumulative totals by state. Even if Contractors experience zero sales during a calendar quarter, a report is still required. Reports are due no later than thirty (30) days following the end of the calendar quarter (as specified in the reporting tool).

#### 2. Detailed Sales Data

Contractors shall also report detailed sales data by:

- (1) state;
- (2) entity/customer type, e.g. local government, higher education, K12, non-profit;
- (3) Purchasing Entity name;
- (4) Purchasing Entity bill-to and ship-to locations;
- (5) Purchasing Entity and Contractor Purchase Order identifier/number(s);
- (6) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices);
- (7) Purchase Order date;
- (8) Ship Date;
- (9) and line item description, including product number if used.

Reports are due on a quarterly basis and must be received by the Lead State and NASPO Value Point Cooperative Development Team no later than thirty (30) days after the end of the reporting period. Reports must be delivered to the Lead State and to the NASPO Value Point Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State and NASPO Value Point. Detailed sales data reports must include sales information for all sales under Participating Addenda executed under the Contract. The format for the detailed sales data report is shown in Attachment 7.

3. Contractors shall provide the NASPO Value Point Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with an active Participating Addendum and a statement related to the Contractors being in any negotiations with any potential Participating Entity roll out or implementation activities and issues. NASPO Value Point Cooperative Development Coordinator and Contractors will determine the format and content of the executive summary. The executive summary is due thirty (30) days after the conclusion of each calendar quarter.
4. Timely submission of these reports is a material requirement of the Contract. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and NASPO Value Point shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.



# Instructions to Proposers

## 1. Proposal Schedule

RELEASE OF RFP:	Date:	Tuesday, August 16, 2016
OPTIONAL PRE-PROPOSAL MEETING	Date:	Tuesday, September 13, 2016
RECEIPT OF QUESTIONS:	Date:	Monday, September 26, 2016
APPROXIMATE DATE ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	Friday, September 30, 2016
RFP DUE DATE:	Date:	Thursday, November 17, 2016

## 2. Pre-Proposal Meeting

The pre-proposal meeting will be held in Conference Room G-38, Ground Floor at the State Office Building, 165 Capitol Avenue, Hartford, CT 06106. A conference call option will be available as well.  
All pre-proposal questions must be submitted 3 days prior to the webinar date to [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov). Questions submitted prior to the deadline and corresponding answers will be read in the webinar, without Proposer identification. An Addendum with official responses to questions will be published the next business day.

## 3. Questions

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified in Section 1, "Proposal Schedule" and must be directed to the Contract Specialist, Elizabeth Basso via email: [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov).

## 4. Communications

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Elizabeth Basso via email: [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov).

## 5. Solicitation Submission

Proposals must be submitted online through the proposer's BizNet account by the RFP due date and time.

## 6. Stability of Proposed Prices

Any price offerings from proposers must be valid for a period of one (1) year from the due date of the proposals.

## 7. Amendment or Cancellation of the RFP

Lead State reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

## 8. Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by Lead State. Lead State, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

**9. Proposer Presentation of Supporting Evidence**

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that Lead State deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

**10. Proposer Demonstration of Proposed Services and or Products**

At the discretion of Lead State, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by Lead State and without cost to the State.

**11. Erroneous Awards**

Lead State reserves the right to correct inaccurate awards.

**12. Proposal Expenses**

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by Lead State.

**13. Ownership of Proposals**

All proposals shall become the sole property of the State and will not be returned.

**14. Ownership of Subsequent Products**

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the Contract.

**15. Oral Agreement or Arrangements**

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

## Additional Terms and Conditions

### 1. Contract Period

The State intends that this contract shall be in effect for a period of three (3) years, from date of Contract Award.

The Lead State may, in its sole discretion, extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed one year.

### 2. Warranty

The Contractor shall warranty all parts for a period of at least one (1) year from the purchase date. The warranty will also include all packaging and shipping required to replace defective parts.

### 3. Quantities and/or Usages

Any quantities set forth in this RFP are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase any particular amount. Actual quantities may vary and will be identified on individual purchase orders issued by the requesting entity.

#### 1. Ordering

- a. Contract) order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence
- b. Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Contract).
- c. All communications concerning administration of Orders placed shall be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.

#### 2. NASPO ValuePoint Administrative Fees

- a. The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than sixty (60) days following the end of each calendar quarter.
- b. The NASPO Administrative Fee shall be based on the total quarterly sum of all VMS Fees billed to all states and PEs that purchased services through this contract during the reporting quarter (less any charges for taxes or shipping).
- c. The NASPO ValuePoint Administrative Fee is not negotiable.
- d. This fee is to be included as part of the pricing submitted with proposal.
- e. Some states may require an additional fee be paid directly to the state only on purchases made by Purchasing Entities within that state.

- f. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Contract.
- g. The Contractor may adjust the Contract pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state.
- h. All such agreements shall not affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee.
- i. The NASPO ValuePoint Administrative Fee shall be based on the gross amount of all sales (less any charges for taxes or shipping) at the adjusted prices (if any) in Participating Addenda.

**3. P-Card (Purchasing MasterCard Credit Card)**

Participating Entities may require Contractors accept payment via procurement card(s).

**4. Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

**5. E-Commerce (Electronic Commerce)**

In addition to interfacing with the NASPO Value Point E-market center, Participating Entities may utilize internet-based E-Procurement ordering systems, Contractors may receive purchase orders from Participating Entities through these Systems and shall, if requested, provide electronic invoicing to be loaded into these Systems.

## Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

All proposals will be evaluated using the following approach:

Proposals will be evaluated only to ensure that they adhere to Proposal Requirements. Any proposals not meeting the Proposal Requirements will not be considered for evaluation.

The proposals that meet the Proposal Requirements will then be scored based on the following criteria. All proposals will be ranked on the basis of their combined scores. This ranking will be used to create a "short list". Any proposal not making the "short list" will not be considered for any further evaluation.

- 1. Demonstrated Performance, Experience, Capabilities and Resources**

Placement History, Government Experience, Top Customers, Supplier Recruitment

- 2. Management and Quality Assessment**

Performance, Background Check Process, Escalation Procedures

- 3. Business and Financials**

Company Information, Financials

- 4. Approach**

Implementation, Assessment

- 5. Technology**

System, Narrative, Reporting Accessibility, Disaster Recovery

- 6. Small/Minority Enterprise Subcontractor Commitment**

Subcontractors

The short-listed proposals will then be evaluated based on cost. The selection committee may conduct additional rounds of discussions and a BAFO round.

- 1. Cost**

Fees, Discounts, Rates, Terms

Lead State may award by individual item, group of items, or the entirety of all items. Lead State may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.

## Proposal Requirements

The following shall be submitted with the RFP. Include the company name on all pages of all documentation. Responses should be completed in format(s) provided. Do not refer to attached documentation.

All Proposals must be submitted in the following format:

1. **Executive Summary.** List the individual and contact information for communications regarding this RFP. List the individual and contact information for the person legally authorized to contractually commit the company. The one or two page executive summary is to briefly describe the Proposal. This summary should highlight the major features of the Proposal. It must indicate any requirements that cannot be met by the Proposer. The Lead State should be able to determine the essence of the Proposal by reading the executive summary.
2. **Attachment 4, Rates, Fee, Placement, Costs**  
  
Cost will be evaluated independently from the technical proposal. *Attachment 4* must be submitted as a separate document, labeled *Product & Pricing Schedule*. Enumerate all costs in *Attachment 4*. Includes:
  - *VMS Service Fees*
  - *On Site Hourly Rate Ranges*
  - *Placement History*  
Directions for completing the Worksheets are found on each tab. The **VMS fee** quoted by the Proposer must remain fixed during the term of the Contract unless the fee is reduced.
3. **Business Proposal.** This section should constitute the Business response of the proposal and must contain all identified documents.
  - Attachment 2, Mandatory Business Questionnaire
  - Financials, etc. as requested
4. **Technical Response.** This section should constitute the Technical response of the proposal and must contain all identified documents:
  - A complete narrative of the Offeror's assessment of the work to be performed
  - The Proposer's ability and approach
  - A demonstration of the Proposer's understanding of the desired overall performance expectations and
  - Any options or alternatives proposed.
  - Include a complete narrative on the Proposer's web based solution, along with screen shots.
  - *Attachment 3, Mandatory Technical Questionnaire*, including any requested documentation.
  - Implementation Plan
  - Disaster Recovery Plan

5. **Confidential, Protected or Proprietary Information.** All confidential, protected or proprietary Information must be included in this section of proposal response. Do not incorporate protected information throughout the Proposal. Rather, provide a reference in the Proposal directing Lead State to the specific area of this protected Information section.

Elements of the proposal that define the contractual requirements, such as approaches to the statement of work, prices, and schedule, may not be marked as confidential and proprietary. Proposals not complying with these instructions for identification and segregation of confidential and proprietary information may be deemed non-responsive.

Information included in the CONFIDENTIAL AND PROPRIETARY INFORMATION section of an Offeror's proposal is not automatically accepted and protected. All information identified in the CONFIDENTIAL AND PROPRIETARY INFORMATION section will be subject to review by the Lead State in accordance with the procedures prescribed by the Lead State's open records statute, freedom of information act, or similar law.

6. **Contract Document.**

Red line the sample Contract provided (Attachment 1)

7. **Redacted Proposal Response**

In the event that a Proposer includes a *Confidential And Proprietary Information* section in the Proposal response, an electronic redacted copy of the Proposal (as accepted) must be submitted with the final Proposal (e.g. a best and final offer) or as otherwise directed by the Lead State. Proposer acknowledges that any information in the redacted copy of their Proposal response will be made public.

## **Attachment 1 - Sample Contract**

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, Lead State and the initial proposer fail to reach consensus on the issues relative to a contract, then Lead State may commence contract negotiations with other proposers. Lead State may decide at any time to suspend the current RFP process and start the RFP process again.

*Attachment 1* to this RFP is a draft contract and it is included in this RFP for informational purposes only. It is not intended to, and will not, be the specific contract that the successful vendor(s) will sign. After Lead State selects a vendor, Lead State will deliver a draft contract to the vendor for consideration and negotiation.

Any or all portions of this RFP and any or all portions of the Respondent's response may be incorporated as part of the final Contract.



## Definitions

(see also definitions in Attachment 1, Sample Contract)

Managed Service Providers – Contractors awarded the resulting Contract

Vendor Neutral - a business and design approach that seeks to ensure broad compatibility and interchangeability of products and technologies. Encompasses standardization, non-proprietary design principles and unbiased business practices.

State Contract Coordinators - The single point of contact is the person designated in the Participating Addendum for a jurisdiction to administer and manage the Contract on behalf of the Participating Entity

NASPO – National Association of State Procurement Officials

Vendor Managed Services - an end to end technology solution that provides the processes, components, and attributes to Perform the overall program management and candidate engagements of an organization's contingent IT workforce, including program reporting and tracking, and candidate evaluation and selection, supplier management tool(s), performance oversight, need analysis and consultation, consolidated billing and help desk support.

**RFP 14PSX0338 Attachment 5**  
**PARTICIPATING ADDENDUM**  
**NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM**  
**Information Technology Vendor Managed Service Providers**  
**Administered by the State of Connecticut (hereinafter "Lead State")**  
**CONTRACTOR (hereinafter, "Contractor")**  
**Contract Number:**  
**And**  
**The State of Connecticut**  
**(hereinafter "State", "State of Connecticut" or "Participating Entity")**

The parties agree that the following provisions of this Participating Addendum shall apply to any action, purchase or purchase order issued by the State of Connecticut or any of its participating entities.

1. **Scope:** This Participating Addendum ("PA") covers the IT Vendor Managed Services contract led by the State of Connecticut (Contract No. 14PSX0338) for use by state agencies and other entities located in the Participating State/Entity, as provided below. The services are set forth and described on the attached Exhibit 2 (TBD) and related pricing on the attached Exhibit 4 (TBD).
2. **Participation:** Use of NASPO ValuePoint cooperative contracts by agencies, political subdivisions and other entities authorized by an individual state's statutes to use state/entity contracts are subject to the prior approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official. Notwithstanding any provisions in the Contract to the contrary, the following shall apply to this PA:
3. **Primary Contacts:** The primary contact individuals for this Participating Addendum are as follows (or their named successors):

**Contractor:**

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>E-mail</b>	

**Participating Entity**

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>E-mail</b>	

4. **Subcontractors:** Participating Entity must approve any and all subcontractors utilized by Contractor prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state/entity is work conducted on behalf of the Participating Entity and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the Participating Entity deems to be necessary or appropriate.

**RFP 14PSX0338 Attachment 5**  
**PARTICIPATING ADDENDUM**  
**NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM**  
**Information Technology Vendor Managed Service Providers**  
**Administered by the State of Connecticut (hereinafter "Lead State")**  
**CONTRACTOR (hereinafter, "Contractor")**  
**Contract Number:**  
**And**  
**The State of Connecticut**  
**(hereinafter "State", "State of Connecticut" or "Participating Entity")**

Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request. Contractor must provide the majority of services described in the Contract.

- 5. Orders:** Any order placed by a Participating state/entity for a product and/or service available from this Contract shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Contract unless the parties to the order agree in writing that another contract or agreement applies to such order. All orders issued by Participating state/entity must include the Lead State Contract No. 14PSX0338.
- 6. Taxes:** Notwithstanding anything to the contrary in NASPO Contract No. 14PSX0338 or this PA, all Prices are exclusive of any sales, use, excise taxes, gross receipts in lieu of sales tax, or any other transaction taxes or similar taxes or fees assessed by any taxing jurisdiction (collectively "Sales Taxes"), and Sales Taxes shall be charged separately. Pursuant to Exhibit 1, Section 11 of the NASPO Contract No. 14PSX0338, but notwithstanding anything to the contrary therein, the Participating Entity will provide the Contractor with an acceptable Connecticut sales tax exemption certificate if applicable as well as a multi-jurisdictional exemption certificate, if applicable.
- 7. Individual Customer:** Each State agency and political subdivision, as a Participating Entity, that purchases products will be treated as if they were Individual Customers. Except to the extent modified by a Participating Addendum, each agency and political subdivision will be responsible to follow the terms and conditions of the Contract; and they will have the same rights and responsibilities for their purchases as the Lead State has in the Contract. Each agency and political subdivision will be responsible for their own charges, fees, and liabilities. Each agency and political subdivision will have the same rights to any indemnity or to recover any costs allowed in the contract for their purchases. The Contractor will apply the charges to each Participating Entity individually.

This Participating Addendum and the Contract number 14PSX0338 (administered by the State of Connecticut) together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with contrary or in addition to the terms and conditions of this Addendum and the Contract, together with its exhibits, shall not be added to or incorporated into this Addendum or the Contract and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and

**RFP 14PSX0338 Attachment 5  
PARTICIPATING ADDENDUM  
NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM  
Information Technology Vendor Managed Service Providers  
Administered by the State of Connecticut (hereinafter "Lead State")  
CONTRACTOR (hereinafter, "Contractor")**

**Contract Number:**

**And**

**The State of Connecticut  
(hereinafter "State", "State of Connecticut" or "Participating Entity")**

conditions of this Addendum and the Contract and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms within the Participating State.

The parties have executed this PA as of the date of the last signature below.

Participating Entity: The State of Connecticut	Contractor:
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator	Tim Hay
Telephone	(503) 428-5705
E-Mail	thay@naspovaluepoint.org

[Please email fully executed PDF copy of this document to [PA@naspovaluepoint.org](mailto:PA@naspovaluepoint.org) to support documentation of participation and posting in appropriate data bases]

# **RFP 14PSX0338**

## **IT Vendor Managed Service Providers**

### **Attachment 6**

### **Background Check Requirements**

#### **PURPOSE:**

To set minimum standards governing background checks for all IT Professional placements under this contract.

Prior to placement, Contractor shall request and receive, minimally, the following Background Checks. An IT Professional shall be deemed not qualified for placement if any one or more Background Checks return contradictory, adverse or undesirable responses.

*"Background Checks"* refers to all of the following checks: Employment verification, Educational verification, License verification, Tax payment check, Reference check, Past employment check, Criminal history check, Sex Offender Registry check, Court records check, National criminal history database check.

The State may require that the Contractor and Contractor Parties undergo criminal background checks as provided for in the State of Connecticut Department of Emergency Services and Public Protection Administration and Operations Manual or such other State document as governs procedures for background checks. The Contractor and Contractor Parties shall cooperate fully as necessary or reasonably requested with the State and its agents in connection with such background checks.

1. *Employment verification:* (verification should include dates of employment, reasons for leaving, and an explanation for any periods of unemployment.) ensuring that the applicant actually worked:
  - all positions listed on the application/resume that qualify the individual for the position sought; and
  - all employment during a period of at least seven (7) years immediately preceding application.
2. *Employment eligibility check:* verification authorization to work within the United States.
3. *Educational verification:* telephone contact or written verification to ensure that the applicant possesses all educational credentials on application/resume.
4. *License verification:* confirmation that the applicant possesses all the licenses on application/resume or otherwise necessary for position and determining the disposition of any proceedings against the license
5. *Reference check:* contacting the references provided by the applicant.
6. *Past employment check:* interviews with the applicant's past supervisors.
7. *Tax payment check:* verification as to whether an applicant is current in payment of state and/or federal taxes.
8. *Criminal history check:* checking criminal records in jurisdictions where the applicant has lived or worked to determine any criminal history.
9. *Sex Offender Registry.* The Criminal Justice Institute maintains and updates the Sex and Violent Offender Directory database, with information on persons convicted of certain sex and violent crimes.
10. *Court records check:* checking civil and criminal court records in jurisdictions where the applicant has lived or worked to determine any criminal history or civil judgments.
11. *Federal Criminal History Records Information (CHRI) check:* a nationwide criminal history database.



NASPO Cooperative Purchasing Organization, LLC

Cooperative Contract Sales Reporting Data Requirements and Data Format

This is the minimally acceptable reporting requirement for NASPO ValuePoint cooperative contracts. These elements are NOT negotiable. The field size of certain elements may be adjusted, with authorization from NASPO ValuePoint Cooperative Development Team to accommodate differences in the Vendor Contract Number size.

Lead zeros should be avoided if possible. Fields should be right justified. Field with no data should be left blank.

Reports should be submitted in Microsoft Excel 97-13 format or an equivalent approved by the NASPO ValuePoint Cooperative Development Team.

Field Name	COL #	Field Description	Data Type	Field Size
VENDOR NAME	A	Name of Vendor		
VENDOR CONTRACT NUMBER	B	Lead State assigned contract number (using Lead State's numbering protocol)	Alpha Numeric	5
STATE	C	State postal abbreviation code (Alaska = AK, Missouri = MO, etc.)	Alpha Numeric	2
CUSTOMER TYPE (SEGMENT)	D	State Gov't, Education-K12, Education-HED, Local Gov't, Medical, Other - are acceptable segments. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	45
BILL TO NAME	E	Customer (agency) Bill to name	Alpha Numeric	60
BILL TO ADDRESS	F	Customer (agency) Bill to address	Alpha Numeric	40
BILL TO CITY	G	Customer (agency) Bill to city	Alpha Numeric	40
BILL TO ZIPCODE	H	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
SHIP TO NAME	I	Customer (agency) Ship to name	Alpha Numeric	60
SHIP TO ADDRESS	J	Customer (agency) Ship to address	Alpha Numeric	40
SHIP TO CITY	K	Customer (agency) Ship to city	Alpha Numeric	40
SHIP TO ZIPCODE	L	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
ORDER NUMBER	M	Vendor assigned order number	Alpha Numeric	20
CUSTOMER PO NUMBER	N	Customer provided Purchase Order Number	Alpha Numeric	20
CUSTOMER NUMBER	O	Vendor assigned account number for the purchasing entity	Alpha Numeric	20
ORDER TYPE	P	Sales order, Credit/Return, Upgrade/Downgrade, etc. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	35
PO DATE (ORDER DATE)	Q	(mm/dd/ccyy)	Numeric	8
SHIP DATE	R	(mm/dd/ccyy)	Numeric	8
INVOICE DATE	S	(mm/dd/ccyy)	Numeric	8
INVOICE NUMBER	T	Vendor assigned Invoice Number	Alpha Numeric	20
PRODUCT NUMBER	U	Product number of purchased product	Alpha Numeric	25
PRODUCT DESCRIPTION	V	Product description of purchased product	Alpha Numeric	60
UNSPSC	W	Commodity-level code based on UNSPSC code rules	Alpha Numeric	8
LIST PRICE/MSRP/CATALOG PRICE	X	List Price - US Currency (\$99999.999) [determined by industrial practice for each contract - uniform for each contract]	Numeric	10
UNIT PRICE	Y	Unit Price - US Currency (\$99999.999)	Numeric	10
QUANTITY	Z	Quantity Invoiced (99999.999)	Numeric	11
TOTAL PRICE	AA	Extended Price (unit price multiplied by the quantity invoiced) - US Currency (\$99999999.999)	Numeric	13
NASPO VALUEPOINT ADMIN FEE	AB	Administrative Fee based on Total Price - US Currency (\$999999.999)	Numeric	13
VAR/Reseller/Distributor	AC	If a VAR/Reseller/Distributor, name of VAR/Reseller/Distributor and state where located (may be a code with a cross reference sheet provided)	Alpha Numeric	30
Energy Star Compliant	AD	Yes = 1 No = 2 Energy Star Does not Apply = 0	Numeric	1
EPEAT Compliant	AE	Gold = 1 Silver = 2 Bronze = 3 EPEAT Does not Apply = 0	Numeric	1
Optional	AF		Alpha Numeric	60
Optional		[ADDITIONAL OPTIONAL COLUMNS MAY BE ADDED BASED ON APPROVAL FROM WNCDT]	Alpha Numeric	60

August 14, 2009

State Position Title		2013	2014	2015	2016 (to date)
IN	Application Developer / Associate		2,931	3,259	
IN	Application Developer / Intermediate		4,756	4,887	
IN	Application Developer / Senior		30,518	32,986	
IN	Application Systems Analyst/Programmer / Associate		1,759	1,625	
IN	Application Systems Analyst/Programmer / Intermediate		10,723	9,662	
IN	Application Systems Analyst/Programmer / Senior		74,247	80,622	
IN	Application Systems Analyst/Programmer / Specialist		68,945	71,622	
IN	Application Systems Analyst/Programmer / Supervisor		2,305	2,415	
IN	Business Analyst / Associate		3,560	3,745	
IN	Business Analyst / Intermediate		6,502	8,532	
IN	Business Analyst / Senior		5,218	4,083	
IN	Business Systems Consultant / Associate		4,299	2,597	
IN	Business Systems Consultant / Intermediate		18,387	17,155	
IN	Business Systems Consultant / Manager		0	1,038	
IN	Business Systems Consultant / Senior		17,125	20,343	
IN	Data Administrator		1,148	3,097	
IN	Data Architect		9,227	10,439	
IN	Data Processing Operator		0	1,275	
IN	Data Warehousing Analyst		3,481	1,545	
IN	Database Administrator / Senior		965	0	
IN	Database Analyst / Associate		0	1,288	
IN	Database Analyst / Intermediate		3,286	4,109	
IN	Database Analyst / Senior		3,982	4,192	
IN	Database Manager / Administrator		928	2,781	
IN	Designer		51	0	
IN	ECM Administrator / Senior		0	321	
IN	Financial Analyst		63	0	
IN	Geospatial Data Analyst		1,962	9	
IN	Help Desk Coordinator / Intermediate		2,719	1,905	
IN	Help Desk Service Specialist / Intermediate		2,114	4,872	
IN	Help Desk Service Specialist / Senior		0	956	
IN	Information Security Analyst		3,240	1,976	
IN	Information Security Analyst / Senior		11,483	11,666	
IN	Information Systems Auditor / Associate		3,159	612	
IN	LAN Administrator / Associate		6,156	9,831	
IN	LAN Administrator / Intermediate		5,004	5,909	
IN	LAN Administrator / Senior		2,170	2,164	
IN	Lombardi/BPM Developer		1,790	1,752	
IN	Network Engineer / Intermediate		4,249	5,830	
IN	Oracle DBA		2,445	1,898	
IN	Oracle Financials		6,529	7,799	

State Position Title		2013	2014	2015	2016 (to date)
IN	PeopleSoft Functional Analyst		11,186	10,963	
IN	Program Systems Consultant		1,785	1,735	
IN	Project Manager / Associate		0	249	
IN	Project Manager / Intermediate		6,939	1,483	
IN	Project Manager / Senior		19,436	20,481	
IN	Project Manager / Specialist		1,017	13,524	
IN	Quality Assurance Analyst		7,418	10,259	
IN	Quality Assurance Analyst / Senior		18,609	21,042	
IN	Senior Data Analyst		448	4,060	
IN	SharePoint Developer		3,978	4,390	
IN	Sourcer		1,147	509	
IN	Systems Administrator / Associate		24	2,706	
IN	Systems Administrator / Intermediate		6,155	15,543	
IN	Systems Administrator / Senior		10,316	11,723	
IN	Systems Architect		410	0	
IN	Systems Architect / Specialist		5,270	8,128	
IN	Technical Writer / Senior		86	79	
IN	Web Designer		106	213	
CT	Application Developer	641	1,263		
CT	Business Analysis				40
CT	Business Analyst 1	7,385	6,621	7,535	5,523
CT	Business Analyst 2	21,392	32,542	38,331	21,215
CT	DBA Admin-Tech Analyst 3	1,471			
CT	Enterprise Architect	2,746	4,274	6,739	3,471
CT	Graphic Artist	253		1,250	600
CT	Project Administrator	1,082			
CT	Project Controller	619	619	1,128	2,438
CT	Program Manager	1,594	7,716	3,600	1,438
CT	Project Manager 1	4,932	5,336	3,557	3,557
CT	Project Manager 2	9,470	16,667	14,891	11,607
CT	Project Manager 3	21,887	30,677	37,394	25,147
CT	Quality Assurance				272
CT	Quality Assurance Testing Manager	513			
CT	SAS Business Intelligence Dev.		1,132	1,048	
CT	Senior .NET/Java Developer		202	815	
CT	Senior PeopleSoft HRMS Functional Consultant			183	
CT	Software Engineer 2	40,710	52,471	59,573	42,922
CT	Software Engineer 2.3		12		
CT	Software Engineer 3	54,795	89,024	87,927	51,843
CT	Software Engineer 4	25,401	13,529	9,818	5,715
CT	Solutions Architect	5,965	12,089	13,559	8,595



State Position Title		2013	2014	2015	2016 (to date)
CT	System Engineer 1	818	2,335	3,431	2,440
CT	System Engineer 2	12,706	13,794	14,686	13,401
CT	System Engineer 3	6,813	0	0	0
CT	Systems Analyst		456	367	
CT	Systems Engineer 1	3,897	8,305	11,354	5,232
CT	Systems Engineer 2	3,849	4,399	5,427	2,393
CT	Systems Engineer 3	3,771	5,593	8,601	2,370
CT	Systems Engineer 4	1,321			
CT	Technical Writer	4,069	6,817	7,162	2,883

- Q. 1. At the Pre-Proposal Meeting the following question and answer was given:  
Question: *Does this opportunity contain Local Preference? If yes, please provide the details.*  
Answer: *Only to the extent that business with Micro-, Small-, Minority-, Woman- or Veteran-Owned local companies is encouraged. The RFP requests from the Proposer how much business will be with these local companies.* Please clarify where the RFP requests this information and from what State?
- A. Refer to Pages 5 & 6, and Question 33 of the Mandatory Business Questionnaire. The Proposer should provide this information based on the Regional coverage being proposed. If proposing coverage for New England, Proposer should identify the disadvantaged businesses within that area with whom they have worked. PEs may identify further requirements regarding local preferences in their PA.
- Q. 2. RFP Selection Criteria, Page 18: Many Participating Entities offer additional points to specific types of suppliers, for instance woman-owned suppliers, will those advantages be offered through this award, and if so, how?
- A. Preferences are typically based on the soliciting state's statutes or regulations. As Connecticut is the Lead State for this multi-state cooperative, individual PE preferences would not apply.
- Q. 3. RFP Selection Criteria, Page 18: Indiana offers points to suppliers from Indiana. How does this affect scoring for this award and the region containing Indiana?
- A. Same as above
- Q. 4. The State mentioned that a facet of an offeror's proposal might indicate the number of direct placements planned by that MSP, and that the evaluation committee would assess those situations as they are reviewed with the understanding that 100% is not expected. Would the State be able to provide the point scale for each of the 6 criteria listed, as well as the 7<sup>th</sup> criteria of cost, with an explanation of the scoring range, either numeric (e.g., 25 points) or qualitative (e.g., excellent, very good, etc.) with any specific elements, such as direct placements, described as to what is desired?
- A. The Lead State, Connecticut, does not provide further detailed percentages and/or points for each listed criteria.
- NOTE: **This RFP Addendum adds language capping the VMS, affiliates and subsidiaries to a 10% aggregate direct fill rate.** See updated RFP Section 12, Page 12 and Attachment 4, General Info worksheet.
- Q. 5. Attachment 2. Business Questionnaire. Pg. 12. Please clarify if the requirement is for the Proposer to have an established supplier pool prior to proposal submission or if the supplier pool is to be developed during the implementation phase? Please clarify how this will affect proposal scoring?

- A. Proposers are asked to provide requested supplier pool information in their RFP responses (see Business Questionnaire, Pages 5 & 6). Therefore, responses providing this information will score higher than those without.  
Individual states may request additional vendors/subcontractors be added to the supplier pool. This may ease transition from current contract(s) or include local disadvantaged companies.
- Q. 6. Attachment 3. Technical Questionnaire. Question 51. Please clarify the following - *"What is your approach to the application of software technology in a Vendor Management System?"*
- A. This question seeks information regarding the Proposers approach to automated processes associated with the entire contingent worker supply chain program that provide cost savings, operational efficiencies, reporting and governance for users.
- Q. 7. Attachment 4. Product Pricing Schedule: How will Billing Rates be scored or assessed?
- A. A minimum to maximum formula will be applied to the hourly rates, which calculates a score.
- Q. 8. Attachment 4. Coverage: Do Proposers have to cover every state listed in the region?
- A. Proposers have to provide services as required in the region for each state and public entity that executes and approved Participating Addendum consistent with the scope of the contract resulting from this RFP.
- Q. 9. Attachment 4. Product Pricing Schedule: The 'Placement History' tab has dates running June 2016 through May 2017, please confirm if this is correct or not?
- A. The dates should read July, 2015 through June, 2016. This has been corrected in the revised Attachment 4.
- Q. 10. Attachment 4 Pricing and Schedule: How are prices evaluated within a region that has significant differences in cost of living (e.g. New York City versus New York State)?
- A. Attachment 4 has been updated to include hourly rate minimum to maximum ranges. The VMS fee is a fixed fee, while the hourly rates may fluctuate within the proposed minimum to maximum range within states or regions. The Contractor(s) must maintain periodic (monthly or quarterly) market analysis reports that provide justification for contractual rate fluctuations.
- Q. 11. Attachment 4 Pricing and Schedule; Can the State please specify the differences between the set of 2 labor categories for the following:
- Application Systems Analysis/Programming Manager and Application Systems Analyst/Programming Supervisor
  - Data Warehousing Analyst and Data Warehousing Programmer
  - Graphic Artist and Graphic Designer

- LAN Administration Manager and LAN Administration Supervisor
- ORACLE/PEOPLESOFT DBA and PeopleSoft Oracle DBA
- Quality Assurance Analyst and Quality Assurance Specialist
- Quality Assurance Manager and QUALITY ASSURANCE TESTING MANAGER
- Technical Architecture Specialist and Technical Specialist
- TRAINING DEVELOPER/TRAINER and Training Developers
- Windows 2003/2008/VMWare ESX System Administrator and WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR

A. The duplicates mentioned above have been removed from the revised Attachment 4. Also removed was *Computer Operator Supervisor, Deputy/Assistant IT Director, and Information Technology Director*.

Q. 12. Attachment 4 Pricing and Schedule, VMS Fees: The State has indicated that rates should be inclusive of VMS fees. Since the fee is calculated on a tiered discount, what volume of spend should offerors assume when calculating rates?

A. A change has been made regarding the hourly rates and VMS fee: **Do NOT include the VMS fee in the rates provided in Attachment 4, Product & Pricing Schedule, Hourly Rate worksheet.** See updated Attachment 4.

Q. 13. Attachment 4 Pricing and Schedule: Are rates to be inclusive of fringe, overhead, G&A and profit for vendors?

A. Rates are to be all inclusive. Do NOT include the VMS fee. See updated Attachment 4.

Q. 14. RFP. NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: Can any NASPO member order from eMarket Center and will they be restricted to the Contractor responsible for each geographic area?

A. The eMarket Center provides online ordering for enrolled states with NASPO ValuePoint that have a PA with the Contractor. Under this procurement, a state may only execute a PA with the Contractor(s) awarded a Contract for the region in which the state is listed.

Q. 15. RFP Page 16, Additional Terms and Conditions, 2. Administrative Fees; Should the NASPO fee be applied to each rate or the VMS fee?

A. The NASPO Administrative Fee will be applied to the VMS Fee.

Q. 16. The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint *Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than sixty (60) days following the end of each calendar quarter.*

Is this Administrative fee applicable on the quarterly collected revenues at contractor end or is it on the PO value (or) will it be part of VMS fee?

A. The Administrative Fee will be applied to the VMS Fee.

Q. 17. RFP Page 18, Cost: "Fees, Discounts, Rates, Terms": What are the discounts in reference to? Is this on the VMS fee? The tiered fee discount methodology?

A. Discount refers to those listed in Attachment 4, Page 1.

Q. 18. RFP Page 19, Proposal Requirements; "The administrative percentage(s) quoted by the Proposer must remain fixed during the term of the Contract unless the fee is reduced." Is the administrative percentage(s) in reference to the NASPO fee? Are offerors required to propose an admin fee? Can the state please elaborate?

A. The administrative percentage was in reference to the VMS fee. The language has been revised to "The VMS fee..."

Q. 19. Attachment 7, Cooperative Contract Sales Reporting Data Requirements and Data Format: The list looks like headers for columns. What would the rows be? Are there several layers of rows, e.g., invoice, and then line item?

A. There could be several layers of rows. A row for each line item identified. Each labor engagement or chargeable transaction would be reported in a discrete row on this report.

Q. 20. Can a firm respond to the RFP as a prime contractor while being included as a subcontractor/supplier in another prime contractor's proposal?

A. Yes.

Q. 21. What timeframe is the State expecting the implementation to take place in? Is this the expectation of every state involved? Do some states have current contracts in place that they need to expire before they move forward with this one? Which of the 17 states would be classified as such?

A. Timeframe: There is no expected date implementation should take place. Proposers should include implementation plans in their proposals.

B. Expectation: The State PAs will note specific implementation timeframes if needed. Not every state may choose to implement the VMS portion.

C. Current contracts: Most states do have current contracts for these services. Each state will make the business decision to wait until current contract(s) expire, to move forward before or neither.

D. Current contract states: That information is not available.

Q. 22. If competitive bids are required for hourly and project based engagements, is there a minimum number of bids that need to be obtained?

A. A minimum of 3 quotes should be obtained in most cases. Individual states may include specific minimums in their PAs.

Q. 23. Are there standardized criteria for best value when selecting contract employees? Or is it at the discretion of the user agency? Are scores required to be published?

A. Standardized criteria may be at the direction of the individual state PA, or if not noted, may be at the discretion of the user agency. Yes, under FOIA, scores may be subject to public information.

Q. 24. RFP with Attachments, Page 12: *The pricing model for the resulting Contract will be based on an all-inclusive VMS Fee. The VMS Fee shall be inclusive of all other costs and is the only payment the Contractor shall receive. Proposers shall submit the fee as a fixed hourly rate. Contractors shall not assess the VMS fee on authorized expenses (i.e. travel, education, etc.). Only billable hours worked by consultants will be subject to the VMS Fee.*

How are the project related expenses like travel, accommodation etc. taken care? Will this be paid at actual?

A. Per Sample Contract and Exhibits, Exhibit 2, 13.

*Unless otherwise stated in the SOW, and approved by the PE, Contractor shall not be paid any out-of-pocket expenses, such as travel time, mileage to and from any jobsite, and/or miscellaneous expenses. Payments for approved expenses may not exceed the PE's current prevailing rates for travel. The State assumes no liability, financial or otherwise, for the transportation of Contractor's personnel or their possessions into or out of the PE location.*

Q. 25. RFP Attachment 4. Referring to the pricing spreadsheet, are these hourly rates for State of Connecticut or convey general pricing across all states participating in this tender?

A. The hourly rates proposed in Attachment 4, Price Schedule should convey pricing for the geographical region being proposed.

If proposing for multiple regions, multiple Price Schedules must be submitted, identifying the specific region.

Q. 26. The link for Contractor Authorization Guide (DAS-28) provided on page 4 of the RFP is broken: <http://das.ct.gov/Purchase/Info/DAS%2028.pdf>. Where can Proposers find this document?

A. Please disregard the reference in the RFP posting.

Q. 27. In view to the current RFP with State of CT, as a contractor do we need to set-up the VMS system or NASPO ValuePoint will be doing it, just need a clarification.

A. The Contractor(s) will need to set up VMS as requested by participating states.

**PROPOSER NAME:** \_\_\_\_\_

<b>PAYMENT TERMS:</b>	<b>PROMPT PAYMENT</b>	<b>ACH/EFT DISCOUNT:</b>	<b>VOLUME DISCOUNT:</b>	<b>OTHER DISCOUNT:</b>
<b>NET _____ DAYS</b>	<b>DISCOUNT:</b>			
	_____	_____	_____	_____

**Describe below, in detail, how the proposed MSP fee fixed price in this Product & Pricing Schedule, Attachment 4, was determined:**

**Portion of Proposers' own staffing resources (W-2 employees) anticipated to be used in fulfilling the requirements of this contract. (Example: 10% W-2 employees; 90% 1099 or other)**

**The VMS, its affiliates or subsidiaries shall not provide, in aggregate, over the life of the contract, more than 10% direct fill, unless previously authorized in writing by the PE contact.**

Percentage of Proposers direct employees to fulfill IT Professional workforce. (Also include any affiliated subs/suppliers direct employees.):

0%

Percentage of 1099 employees to fulfill IT Professional workforce:

0%

Percentage of Proposers subcontractors/suppliers to fulfill IT Professional workforce:

0%

	Region	States included in Region (does not denote participation)	Indicate and confirm region(s) Proposer can <i>guarantee</i> coverage	VMS Fee for Spend = \$0 to \$2.5	VMS Fee for Spend = \$2.6 to \$5.0	VMS Fee for Spend = \$5.1 to \$7.5	VMS Fee for Spend = \$7.6 to \$10.0	VMS Fee for Spend = \$10.1 to \$12.5	VMS Fee for Spend = \$12.6 to \$15.0	VMS Fee for Spend = \$15.1 and over	Portion of business to Micro/Small Business/Minority/Woman Owned Suppliers Proposer commits to:
1	New England	Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont	YES  _____ (Initials)								
2	Northeast & Caribbean	New Jersey New York Virgin Islands Puerto Rico	YES  _____ (Initials)								
3	Mid-Atlantic	Delaware Maryland Pennsylvania Virginia West Virginia	YES  _____ (Initials)								
4	Southeast Sunbelt	Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee	YES  _____ (Initials)								
5	Great Lakes	Illinois Indiana Ohio Michigan Minnesota Wisconsin	YES  _____ (Initials)								
6	Heartland	Iowa Kansas Missouri Nebraska	YES  _____ (Initials)								



	Region	States included in Region (does not denote participation)	Indicate and confirm region(s) Proposer can <i>guarantee</i> coverage	VMS Fee for Spend = \$0 to \$2.5	VMS Fee for Spend = \$2.6 to \$5.0	VMS Fee for Spend = \$5.1 to \$7.5	VMS Fee for Spend = \$7.6 to \$10.0	VMS Fee for Spend = \$10.1 to \$12.5	VMS Fee for Spend = \$12.6 to \$15.0	VMS Fee for Spend = \$15.1 and over	Portion of business to Micro/Small Business/Minority/Woman Owned Suppliers Proposer commits to:
7	Greater Southwest	Arkansas Louisiana New Mexico Oklahoma Texas	YES  _____ (Initials)								
8	Rocky Mountain	Colorado Montana North Dakota South Dakota Utah Wyoming	YES  _____ (Initials)								
9	Pacific Rim	Arizona California Nevada Hawaii	YES  _____ (Initials)								
10	Northwest Arctic	Alaska Idaho Oregon Washington	YES  _____ (Initials)								
11	National Capital	Washington, DC	YES  _____ (Initials)								

**PROPOSER NAME:** \_\_\_\_\_

Instructions:

- 1.) Proposers must submit this sheet for each region proposed. Proposers must submit rates on all positions.
- 2.) Proposers are reminded that these rates are to be inclusive of all charges and fees **EXCLUDING VMS fee.**  
**Do not include the VMS fee in hourly calculations.**
- 3.) Enter competitive hourly minimum and maximum rates in the yellow shaded portions. **These will serve as the range of rates for work performed in any location within the region and/or state, based upon cost of living differences.**
- 5.) Do not include other notations. It is critical that the Contractor does not change the format of these templates and that pricing and information be submitted exactly as requested for the Contractor's bid to be considered properly responsive.
- 7.) The Contractor shall complete this worksheet. Failure to submit proposed pricing for each IT Professional Position Title shall be considered non-responsive and Proposal will not be scored.

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

\_\_\_\_\_

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Application Developer	Level 1		
Application Developer	Level 2		
Application Developer	Level 3		
Application Developer	Level 4		
Application Systems Analysis/Programming Manager	Level 1		
Application Systems Analysis/Programming Manager	Level 2		
Application Systems Analysis/Programming Manager	Level 3		
Application Systems Analysis/Programming Manager	Level 4		
Application Systems Analyst/Programmer	Level 1		
Application Systems Analyst/Programmer	Level 2		
Application Systems Analyst/Programmer	Level 3		
Application Systems Analyst/Programmer	Level 4		
Application Systems Analyst/Programming Supervisor	Level 1		
Application Systems Analyst/Programming Supervisor	Level 2		
Application Systems Analyst/Programming Supervisor	Level 3		
Application Systems Analyst/Programming Supervisor	Level 4		
Architect	Level 1		
Architect	Level 2		
Architect	Level 3		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

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**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Architect	Level 4		
Business Analyst	Level 1		
Business Analyst	Level 2		
Business Analyst	Level 3		
Business Analyst	Level 4		
Business Subject Matter Expert	Level 1		
Business Subject Matter Expert	Level 2		
Business Subject Matter Expert	Level 3		
Business Subject Matter Expert	Level 4		
Business Systems Consultant	Level 1		
Business Systems Consultant	Level 2		
Business Systems Consultant	Level 3		
Business Systems Consultant	Level 4		
Business Systems Consultant Manager	Level 1		
Business Systems Consultant Manager	Level 2		
Business Systems Consultant Manager	Level 3		
Business Systems Consultant Manager	Level 4		
CADD/GIS Administrator	Level 1		
CADD/GIS Administrator	Level 2		
CADD/GIS Administrator	Level 3		
CADD/GIS Administrator	Level 4		
Client Technologies Specialist	Level 1		
Client Technologies Specialist	Level 2		
Client Technologies Specialist	Level 3		
Client Technologies Specialist	Level 4		
Communications Analyst	Level 1		
Communications Analyst	Level 2		
Communications Analyst	Level 3		
Communications Analyst	Level 4		
Computer Operations Manager	Level 1		
Computer Operations Manager	Level 2		
Computer Operations Manager	Level 3		
Computer Operations Manager	Level 4		
Computer Operator	Level 1		
Computer Operator	Level 2		
Computer Operator	Level 3		
Computer Operator	Level 4		
Computer Operator Supervisor	Level 1		
Computer Operator Supervisor	Level 2		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

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**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Computer Operator Supervisor	Level 3		
Computer Operator Supervisor	Level 4		
Computer Scheduler	Level 1		
Computer Scheduler	Level 2		
Computer Scheduler	Level 3		
Computer Scheduler	Level 4		
Configuration Management Specialist	Level 1		
Configuration Management Specialist	Level 2		
Configuration Management Specialist	Level 3		
Configuration Management Specialist	Level 4		
Data Administrator	Level 1		
Data Administrator	Level 2		
Data Administrator	Level 3		
Data Administrator	Level 4		
Data Architect	Level 1		
Data Architect	Level 2		
Data Architect	Level 3		
Data Architect	Level 4		
Data Entry Operator	Level 1		
Data Entry Operator	Level 2		
Data Entry Operator	Level 3		
Data Entry Operator	Level 4		
Data Processing Operator	Level 1		
Data Processing Operator	Level 2		
Data Processing Operator	Level 3		
Data Processing Operator	Level 4		
Data Warehousing Administrator	Level 1		
Data Warehousing Administrator	Level 2		
Data Warehousing Administrator	Level 3		
Data Warehousing Administrator	Level 4		
Data Warehousing Analyst	Level 1		
Data Warehousing Analyst	Level 2		
Data Warehousing Analyst	Level 3		
Data Warehousing Analyst	Level 4		
Data Warehousing Programmer	Level 1		
Data Warehousing Programmer	Level 2		
Data Warehousing Programmer	Level 3		
Data Warehousing Programmer	Level 4		
Data/Voice Communications Manager	Level 1		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Data/Voice Communications Manager	Level 2		
Data/Voice Communications Manager	Level 3		
Data/Voice Communications Manager	Level 4		
Database Administrator	Level 1		
Database Administrator	Level 2		
Database Administrator	Level 3		
Database Administrator	Level 4		
Database Analyst	Level 1		
Database Analyst	Level 2		
Database Analyst	Level 3		
Database Analyst	Level 4		
Database Architect	Level 1		
Database Architect	Level 2		
Database Architect	Level 3		
Database Architect	Level 4		
Database Manager/Administrator	Level 1		
Database Manager/Administrator	Level 2		
Database Manager/Administrator	Level 3		
Database Manager/Administrator	Level 4		
Deputy/Assistant IT Director	Level 1		
Deputy/Assistant IT Director	Level 2		
Deputy/Assistant IT Director	Level 3		
Deputy/Assistant IT Director	Level 4		
Disaster Recovery Administrator	Level 1		
Disaster Recovery Administrator	Level 2		
Disaster Recovery Administrator	Level 3		
Disaster Recovery Administrator	Level 4		
Disaster Recovery Analyst	Level 1		
Disaster Recovery Analyst	Level 2		
Disaster Recovery Analyst	Level 3		
Disaster Recovery Analyst	Level 4		
Enterprise Architect	Level 1		
Enterprise Architect	Level 2		
Enterprise Architect	Level 3		
Enterprise Architect	Level 4		
Functional Architect	Level 1		
Functional Architect	Level 2		
Functional Architect	Level 3		
Functional Architect	Level 4		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

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**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Graphic Artist	Level 1		
Graphic Artist	Level 2		
Graphic Artist	Level 3		
Graphic Artist	Level 4		
Graphic Designer	Level 1		
Graphic Designer	Level 2		
Graphic Designer	Level 3		
Graphic Designer	Level 4		
Help Desk Analyst	Level 1		
Help Desk Analyst	Level 2		
Help Desk Analyst	Level 3		
Help Desk Analyst	Level 4		
Help Desk Coordinator	Level 1		
Help Desk Coordinator	Level 2		
Help Desk Coordinator	Level 3		
Help Desk Coordinator	Level 4		
Help Desk Manager	Level 1		
Help Desk Manager	Level 2		
Help Desk Manager	Level 3		
Help Desk Manager	Level 4		
Help Desk Service Specialist	Level 1		
Help Desk Service Specialist	Level 2		
Help Desk Service Specialist	Level 3		
Help Desk Service Specialist	Level 4		
Help Desk Technician	Level 1		
Help Desk Technician	Level 2		
Help Desk Technician	Level 3		
Help Desk Technician	Level 4		
IBM Specialty Software Architect	Level 1		
IBM Specialty Software Architect	Level 2		
IBM Specialty Software Architect	Level 3		
IBM Specialty Software Architect	Level 4		
IBM Specialty Technical Specialist	Level 1		
IBM Specialty Technical Specialist	Level 2		
IBM Specialty Technical Specialist	Level 3		
IBM Specialty Technical Specialist	Level 4		
Independent Verification &Validation	Level 1		
Independent Verification &Validation	Level 2		
Independent Verification &Validation	Level 3		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

---

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Independent Verification &Validation	Level 4		
Information Security Analyst	Level 1		
Information Security Analyst	Level 2		
Information Security Analyst	Level 3		
Information Security Analyst	Level 4		
Information Security Manager	Level 1		
Information Security Manager	Level 2		
Information Security Manager	Level 3		
Information Security Manager	Level 4		
Information Security Project Manager	Level 1		
Information Security Project Manager	Level 2		
Information Security Project Manager	Level 3		
Information Security Project Manager	Level 4		
Information Systems Auditor	Level 1		
Information Systems Auditor	Level 2		
Information Systems Auditor	Level 3		
Information Systems Auditor	Level 4		
Information Systems Security Compliance Manager	Level 1		
Information Systems Security Compliance Manager	Level 2		
Information Systems Security Compliance Manager	Level 3		
Information Systems Security Compliance Manager	Level 4		
Information Technology Director	Level 1		
Information Technology Director	Level 2		
Information Technology Director	Level 3		
Information Technology Director	Level 4		
LAN Administration Manager	Level 1		
LAN Administration Manager	Level 2		
LAN Administration Manager	Level 3		
LAN Administration Manager	Level 4		
LAN Administration Supervisor	Level 1		
LAN Administration Supervisor	Level 2		
LAN Administration Supervisor	Level 3		
LAN Administration Supervisor	Level 4		
LAN Administrator	Level 1		
LAN Administrator	Level 2		
LAN Administrator	Level 3		
LAN Administrator	Level 4		
LAN Support Technician	Level 1		
LAN Support Technician	Level 2		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

---

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
LAN Support Technician	Level 3		
LAN Support Technician	Level 4		
Linux System Administrator	Level 1		
Linux System Administrator	Level 2		
Linux System Administrator	Level 3		
Linux System Administrator	Level 4		
Microsoft Specialty Principal Consultant	Level 1		
Microsoft Specialty Principal Consultant	Level 2		
Microsoft Specialty Principal Consultant	Level 3		
Microsoft Specialty Principal Consultant	Level 4		
Microsoft Specialty Technician	Level 1		
Microsoft Specialty Technician	Level 2		
Microsoft Specialty Technician	Level 3		
Microsoft Specialty Technician	Level 4		
Mobile Specialist	Level 1		
Mobile Specialist	Level 2		
Mobile Specialist	Level 3		
Mobile Specialist	Level 4		
Network Engineer	Level 1		
Network Engineer	Level 2		
Network Engineer	Level 3		
Network Engineer	Level 4		
Oracle Policy Automation Functional Consultant	Level 1		
Oracle Policy Automation Functional Consultant	Level 2		
Oracle Policy Automation Functional Consultant	Level 3		
Oracle Policy Automation Functional Consultant	Level 4		
Oracle UPK Technical Administrator	Level 1		
Oracle UPK Technical Administrator	Level 2		
Oracle UPK Technical Administrator	Level 3		
Oracle UPK Technical Administrator	Level 4		
Oracle/PeopleSoft Administrator	Level 1		
Oracle/PeopleSoft Administrator	Level 2		
Oracle/PeopleSoft Administrator	Level 3		
Oracle/PeopleSoft Administrator	Level 4		
Oracle/Peoplesoft Customer Experience Consultant	Level 1		
Oracle/Peoplesoft Customer Experience Consultant	Level 2		
Oracle/Peoplesoft Customer Experience Consultant	Level 3		
Oracle/Peoplesoft Customer Experience Consultant	Level 4		
ORACLE/PEOPLESOFT DBA	Level 1		



**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
ORACLE/PEOPLESOF DBA	Level 2		
ORACLE/PEOPLESOF DBA	Level 3		
ORACLE/PEOPLESOF DBA	Level 4		
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 1		
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 2		
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 3		
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 4		
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 1		
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 2		
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 3		
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 4		
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 1		
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 2		
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 3		
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 4		
Oracle/PeopleSoft EPM Technical Analyst	Level 1		
Oracle/PeopleSoft EPM Technical Analyst	Level 2		
Oracle/PeopleSoft EPM Technical Analyst	Level 3		
Oracle/PeopleSoft EPM Technical Analyst	Level 4		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 1		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 2		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 3		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 4		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 1		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 2		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 3		
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 4		
Oracle/PeopleSoft HRMS Functional Consultant	Level 1		
Oracle/PeopleSoft HRMS Functional Consultant	Level 2		
Oracle/PeopleSoft HRMS Functional Consultant	Level 3		
Oracle/PeopleSoft HRMS Functional Consultant	Level 4		
Oracle/PeopleSoft Human Resource Developer	Level 1		
Oracle/PeopleSoft Human Resource Developer	Level 2		
Oracle/PeopleSoft Human Resource Developer	Level 3		
Oracle/PeopleSoft Human Resource Developer	Level 4		
Oracle/PeopleSoft Project Manager	Level 1		
Oracle/PeopleSoft Project Manager	Level 2		
Oracle/PeopleSoft Project Manager	Level 3		
Oracle/PeopleSoft Project Manager	Level 4		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

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**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Oracle/PeopleSoft Security Analyst/Engineer	Level 1		
Oracle/PeopleSoft Security Analyst/Engineer	Level 2		
Oracle/PeopleSoft Security Analyst/Engineer	Level 3		
Oracle/PeopleSoft Security Analyst/Engineer	Level 4		
Oracle/PeopleSoft Systems Analyst/Designer	Level 1		
Oracle/PeopleSoft Systems Analyst/Designer	Level 2		
Oracle/PeopleSoft Systems Analyst/Designer	Level 3		
Oracle/PeopleSoft Systems Analyst/Designer	Level 4		
Oracle/Peoplesoft Technical Architect	Level 1		
Oracle/Peoplesoft Technical Architect	Level 2		
Oracle/Peoplesoft Technical Architect	Level 3		
Oracle/Peoplesoft Technical Architect	Level 4		
Oracle/Peoplesoft Testing Consultant	Level 1		
Oracle/Peoplesoft Testing Consultant	Level 2		
Oracle/Peoplesoft Testing Consultant	Level 3		
Oracle/Peoplesoft Testing Consultant	Level 4		
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 1		
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 2		
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 3		
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 4		
PeopleSoft Oracle DBA	Level 1		
PeopleSoft Oracle DBA	Level 2		
PeopleSoft Oracle DBA	Level 3		
PeopleSoft Oracle DBA	Level 4		
Product Specialist	Level 1		
Product Specialist	Level 2		
Product Specialist	Level 3		
Product Specialist	Level 4		
Production Control Manager	Level 1		
Production Control Manager	Level 2		
Production Control Manager	Level 3		
Production Control Manager	Level 4		
Programmer	Level 1		
Programmer	Level 2		
Programmer	Level 3		
Programmer	Level 4		
Project Controller	Level 1		
Project Controller	Level 2		
Project Controller	Level 3		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

---

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Project Controller	Level 4		
Project/Program Manager	Level 1		
Project/Program Manager	Level 2		
Project/Program Manager	Level 3		
Project/Program Manager	Level 4		
Quality Assurance Analyst	Level 1		
Quality Assurance Analyst	Level 2		
Quality Assurance Analyst	Level 3		
Quality Assurance Analyst	Level 4		
Quality Assurance Manager	Level 1		
Quality Assurance Manager	Level 2		
Quality Assurance Manager	Level 3		
Quality Assurance Manager	Level 4		
Quality Assurance Specialist	Level 1		
Quality Assurance Specialist	Level 2		
Quality Assurance Specialist	Level 3		
Quality Assurance Specialist	Level 4		
QUALITY ASSURANCE TESTING MANAGER	Level 1		
QUALITY ASSURANCE TESTING MANAGER	Level 2		
QUALITY ASSURANCE TESTING MANAGER	Level 3		
QUALITY ASSURANCE TESTING MANAGER	Level 4		
SAN Administrator	Level 1		
SAN Administrator	Level 2		
SAN Administrator	Level 3		
SAN Administrator	Level 4		
Senior Quality Assurance Analyst	Level 1		
Senior Quality Assurance Analyst	Level 2		
Senior Quality Assurance Analyst	Level 3		
Senior Quality Assurance Analyst	Level 4		
Software Engineer	Level 1		
Software Engineer	Level 2		
Software Engineer	Level 3		
Software Engineer	Level 4		
Software Process Engineer	Level 1		
Software Process Engineer	Level 2		
Software Process Engineer	Level 3		
Software Process Engineer	Level 4		
Solution Architect	Level 1		
Solution Architect	Level 2		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

---

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Solution Architect	Level 3		
Solution Architect	Level 4		
System Administrator	Level 1		
System Administrator	Level 2		
System Administrator	Level 3		
System Administrator	Level 4		
System Engineer	Level 1		
System Engineer	Level 2		
System Engineer	Level 3		
System Engineer	Level 4		
System Specialist	Level 1		
System Specialist	Level 2		
System Specialist	Level 3		
System Specialist	Level 4		
Systems Administrator	Level 1		
Systems Administrator	Level 2		
Systems Administrator	Level 3		
Systems Administrator	Level 4		
Systems Administrator Manager	Level 1		
Systems Administrator Manager	Level 2		
Systems Administrator Manager	Level 3		
Systems Administrator Manager	Level 4		
Team Lead	Level 1		
Team Lead	Level 2		
Team Lead	Level 3		
Team Lead	Level 4		
Technical Architect	Level 1		
Technical Architect	Level 2		
Technical Architect	Level 3		
Technical Architect	Level 4		
Technical Architecture Specialist	Level 1		
Technical Architecture Specialist	Level 2		
Technical Architecture Specialist	Level 3		
Technical Architecture Specialist	Level 4		
Technical Specialist	Level 1		
Technical Specialist	Level 2		
Technical Specialist	Level 3		
Technical Specialist	Level 4		
Technical Writer	Level 1		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Technical Writer	Level 2		
Technical Writer	Level 3		
Technical Writer	Level 4		
Telecom Engineer	Level 1		
Telecom Engineer	Level 2		
Telecom Engineer	Level 3		
Telecom Engineer	Level 4		
Tester	Level 1		
Tester	Level 2		
Tester	Level 3		
Tester	Level 4		
Testing Manager	Level 1		
Testing Manager	Level 2		
Testing Manager	Level 3		
Testing Manager	Level 4		
Trainers	Level 1		
Trainers	Level 2		
Trainers	Level 3		
Trainers	Level 4		
TRAINING DEVELOPER/TRAINER	Level 1		
TRAINING DEVELOPER/TRAINER	Level 2		
TRAINING DEVELOPER/TRAINER	Level 3		
TRAINING DEVELOPER/TRAINER	Level 4		
Training Developers	Level 1		
Training Developers	Level 2		
Training Developers	Level 3		
Training Developers	Level 4		
Unisys Specialty Architectural Specialist	Level 1		
Unisys Specialty Architectural Specialist	Level 2		
Unisys Specialty Architectural Specialist	Level 3		
Unisys Specialty Architectural Specialist	Level 4		
Unisys Specialty Equipment Operator	Level 1		
Unisys Specialty Equipment Operator	Level 2		
Unisys Specialty Equipment Operator	Level 3		
Unisys Specialty Equipment Operator	Level 4		
Unisys Specialty Production Control Operator	Level 1		
Unisys Specialty Production Control Operator	Level 2		
Unisys Specialty Production Control Operator	Level 3		
Unisys Specialty Production Control Operator	Level 4		

**SPECIFY WHICH REGION PRICE SHEET APPLIES TO:**

---

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

**Regional Rate Range**

Position Title	EXPERIENCE	Minimum Hourly Rate	Maximum Hourly Rate
Unisys Specialty Service Delivery Specialist	Level 1		
Unisys Specialty Service Delivery Specialist	Level 2		
Unisys Specialty Service Delivery Specialist	Level 3		
Unisys Specialty Service Delivery Specialist	Level 4		
UPK TECHNICAL ADMINISTRATOR	Level 1		
UPK TECHNICAL ADMINISTRATOR	Level 2		
UPK TECHNICAL ADMINISTRATOR	Level 3		
UPK TECHNICAL ADMINISTRATOR	Level 4		
Video Conference Specialist	Level 1		
Video Conference Specialist	Level 2		
Video Conference Specialist	Level 3		
Video Conference Specialist	Level 4		
Voice/Data Engineer	Level 1		
Voice/Data Engineer	Level 2		
Voice/Data Engineer	Level 3		
Voice/Data Engineer	Level 4		
Web Content Designer	Level 1		
Web Content Designer	Level 2		
Web Content Designer	Level 3		
Web Content Designer	Level 4		
Windows 2003/2008/VMWare ESX System Administrator	Level 1		
Windows 2003/2008/VMWare ESX System Administrator	Level 2		
Windows 2003/2008/VMWare ESX System Administrator	Level 3		
Windows 2003/2008/VMWare ESX System Administrator	Level 4		
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 1		
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 2		
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 3		
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 4		

**PROPOSER NAME:** \_\_\_\_\_

Instructions:

Proposers must complete this document of all successful placements by Position Title made each month for the prior 12 month period.

A W-2 Employee is a direct employee on your payroll

A 1099 is a consultant that is NOT a direct employee/W-2.

A Corp to Corp would cover any placement not defined by W-2 or 1099

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL**  
**PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]



**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]





**PROPOSER NAME:** \_\_\_\_\_

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

RFP ADDENDUM  
RFP-18 Rev. 3/13/14

Elizabeth Basso  
Contract Specialist

860-713-5611  
Telephone Number

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT DIVISION**  
165 Capitol Avenue, Room 5<sup>th</sup> Floor South

HARTFORD, CT 06106-1659

RFP NO.:

14PSX0338

Proposal Due Date:

**EXTENDED TO:**  
**17 November 2016**

Date Addendum Issued:

12 October 2016

**PLEASE NOTE:**

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

**RFP ADDENDUM #3**

**DESCRIPTION:**

NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers

**FOR:**

CT Department of Administrative Services; NASPO; All Participating States; Participating Entities within Participating States

**PROPOSERS NOTE:**

The RFP Due Date has been **extended to 2:00 pm. ET, November 17<sup>th</sup>, 2016.**

A partial list of Questions and Answers is included with this Addendum. The remainder will be posted within 7 business days as Addendum 4, along with updated documents (Attachment 4, RFP, and Position Descriptions).



- Q. 1. Due to the number of questions regarding this procurement, would the State provide an extension of time for responses to Wednesday, November 16, 2016, so there is adequate time for reviewing your responses and making appropriate updates for a strong, quality proposal to accommodate the multi-state cooperative nature of this program?
- A. Yes, responses are now due November 17, 2016.
- Q. 2. What is the total spend of the program?
- A. The Intent to Participate documents (Attachment 9) included with the RFP and Attachment 8, showing hours of actual usage, are the only spend history available.
- Q. 3. What is the forecasted quantity and percentage of overall contract spend for SOW-based requirements? Could the State please provide historic and/or forecasted SOW-based spend and number of requirements by each of the participating states?
- A. The requested information is not currently available. A VMS would enable the States to better track this information for future reference.
- Q. 4. What is the longevity of the most individual engagements? Long term projects?
- A. This information is not currently available, another reason for this VMS solicitation.
- Q. 5. Can Proposers get the sign in sheet from the Pre-Proposal Meeting?
- A. There was no sign in sheet for the Pre-Proposal Meeting as it was not mandatory, nor could the conference call attendees 'sign in'.
- Q. 6. At the Pre-Proposal Meeting the following question and answer was given:  
Question: *Does this opportunity contain Local Preference? If yes, please provide the details.*  
Answer: *Only to the extent that business with Micro-, Small-, Minority-, Woman- or Veteran-Owned local companies is encouraged. The RFP requests from the Proposer how much business will be with these local companies.*  
Please clarify where the RFP requests this information and from what State?
- A. Refer to Pages 5 & 6, and Question 33 of the Mandatory Business Questionnaire. The Proposer should provide this information based on the Regional coverage being proposed. If proposing coverage for New England, Proposer should identify the disadvantaged businesses within that area with whom they have worked. PEs may identify further requirements regarding local preferences in their PA.

- Q. 7. In the Pre-Proposal Meeting it was said that Small/M/WBE partnerships are encouraged however there is no process in place. How can a Woman-Minority Owned IT Recruiting Firm sign on with a larger company participating in this project? What are the procedures required? Who can I work with to get our company involved?
- A. While the State is encouraging partnering between the larger companies and disadvantaged companies, we do not have a process or procedure in place in conjunction with this RFP.
- Q. 8. Can Proposers know the list of MSP/VMS providers that have downloaded the bid or intending to participate or prospective proposer list so that Proposers can approach them?
- A. There is no way to determine who has downloaded the documentation, nor was there an intent to propose requested. Therefore, a prospective proposer list is unavailable.
- Q. 9. Are the current seven contractors going to get grandfathered in the new system?
- A. The current contractors will not be grandfathered in.
- Q. 10. Can Proposers get a list of incumbent vendors?
- A. The incumbent vendors are available through the link provided in the presentation. This is also available on our State Contracting Portal at [www.ct.gov/das](http://www.ct.gov/das).
- Q. 11. During the Pre-Proposal Meeting, the State mentioned using the GSA geographical areas for the 11 locations. Is the State intending to award one Managed Service Provider for each area, or is the State expecting that multiple MSP awardees could be made per area?
- A. The intent is to award one Contractor for each of the eleven geographical areas. The State and the Sourcing Team reserve the right to make the final determination at time of award based on the proposals received.
- Q. 12. RFP Overview Page 5: If one award per region is made, how will NASPO ValuePoint insure the awarded MSP has the capacity to implement in multiple States simultaneously?
- A. It will be the contractor's responsibility to ensure they have the capacity to implement multiple states simultaneously.
- Q. 13. RFP Overview Page 5. The Pre-Proposal Meeting made mention that there may be more than one award per geographic area. Please clarify how many awards will be made per geographic area?
- B. The intent is to award one Contractor for each of the eleven geographical areas. The State and the Sourcing Team reserve the right to make the final determination at time of award based on the proposals received.

- Q. 14. RFP. Overview. Pg5. Can a Proposer receive an award in more than one geographic area?  
A. Yes.
- Q. 15. RFP. Overview. Pg5. If there is one award per geographic area, how will the Lead State and NASPO make an award for a State like California with complex labor and union laws, for instance?  
A. Awarded proposers are responsible to ensure they meet local labor laws, regulations and policies for the jurisdiction in which service is provided under this agreement. PEs may include specific language regarding labor laws, regulations or policies as needed in their PA document.
- Q. 16. RFP. Overview. Pg5. If a Supplier is awarded a geographic area, is that Supplier obligated to accept any job requirement or SOW from a member in that region?  
A. Yes, if within the scope of the contract and if the public jurisdiction has an approved Participating Addendum.
- Q. 17. For the solicitation open for IT Vendor Managed Services in collaboration with State of ND, is it mandatory for the vendors to be registered in CT to submit a bid?  
A. Registration with the Secretary of the State of Connecticut is not required if not conducting business within Connecticut. However, registration within that state where business will be conducted may be required.
- Q. 18. Attachment 1. Sample Terms and Conditions: Are the T&Cs part of the scoring? Will non-acceptance of particular terms or conditions lower Supplier score?  
A. Attachment 1 will not be subject to scoring.
- Q. 19. Do Proposers need to bid every position title?  
A. Yes.
- Q. 20. Attachment 4 Pricing and Schedule; Can the State please provide labor category descriptions?  
A. Yes. This information will be forthcoming through an addendum to the RFP to be posted within seven business days.
- Q. 21. Attachment 4 Pricing and Schedule: Can the spreadsheet be altered to include additional tabs and columns for each region?  
A. Please submit separate Pricing Schedules (spreadsheets) for each region proposed.

Q. 22. Is the VMS Service Fee to be enumerated in Attachment 4 separate and distinct from the all-inclusive VMS Fee to be submitted to purchasing entities?

A. No.

Q. 23. Can the VMS Fee enumerated in Attachment 4 be quoted as a percentage of billing instead of a fixed dollar amount?

A. The VMS fee must remain as a fixed hourly rate to enable states prohibited from using *cost plus contracts* to participate.

Q. 24. Statement of Qualifications: Completed Projects: Please clarify the definition of '*completed projects*'?

A. In regards to this RFP, a completed project would mean a successful implementation of a VMS and ongoing associated services.

Q. 25. RFP Additional Terms and Conditions Page 16: Is the NASPO fee (0.25%) the only source of revenue for this program for NASPO?

A. Yes.

Q. 26. RFP Guide to Electronic Proposal Submissions Page 4: Is there a file size limit for documents that are to be uploaded?

A. The limits are 200 MB with a 20 min timeout.

Q. 27. RFP Section 4 Page 4: Insurance Accord Certificates: Are these to be completed after award?

A. Yes.

Q. 28. RFP Overview Page 5: Is Participating Entity obligated to use the contract awarded in their region, or can they use any of the awarded contracts?

A. PE's should only use the contract/contractor awarded in their region.

Q. 29. RFP Overview Page 5: How do Participating Entities choose the NASPO/ValuePoint IT Vendor Managed Service contract over other contract vehicles available to them in their state?

A. The answer would be different for each PE using the resulting contract.

- Q. 30. RFP Overview Page 6: Does the Lead State receive revenue from Participating Entities?  
A. No.

- Q. 31. RFP NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: *"To be eligible for award, the Offeror agrees, by submission of a Proposal, to cooperate with NASPO Value Point and SciQuest (and any authorized agent or successor entity to SciQuest) to integrate its presence in the NASPO Value Point eMarket Center either through an electronic catalog (hosted or punchout site) or unique ordering instructions. Refer to Section 11 of Attachment 1. Those terms and conditions require as a minimum that the Offeror agree to participate in development of ordering instructions. Proposer shall respond how they can support the eMarket Center in the Proposal through either a hosted catalog or punchout solution"*

Section 11 (4) of the Terms and Conditions states that this requirement is not required for the Contract. Please clarify if this requirement is to be met or not?

- A. All contractors are required to meet the eMarket Center requirements. At a minimum, they will be required to have ordering instructions.
- Q. 32. RFP. NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: Please describe what the integration requirements of the Supplier into the SciQuest eMarket Center are?  
A. At a minimum, contractors will provide ordering instructions text to NASPO ValuePoint for placement on the eMarket Center. The preferred option and If contractors have the ability, they will have either a hosted or punch out catalog of their services available for ordering on the eMarket Center.
- Q. 33. RFP. NASPO ValuePoint Contract Statement of Compliance NASPO ValuePoint eMarket Center: Please detail any fees that are to be paid for inclusion in the eMarket Center tool?  
A. There are no fees to the contractors to participate in the eMarket Center.
- Q. 34. RFP Scope of Services, Page 9: Does the Lead State expect to build a business process to include not only Staff Augmentation, but also Statements of Work? If so, does the State plan to include fixed price Statements of Work or time and materials statements of work or both?  
A. Statements of Work under this contract shall not include fixed pricing.  
If the project is not based strictly on Position Title and hours, then the project should include an associated Statement of Work.
- Q. 35. RFP Scope of Services, Page 12: The RFP states that the MSP fee shall be submitted as a fixed hourly rate. However, the NASPO ValuePoint Administrative fee is .25%. Since the Administrative fee is a percentage of the bill rate, if the MSP fee were a fixed hourly dollar amount and not a

percentage of the bill rate, the MSP risks operating at a loss on the engagement if the percentage of the bill rate becomes greater than the fixed hourly fee.

Please consider the MSP fee as a percentage to avoid this risk.

- B. The VMS fee must remain as a fixed hourly rate to enable states prohibited from using *cost plus contracts* to participate.

- Q. 36. RFP Scope of Services, Page 12: If NASPO ValuePoint makes one award per region, how will they insure the awarded MSP has the financial capacity to handle the cash flow required to pay suppliers for the volume of transactions that may result from the larger regions? The requirement states that suppliers are paid regardless of payment from the State.

- A. It is the responsibility of the contractor to ensure they have the funding capacity.

- Q. 37. RFP Selection Criteria Page 18: What determines pass/fail criteria?

- A. A Proposer must submit all necessary documentation and signatures in order to pass.

- Q. 38. RFP Selection Criteria Page 18: Please describe the expected participation of Small/Minority Business Enterprises for the Lead State?

- A. Proposals will be scored in part on their participation with disadvantaged companies within the region services will be performed.

- Q. 39. RFP Selection Criteria Page 18: Will the Lead State evaluation committee include evaluators from the other geographic regions, participating entities, and/or NASPO?

- A. Yes. The Sourcing Team members represent Delaware, Nebraska, New Jersey, and Indiana, in addition to Connecticut.

- Q. 40. RFP Page 18, Selection Criteria, A "short list" has been provided without a ranking or weight on each factor. Can the state please specify a percentage or point ratio for each factor?

- A. The State of Connecticut does not publish the percentages or point ratios for each criteria listed.

- Q. 41. RFP Page 18, Cost: How will cost be evaluated? Will the state be assigning hours to calculate a total evaluated price? If so, can the state please provide hours by labor category?

- A. Cost calculations are based on a formulas that take into consideration the lowest rates proposed for each Position Title and the VMS fee.

- Q. 42. RFP Page 19, Proposal Requirements; "The administrative percentage(s) quoted by the Proposer must remain fixed during the term of the Contract unless the fee is reduced." Is the

administrative percentage(s) in reference to the NASPO fee? Are offerors required to propose an admin fee? Can the state please elaborate?

- A. The administrative percentage was in reference to the VMS fee. The language has been revised to "The VMS fee..."

Q. 43. RFP Section 4 Page 19: Please confirm if the implementation plan is only for the Lead State or if it is to be at the geographic area level which includes the Lead State?

- A. The Implementation Plan would be for each geographical region the Proposer is submitting a response.

Q. 44. RFP Section 5 Page 20: Proposers have reviewed the applicable State law regarding Confidentiality and understand the signed commitment by those personnel assigned to the RFP to maintain all confidential information as securely as possible. Please can the State confirm that any questions Proposers respond to and redact in a submitted redacted version of the proposal via the CONFIDENTIAL AND PROPRIETARY INFORMATION, will not be made public?

- A. All submitted proposals are a matter of public record. Only items identify as a trade secret in the proposals will be kept confidential. The entire proposal cannot be identified as a trade secret.

Q. 45. Mandatory Business Question #96 – What is meant by "Can my company submit interview questions for IT Professionals in order to play a part in the selection process?" To whom would interview questions be submitted? Is the PE planning to conduct their own interviews?

- A. PE's may request to conduct their own interviews of candidate(s), or request the VMS to ask specific pertinent questions as part of the selection process.

Q. 46. Mandatory Technical Question #90 – Is drug screening a requirement for any or all PE's?

- A. Some PE's may request drug screening.

Q. 47. As this procurement is for a company to provide services, not a product for PE's, what is meant by:

Mandatory Technical Question #141 –listing your company's most recent Product milestones?

Mandatory Technical Question #166 –requesting a quantity of software bugs discovered in the last 12 months after release for user testing?

Mandatory Technical Question #167 –requesting a quantity of software bugs discovered in the last 2 years after release for user testing?

Mandatory Technical Questionnaire, Page 18 –the table for service performance results with levels that seem focused on software bugs?

- A. An integral part of providing these services would be the Vendor Managed System (software product) the Contractor(s) will be using.

- Q. 48. Can a Company submit a No-bid response to an RFP issued under this contract?
- A. An RFP would not be issued under this contract. Rather, an SOW would be issued. And no, a Contractor awarded would not be able to “pass” on the SOW, unless it was outside the scope of this contract.
- Q. 49. What additional data does the State have for states that have indicated their desire to partake in the program but did not provide spend level? Can Proposers get their spend levels? Does the State have breakdowns of hours worked by job descriptions?
- A. This information is not available by all participating states.
- Q. 50. What are the key issues facing the states that have said they would like to partake in the program? Can Proposers get a breakdown by state?
- A. That information is not available.
- Q. 51. Some questions seem to suggest that the State intends to have the MSP conduct interviews? Is this the wish of all participating states? Does the State have concerns around neutrality as some companies are also staffing providers?
- A. See answer to Question 45. The MSP is expected to obtain the best qualified candidate at the lowest price, who is also available for the necessary timeframe. And yes, neutrality is a consideration in this RFP and resulting contract.
- Q. 52. Can the State describe the contracting process for states other than CT? Who manages the process: CT, NASPO, the MSP? How are state specific needs addressed in this type of procurement/changes to terms and conditions?
- A. Each individual PE has its own contracting process in place. The overall contract will be managed by the Sourcing Team, the Lead State and NASPO, jointly. Individual States’ specific needs will be addressed in their Intent to Participate.
- Q. 53. Are rates fixed for the duration of the contract, e.g. if a contractor is placed at \$100 per hour in 2017, will it be fixed at \$100/hr through 2020? How will cost of living and other increases be managed?
- A. Yes – rates are to remain fixed throughout the contract.
- Q. 59. RFP with Attachments, Page 12: *The Contractor will invoice the PE directly for the work performed, under the established rate caps set forth in The Price Schedule. At the same time, the Contractor shall pay the supplier, less The VMS Fee. Contractors shall not delay supplier payment based on PE’s payment of invoice.*



Does this mean that Contractor shall pay its supplier irrespective of the payment remittance status from PE while from transactional point, it is always after we receive the payment from PE, we can pay the supplier?

- A. Yes, this does mean that the Contractor shall pay its supplier irrespective of the payment remittance status from PE.

Q. 60. RFP with Attachments, Page 12: *Delivery shall be per the final Contract Deliverables Document*

Will deliverable documents be common across all States or changes from project to project and between states? Also, when will this information be shared with the shortlisted Contractor?

- A. See answer to Question 62.

Q. 61. RFP with Attachments, Page 13. *The Contractors shall submit quarterly sales reports directly to NASPO Value Point using the NASPO Value Point Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>.*

Will NASPO create a user account for shortlisted contractor to submit these quarterly sales reports? How is this tool configured? Will there be an initial training on this portal usage?

- A. Each contractor will receive a user name and password to access the reporting tool. Training on how to use the tool will be provided at the contractor kickoff meeting.

Q. 62. RFP with Attachments, Page 23. *The services are set forth and described on the attached Exhibit 2 (TBD) and related pricing on the attached Exhibit 4 (TBD).*

At what phase of the RFP process does a contractor get access to Exhibit 2 and Exhibit 4. Are these exhibits unique for each opportunity or different?

- A. The documents referenced are finalized at negotiations and are based upon the individual proposals submitted by the successful vendor(s).

Q. 63. Attachment 8, Usage Page 1 of 3. What do the numbers in Columns 2013 to 2016 signify? Do they represent the staff count projection from each state?

- A. The numbers in Attachment 8 denote actual hours worked within the Position Title for that year.

Q. 64. Is there any way a State could use the Contractor(s) from other geographic areas if a technical skillset is not adequately available from the local Contractor(s)? There are some specialized skillsets that may be difficult to obtain locally, and perhaps are more concentrated on the West Coast or elsewhere?

- A. No. However, the Contractor should be able to acquire that skillset outside of the geographical region. Also, if a new or emerging skillset not listed on the Schedule, it may be added per resulting Contract and PA language.

- Q. 65. While it is understood from the Q&A there is a reference to “On-Site Hourly Rates” in the RFP, is there anything specifically prohibiting an individual state from utilizing these rates for off-site work? In other words, can an individual state waive the on-site requirement?
- A. No, the on-site could not be waived.
- Q. 66. Are Proposers required to have responses in a single document, or can multiple documents be submitted?
- A. It would be most beneficial to upload documentation as separate files, with clear file names (i.e. Pricing Schedule, Business Questionnaire, Technical Questionnaire, etc.).

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT DIVISION**  
**165 Capitol Avenue, Room 5<sup>th</sup> Floor South**  
**HARTFORD, CT 06106-1659**

RFP NO.:
14PSX0338
Proposal Due Date:
1 November 2016
Date Addendum Issued:
14 September 2016

**PLEASE NOTE:**

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

**RFP ADDENDUM #2**

DESCRIPTION:

**NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers**

FOR:

NASPO, All Participating States, CT Dept. of Administrative Services, All Using State Agencies, Political Subdivisions, and Not-for-Profit Organizations

**PROPOSERS NOTE:**

**1. The Sept. 13, 2016 Pre-Proposal PowerPoint presentation is included with this Addendum**

**2. Questions and Answers following up on the Pre-Proposal Meeting:**

1. Is a sign in sheet available from the pre-proposal meeting?  
*There was no sign in sheet for yesterday's conference/call as the pre-proposal meeting was not mandatory.*
2. Is there a list of MSP/VMS providers that have downloaded the bid or intend to participate?  
*There is no way to determine who has downloaded the documentation, nor was there an intent to propose requested. Therefore, a prospective proposer list is unavailable.*
3. Are the seven current contractors going to get grandfathered in the new system?  
*No, the current vendors will not be grandfathered in.*
4. Is there a list of incumbent vendors?  
*The current contractors on Award 12PSX0251 are available through the link provided in the presentation. This is also available through our State Contracting Portal at [www.ct.gov/das](http://www.ct.gov/das).*
5. During the conference you mentioned the second Q&A session's deadline was 9/16/16. The RFP document states 9/26/2016. Can you please confirm?  
*Questions are due by September 26, 2016 close of business.*

6. Is the intent to award one MSP for each of the 11 geographical areas, or multiple MSP awardees per area?

*The intent is to award one vendor per geographical area. However, the Lead State/Sourcing Team reserve the right to award to one or more vendors per geographical area.*

7. In the pre-proposal meeting, it was mentioned that a facet of an offeror's proposal might indicate the number of direct placements planned by that MSP, and that the evaluation committee would assess those situations as they are reviewed with the understanding that 100% is not expected. Would you be able to provide the point scale for each of the 6 criteria listed, as well as the 7<sup>th</sup> criteria of cost, with an explanation of the scoring range, either numeric (e.g., 25 points) or qualitative (e.g., excellent, very good, etc.) with any specific elements, such as direct placements, described as to what is desired?

*The State of Connecticut publishes evaluation criteria to the extent included in the RFP currently, without weights or percentages.*

8. Is there a recording of the meeting available?

*There is no audio recording of the meeting available.*

# WELCOME

NASPO/VALUEPOINT MULTI STATE COOPERATIVE  
IT Vendor Managed Service Providers  
Pre-Proposal Meeting  
RFP 14PSX0338

Sourcing Team States:

Connecticut, Delaware, Indiana, Montana, Nebraska, New Jersey

Connecticut: Elizabeth Basso and Len Smith

Delaware: Karen Esposito

Indiana: Bill Pierce and Mark Hemple

Montana: Brett Boutin

Nebraska: Connie Heinrichs and Nancy Storant

New Jersey: Julie McGowan

NASPO: Tim Hay, Lead Cooperative Development Coordinator  
Dugan Petty, Education & Outreach Coordinator

## 18 Participating States

11 Geographical Areas - at least one participating state per area

1 Contractor per geographical area to deliver:

Vendor Managed System

IT Professionals, including niche areas

Streamlined processes, timekeeping and invoicing

Dedicated account management team

Qualified ITPs at hourly rates at or less than current rates

Reduces State personnel time and efforts

Reduces overall spend on contingent workforce

# BizNet

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State Procurement Marketplace  
DAS Business Friendly Initiatives



# BizNet

Any forms can be added at any time BEFORE the due date and time.

Familiarize yourself with the system early.

Get these in the BizNet system early:

OPM Ethics Forms 1, 5, 6 & 7

Non Discrimination Form A-E – choose one

Employment Information Form, DAS-45

Statement of Qualifications, DAS-14

Connecticut Economic Impact Form, DAS-46

Any Addendums

# BizNet

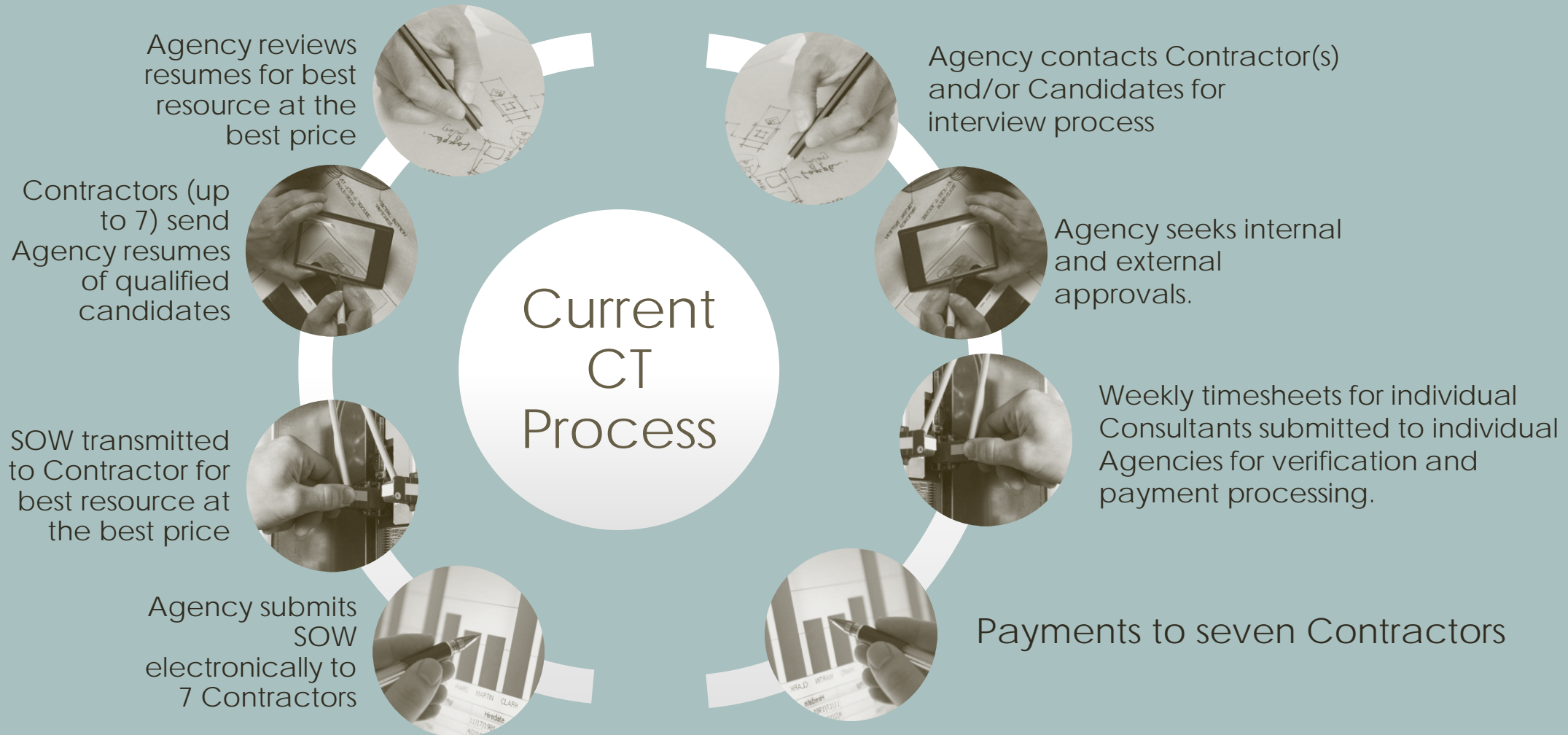
**Review and accept the following documents, but DO NOT upload:**

Standard Terms and Conditions, RFP-19  
Contractor Authorization Guide, DAS-28  
Request for Proposal Document  
Contract Exhibit 1 – SEEC

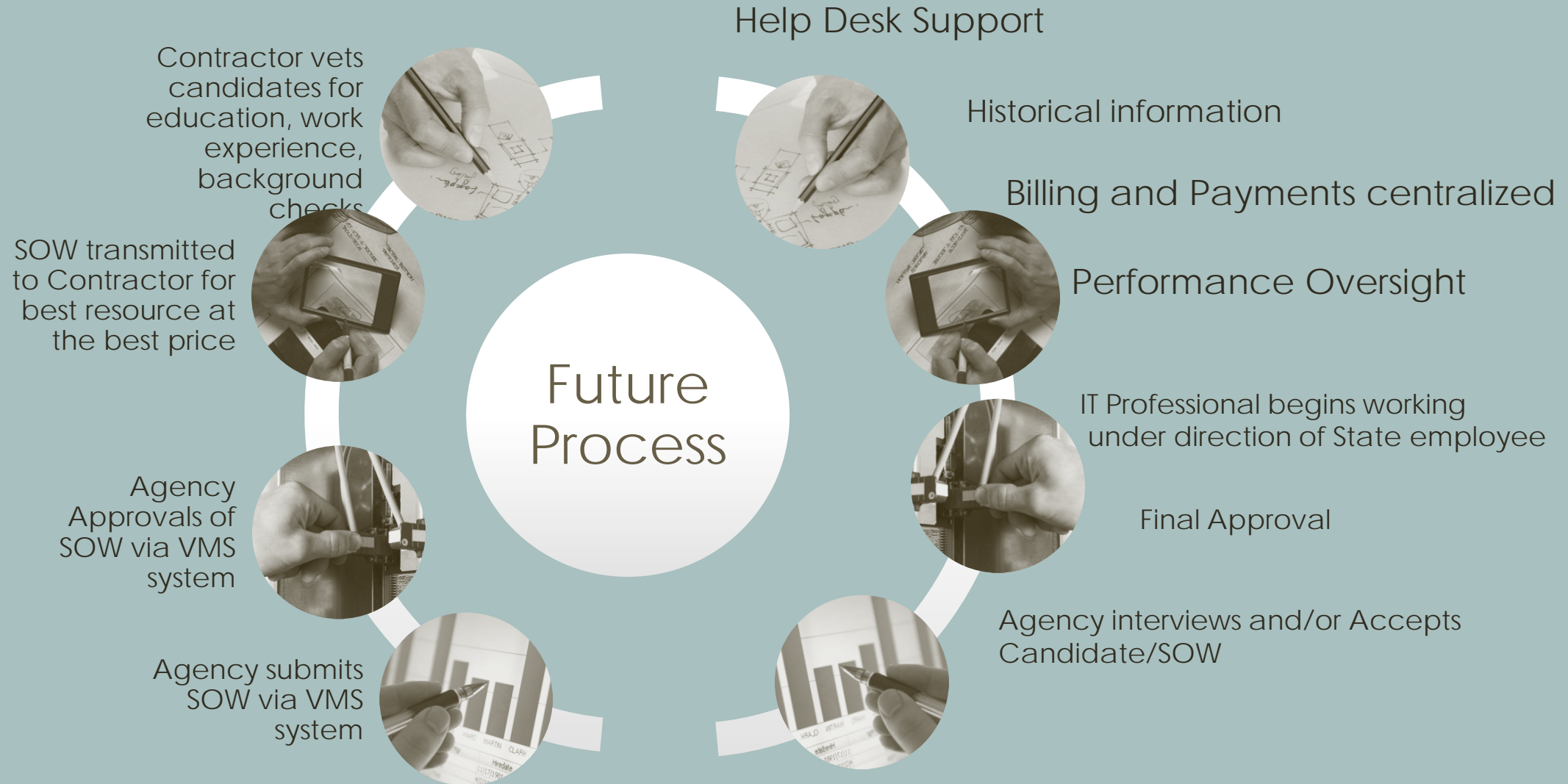
**DO verify that the person set up in your BizNet account is indeed the person legally authorized to sign/bind the company.**

*Signature Page RFP-26: The individual submitting this form must be authorized to sign contracts on behalf of the company, and must be listed as such in the company's corporate resolution/vendor authorization documents. Please keep in mind that the person listed as "authorized" must be the same person submitting their electronic signature when completing their company's submittal.*

# Is there Process Map Requested for Current Process in Place?



# Does the State have a Process Map Requested for Future Process?



# F.Y.I.

No budgetary information will be provided other than what is included with the Intent to Participate.

No contact with State personnel specifically regarding this procurement until after the award.

Participating States are listed on page 5 of the RFP. Additional states interested in participating may be added at any time, now or throughout the contract. Each participating state will make a business decision to replace and or supplement any existing IT Professional Services contract(s).

Vendor partnering is encouraged between large and smaller and/or disadvantaged companies. However, the State(s) will not coordinate these efforts, nor is there a process.

No additional questions will be answered today. Only questions received by COB September 8, 2016 will be addressed today. No Proposer information will be disclosed. An addendum to the RFP will be posted tomorrow publishing the 'official' responses to questions.

\*Any additional questions may be submitted in writing via email to [Elizabeth.Basso@ct.gov](mailto:Elizabeth.Basso@ct.gov) by close of business September 26, 2016. A new addendum to the RFP will be posted with official responses to ~~questions received after COB 9/8/16 and additional questions received by COB 9/26/16.~~

\*updated 9/14/16

IT VMSP RFP 14PSX0038 Pre-Proposal  
Questions & Answers

## IT VMSP RFP 14PSX0338

- Prior to the new NASPO Valuepoint Multi-State Cooperative, how were IT Resources allocated to State of CT agency projects?
- The State of Connecticut is currently using Contract 12PSX0251 on as needed basis. There are 7 Contractors on the current Information Technology Professional Services Contract, due to expire in April, 2017.  
[http://www.biznet.ct.gov/SCP\\_Search/ContractDetail.aspx?ID=12197](http://www.biznet.ct.gov/SCP_Search/ContractDetail.aspx?ID=12197)
- Who will be managing the new NASPO Valuepoint Multi-State Cooperative?
- SOC DAS staff along with the sourcing team members, the participating entities' coordinators and NASPO ValuePoint will be managing any contract(s) resulting from this RFP.

## IT VMSP RFP 14PSX0338

- How can small (CT) IT recruiting firms participate with the new NASPO Valuepoint Multi-State Cooperative?
- Partnerships between large and small firms are encouraged. Neither the State, nor NASPO, provide guidance in this area.
- Does this opportunity contain Local Preference? If yes, please provide the details.
- Only to the extent that business with Micro-, Small-, Minority-, Woman- or Veteran-Owned local companies is encouraged. The RFP requests from the Proposer how much business will be with these local companies.



## IT VMSP RFP 14PSX0338

- Please specify how many references are required for each vendor? Please confirm the attachments needed. How many vendors would be awarded contract as a part of this opportunity?
- Work can be performed on-site, off-site or both?
- What is the number of positions available for each job title?
- Refer to all RFP documentation.
- Per the RFP Proposal Requirements section, Item 2: On Site Hourly Rates
- That information is not available at this time.

## IT VMSP RFP 14PSX0338

- Are there estimates for the annual number and amounts of project-based engagements?
- Is there a dollar limit to project-based engagements?
- RFP document, Page 19: Should Rates be specific to CT, or all regions?
- That information is not available at this time.
- Each individual state may or may not choose to limit the dollar amount on engagements. However, we do not anticipate fixed price engagements.
- Rates should be specific to the region being proposed.

## IT VMSP RFP 14PSX0338

- The RFP was published on my state's procurement website. Is this something they did on behalf of Connecticut? My state is not identified as a participating state.
- Various states have published this procurement on behalf of NASPO ValuePoint. All states that intend to participate have been listed. Although a specific state may not have indicated their participation in this procurement, entities may become Participating Entities after award of the Contract.
- My company covers multiple states. This RFP does not specifically list my state's intention to participate. Will Proposers be able to place a bid limiting ourselves to our area of service?
- Proposers must be capable of providing services to all states listed within the region for which the Proposer submits pricing (Attachment 4).

# IT VMSP RFP 14PSX0338

- The following items are listed on the Solicitation Documents submission site (<http://www.biznet.ct.gov/Company/DocumentUploadBid.aspx?recno=40811>), but are not listed above. Can the State please clarify?
  - Attachment 9, Participating State's ITPs and additional terms and conditions
  - Statement of Qualifications (DAS-14)
  - Standard Terms and Conditions (RFP-19)
  - Other Solicitation Documents - Upload Individually
  - SP26 - Electronic Signature and Solicitation Submission. All Required Documents must be uploaded.
- The following items were also mentioned on page 4, section 3 of the RFP document as requirements for the response, however, they were not listed above as part of the "Online Proposal Responses" format. Can the State please clarify?
  - Standard Terms and Conditions (RFP-19)
  - Contractor Authorization Guide (DAS-28)  
This form must be signed by the person identified in the Corporate Resolution or By-Laws, as the party legally authorized to bind the company. A link to the guide and sample forms is provided below:  
<http://das.ct.gov/Purchase/Info/DAS%2028.pdf>
  - Request for Proposal Document
  - Request for Proposal Contract
  - Contract Exhibit 1– Notice to Executive Branch State Contractors and Prospective
  - Contractors of Campaign Contribution and Solicitation Limitations
  - Contract Exhibit 2 –Deliverables Document
- Can the State please point me in the right direction of where to find this requirement/form?  
SP26 - Electronic Signature and Solicitation Submission.

Please refer to the "Guide to Electronic Proposal Submissions" section of the RFP document. Additional information regarding BizNet electronic solicitation submission system is available at: <http://das.ct.gov/cr1.aspx?page=371> > Instructional Guides for DAS Initiatives

## IT VMSP RFP 14PSX0338

- Is Attachment 9 - Intent to Participate required to complete prior to our submission? If so, would the State be able to provide us with the attachment, as it cannot be located within the RFP document.
- Attachment 9 is posted as a separate document to the RFP, as are Attachments 1-4. The Intent to Participate document lists the participating States and associated terms and conditions.
- RFP Attachment 4, Product & Pricing Schedule the document states "Failure to submit proposed pricing for each IT Professional Position Title shall be considered non-responsive and Proposal will not be scored." Is it mandatory to be able to supply services in each category, or will the State consider responses focused on several key areas?
- Yes, it is mandatory that all positions are represented in the proposal.

## IT VMSP RFP 14PSX0338

- Attachment 4 references: "Describe below, in detail, how the proposed MSP fee fixed price in Product & Pricing Schedule, Attachment 5, was determined:" But Attachment 5 is not the Product and Pricing Schedule. Should this say "Attachment 4?"
- RFP Attachment 4: Is the pricing expressed as a fixed amount per hour billed and invoiced and not a percentage? For example, if the VMS fee is \$4.00 per hour and 100 hours are worked, is the VMS fee \$400?
- Yes. This should have referred to the VMS Fees Worksheet within Attachment 4.
- The VMS Fee should be expressed as a fixed amount per hour billed and invoiced, not a percentage. The VMS Fee should also be incorporated into the rates provided elsewhere in Attachment 4.

## IT VMSP RFP 14PSX0338

- There are references throughout the RFP to MSP. Are VMS and MSP equivalent and interchangeable, or do they have different meanings and service requirements.
- Overview: The overview and other sections of the RFP reference both project based and hourly based engagements but there does not seem to be many process, operational, or pricing responses that address project-based engagements. How are project based engagements communicated, delivered, and priced? How are project-based, fixed-price engagements requisitioned, priced, screened, awarded, managed, and billed?
- These terms were used interchangeably.
- For the most part, all engagements would be communicated, delivered and priced just as hourly based: though a detailed Statement of Work listing deliverables, milestones, timeframes, etc. Pricing for project based engagements would be based on the hourly rates proposed. Contractors cannot exceed the hourly rate, however reduced rates may be billed based on the project. We do not anticipate fixed price engagements.

## IT VMSP RFP 14PSX0338

- Vendor Neutrality often precludes the successful Contractor from competing with subcontractors and providing their own staff for billable ITPS. Will contractors be allowed to compete and be awarded ITPS under this contract?
- Are there requirements for prompt distribution of payments to suppliers? For example, if a customer pays the MSP within 30 days of invoicing, how quickly must the MSP in turn pay its suppliers?
- Yes, however, Proposers are asked in Attachment 4 what the "*Percentage of Proposers direct employees to fulfil IT Professional workforce*" is. The intent being to limit or cap the successful Contractor's direct participation.
- The RFP document, Scope of Services, 12. Pricing Structure reads:  
"*Contractors shall not delay supplier payment based on PE's payment of invoice.*"



## IT VMSP RFP 14PSX0338

- Attachment 1: With the potential for aggregate, concurrent engagements of \$100MM or more per year, and with some States requiring \$10MM or more in professional liability insurance, is the \$1MM professional liability requirement stated in the sample contract adequate? Does this include cyber liability? Does this include crime/dishonesty?
- Are suppliers/subcontractors obligated to have the same insurance coverage as the MSP?
- Is the MSP required to keep the supplier network open to all qualified suppliers?
- \$1MM is the minimal required amount of professional liability insurance a contractor must carry. Participating Entities may require higher thresholds in their Pas. Also, depending on the project, the PE may require additional insurance as part of the request.
- Yes.
- This is not a requirement, although the most qualified, lowest cost is understood. PEs may request a supplier be considered.

## IT VMSP RFP 14PSX0338

- Is the MSP required to transmit requisitions to all suppliers and simultaneously, or does the MSP have the discretion to withhold requisitions from suppliers and submit its own staff to the requisitions?
- What are the disclosure requirements to the public on who bid, who was awarded, pricing, etc.?
- All requests must be 'bid' by the Contractor.
- These documents would be considered Records under the Lead State contract. Records must be turned over to the Lead State/Participating Entity/Purchasing Entity upon request or as otherwise mandated by that entity.

## IT VMSP RFP 14PSX0338

- Are all requisitions, including hourly and project-based, required to be competitively bid?
- When is the MSP allowed to make sole source awards?
- Can awards be challenged?
- There is no requirement for work to be openly bid. However, the States desire the best qualified, lowest cost resources.
- We do not see the need for any sole sourcing.
- Contractor will be sourcing, not awarding. Appropriate backup should be available at all times for transparency.

## IT VMSP RFP 14PSX0338

- How will niche or specialized skills not listed in the Product and Pricing attachment be priced and awarded?
- In the event of an economic downturn or upturn, how will pricing be adjusted?
- Are the rates supplied in Attachment 4 (Product & Pricing Schedule) inclusive of all statutory and non-statutory costs, including those related to the Affordable Care Act (ACA)?
- Typically, once notified of a needed ITP title not listed, the Sourcing Team may contact all Contractors to price that ITP Title and add to the Schedule.
- The term of the contract will be three years. Due to the short term, there will be no price adjustments allowed.
- Rates supplied by the Proposer shall be all inclusive.

## IT VMSP RFP 14PSX0338

- Are the rates supplied in Attachment 4 (Product & Pricing Schedule) inclusive of Affordable Care Act (ACA) Safe Harbor fees?
- Are the Lead State and participating States requiring the MSP and all subcontractors and suppliers to provide minimum essential coverage per the ACA's Safe Harbor requirements?
- Are the MSPs, suppliers, subcontractors, and contract staff required to maintain compliance with the Affordable Care Act (ACA)?
- Rates supplied by the Proposer shall be all inclusive.
- Contractor and Subcontracts are required to comply with all applicable laws.
- MSPs, suppliers, subcontractors, and contract staff are required to comply with all applicable laws.

## IT VMSP RFP 14PSX0338

- Do the early pay and other discounts in the Attachment 4 (Product & Pricing Schedule) applied to the VMS fee or also to the hourly rate?
- This is not a requirement of the RFP. It is a business decision.
- How are project-based engagement change orders managed?
- Please see the Contract document, Section 5. Change Orders

*Thank you!*

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT DIVISION**  
**165 Capitol Avenue, Room 5<sup>th</sup> Floor South**  
**HARTFORD, CT 06106-1659**

RFP NO.:

**14PSX0338**

Proposal Due Date:

**1 November 2016**

Date Addendum Issued:

**30 August 2016**

**PLEASE NOTE:**

This document has been marked as "Returnable". Electronic submittal of this document indicates that your company has read and accepted any modifications to the RFP that are contained in this Addendum.

**RFP ADDENDUM #1**

DESCRIPTION:

**NASPO/VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology Vendor Managed Service Providers**

FOR:

NASPO, All Participating States, CT Dept. of Administrative Services, All Using State Agencies, Political Subdivisions, and Not-for-Profit Organizations

**PROPOSERS NOTE:**

1. New location for the Pre-Proposal Meeting:  
Conference Room 1011  
55 Farmington Avenue  
Hartford, CT 06106  
12:30 pm to 3:30 pm
2. Clarification of Pre-Proposal Meeting question deadline:  
All pre-proposal questions must be submitted three (3) business days prior to the meeting date.
3. Conference Call/Goto Meeting information remains unchanged:  
Please join the meeting from your computer, tablet or  
smartphone: <https://global.gotomeeting.com/join/554572933>  
Join the conference call: 1-800-375-2612 -- 201-008-8429#
4. Direct all questions in writing to [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov).  
Questions received will not be answered individually at time of receipt.

All questions received by COB 9/8/16 will be answered at the Pre-Proposal Meeting. Also, an addendum to the RFP will be posted with these questions and answers.

Thereafter, all questions received by COB 9/26/16 will be answered in the Questions and Answers Document to be posted as an addendum to this RFP on or near 9/30/16.



# Request for Proposal #14PSX0338

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## NASPO / VALUEPOINT MULTI-STATE COOPERATIVE: Information Technology (IT) Vendor Managed Service Providers

Contract Specialist: Elizabeth Basso

Date Issued: **August 16, 2016**

Due Date: **November 1, 2016**



Department of Administrative Services



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## Guide to Electronic Proposal Submissions

### 1. Introduction To BizNet

The State of Connecticut (State) Department of Administrative Services (DAS), Procurement Services requires all companies responding to a DAS solicitation create a Business Network (BizNet) account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select CT Procurement and Company Information. Please be sure to complete information in all tabs (e.g., Company Information, Accounts and Address).

Existing Companies Needing to Update Their Information: Login to BizNet and select CT Procurement and Company Information.

Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Services at 860-713-5095.

### 2. Required Certificates and Affidavits

Companies must submit the certificates and affidavits specified in this section electronically to their BizNet account. These certificates and affidavits must be updated on an annual basis and, if applicable, no later than 30 days after the effective date of any material change. Companies that have already filed these certificates and affidavits have the ability to view, verify and update their information prior to submitting a proposal response.

#### **Instructions for Uploading Affidavits and Non-Discrimination Forms:**

**Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:**

<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>

(a) AFFIDAVITS

**THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit
- (3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
- (4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management's website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

**CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.**

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management's website by clicking following link:

[http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav\\_GID=1806](http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806)

### 3. **Online Proposal Responses**

Any response to a proposal posted by DAS Procurement Services must be submitted electronically. Commonly required forms are listed below and have been automated in BizNet. In addition, certain forms are now fillable, as noted below. To complete forms, download them from your BizNet account, complete your submittal response, then upload the forms, together with any other required submittal documents, through BizNet prior to the date and time upon which the proposal is due pursuant to the RFP. Late submissions will not be accepted. Proposals are not publicly opened and are not available for viewing until after the contract has been awarded.

- Signature Page (RFP-26) – Web Based Form
- Employment Information Form (DAS-45) – Web Based Form
- Statement of Qualifications (DAS-14) – Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based Form
- Product & Price Schedule
- RFP Addendum (RFP-18) – if applicable

Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Standard Terms and Conditions (RFP-19)
- Contractor Authorization Guide (DAS-28)  
This form must be signed by the person identified in the Corporate Resolution or By-Laws, as the party legally authorized to bind the company. A link to the guide and sample forms is provided below:  
<http://das.ct.gov/Purchase/Info/DAS%2028.pdf>
- Request for Proposal Document
- Request for Proposal Contract
- Contract Exhibit 1– Notice to Executive Branch State Contractors and Prospective Contractors of Campaign Contribution and Solicitation Limitations
- Contract Exhibit 2 –Deliverables Document

***Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.***

### 4. **Insurance Accord Certificates**

All companies awarded a contract by DAS must maintain their BizNet accounts with new and updated insurance information.

The following documentation will need to be uploaded to each company's BizNet account and evidence that the State is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under "DAS Business Friendly Initiatives" at the following website: <http://das.ct.gov/cr1.aspx?page=371>

## Overview

DAS is issuing this RFP to solicit responses for Information Technology (IT) Vendor Managed Service (“VMS”) Providers as the Lead State for NASPO ValuePoint Cooperative Purchasing Program.

The State of Connecticut (“State”) Department of Administrative Services (“DAS”) is issuing this Request for Proposal (RFP) to solicit responses for IT Vendor Managed Service Provider(s) (“Contractors”) as the Lead State on behalf of the National Association of State Procurement Officials (NASPO) Value Point Cooperative Purchasing Program. The Contract will require Contractors deliver an end to end technology solution that provides the processes, components, and attributes described within this RFP. Contractors will Perform the overall program management and candidate engagements of an organization's contingent IT workforce. Contractors’ responsibilities shall include program reporting and tracking, and candidate evaluation and selection. Contractors will provide supplier management tool(s), performance oversight, need analysis and consultation, as well as consolidated billing and help desk support. Engagements vary in length, therefore pricing shall be for both project based as well as hourly based.

The objective of this RFP is to obtain the best value through a national cooperative contract due to the collective volume of potential purchases by numerous state and local government entities. The Contract resulting from this RFP will establish a Contract with the Contractor(s) to provide IT Professionals, via a VMS System if required by the Participating Entity, for all Participating Entities. The Contract may be used by state governments (including departments, agencies, institutions), institutes of higher education, political subdivisions (e.g. colleges, school districts, counties, cities), the District of Columbia, territories of the United States, and other eligible entities subject to approval of the individual State Procurement Director and/or State Chief Information Officer and compliance with local statutory and regulatory provisions. The initial term of the Contract shall be three years, with possible renewal provisions.

The resulting Contract is intended to establish new, replace and/or supplement current IT temporary staffing contract(s) as they expire or are otherwise terminated. Incorporation of this Contract shall be at the Participating States discretion, though it is understood there will be an overall cost savings.

The Lead State reserves the right to expand the services presented in the Contract to include additional IT Professional categories.

This will be a new Contract for NASPO Value Point. Therefore, annual usage data is not available. However, *Attachment 8* summarizes the anticipated usage for each Participating State. No minimum or maximum level of sales volume is guaranteed or implied in awarded agreements made under this RFP.

It is anticipated that this RFP will result in multiple Contractors. The Contract will be broken down into the following geographical areas. See Attachment 4, Price Schedule for individual states.

New England States

Northeast States & Caribbean

Mid-Atlantic States

Rocky Mountain States

Southeast Sunbelt States

Pacific Rim States

Great Lakes States

Northwest Arctic States

Heartland States

Capitol Area

Greater Southwest States

NASPO ValuePoint is the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, a 501(c)(3) limited liability company that is a subsidiary organization of the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (*i.e.*, colleges, school districts, counties, cities and some nonprofit organizations) for all states and the District of Columbia. NASPO ValuePoint is identified in the Contract as the recipient of reports and may perform contract administration functions relating to collecting and receiving reports as well as other contract administration functions as assigned by the Lead State, but is not a party to the Contract.

Lead State means the state centrally administering any resulting Contract. For purposes of this RFP and resulting Contract, the State of Connecticut, acting through its Department of Administrative Services, is the Lead State. The Contract is the agreement resulting from a contract award under this RFP, executed by and between the Lead State and the contract awardee (Contractor), as now or hereafter amended.

Contracts may be used by Participating States and Participating Entities. Any of the fifty states or territories of the United States, their political subdivisions and other legal entities authorized by applicable state statute to utilize state contracts are eligible to be Participating Entities, subject to permission granted by the Chief Procurement Official of the applicable state. A Participating State is a state, the District of Columbia, or one of the territories of the United States that is listed in the RFP as intending to participate. Eligible entities become Participating Entities by executing a Participating Addendum to the Contract. The Participating Addendum is a bilateral agreement executed by a Contractor and a Participating Entity specific to that Participating Entity incorporating the Contract and any other terms and conditions specific to the Participating Entity. The Contractor is prohibited from performing under the Contract until a Participating Addendum acceptable to the Participating Entity and Contractor is executed.

Obligations under this Contract are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. Purchasing Entity means a Participating Entity or other legal entity authorized by a Participating Addendum who issues a purchase order against the Contract and becomes financially committed to the purchase.

Participation in the Contract is subject to the following:

1. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds.
2. Participating States incur no financial obligations on behalf of other Purchasing Entities.

3. Contractor shall email a fully executed PDF copy of each Participating Addendum to PA@wnaspo.valuepoint.org to support documentation of participation and posting in appropriate data bases.

4. The Contract terms and conditions are applicable to any purchase order by a Purchasing Entity, except to the extent altered, modified, supplemented or amended by the applicable Participating Addendum.

5. State Participating Addenda or other Participating Addenda shall not be construed to amend the terms of this Contract between the Lead State and Contractor.

6. Participating Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the Chief Procurement Official of the state where the Participating Entity is located.

### **Participating States**

In addition to the Lead State conducting this solicitation, the following Participating States have requested to be named in this RFP as potential users of the resulting Contract: Alaska, California, Connecticut, Delaware, Hawaii, Idaho, Illinois, Indiana, Iowa, Louisiana, Mississippi, Montana, New Jersey, North Dakota, Oregon, Rhode Island, South Dakota, Utah, and Vermont. Other entities may become Participating Entities after award of the Contract. Some States may have included special or unique terms and conditions for their state that will govern their state Participating Addendum. These terms and conditions are being provided as a courtesy to proposers to indicate which additional terms and conditions may be incorporated into the state Participating Addendum after award of the Contract. The Lead State will not address questions or concerns or negotiate other States' terms and conditions. The Participating States shall negotiate these terms and conditions directly with the supplier. State-specific terms and conditions are included in Attachment 9.

### **NASPO Value Point Contract Statement of Compliance**

NASPO Value Point Contract (s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's Participating Addendum.

This section highlights particular terms and conditions of NASPO ValuePoint program terms and conditions, although Offerors will be bound to all the terms and conditions when executing a Contract (Attachment 1).

#### **Insurance**

To be eligible for award, the Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the prescribed levels set forth in Section 22 of the Contract. Describe your insurance or plans to obtain insurance satisfying the requirements in Section 22.

#### **NASPO Value Point Administrative Fee and Reporting Requirements**

To be eligible for award, the Offeror agrees to pay a NASPO Value Point administrative fee as specified in Section 11c of Attachment 1. Moreover, specific summary and detailed usage reporting requirements are prescribed by Section 11d of Attachment 1.

Offerors shall identify the person responsible for providing the mandatory usage reports. This information must be kept current during the Contract period. Contractor will be required to provide reporting contact within 15 days of Contract execution.

#### NASPO Value Point eMarket Center

To be eligible for award, the Offeror agrees, by submission of a Proposal, to cooperate with NASPO Value Point and SciQuest (and any authorized agent or successor entity to SciQuest) to integrate its presence in the NASPO Value Point eMarket Center either through an electronic catalog (hosted or punchout site) or unique ordering instructions. Refer to Section 11 of Attachment 1.

Those terms and conditions require as a minimum that the Offeror agree to participate in development of ordering instructions. Proposer shall respond how they can support the eMarket Center in the Proposal through either a hosted catalog or punchout solution.

#### Lead State Terms and Conditions.

Refer to Attachment 1 for the Lead State Special Terms and Conditions that apply to this solicitation. Offeror shall indicate in their Proposal that they have read and understand all of the requirements shown Lead State Terms and Conditions.

#### Participating State Terms and Conditions.

As a courtesy to Offerors, some Participating State specific Terms and Conditions are provided in Attachment 9 to this solicitation. These are for informational purposes only and will be negotiated with other Participating States after award of the Contract. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums. Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

#### Promotion of the NASPO Value Point Contract

The Contract terms and conditions include program provisions governing participation in the cooperative, reporting and payment of administrative fees, and marketing/education relating to the NASPO ValuePoint cooperative procurement program. In this regard,

- a. Briefly describe how you intend to promote the use of the Contract.
- b. Knowing that state procurement officials (CPO) must permit use of the Contract in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?
- c. Public entities are sensitive to "scope" issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?
- d. How will your company manage due dates for administrative fee payments and usage reports?
- e. Through its Cooperative Development Coordinators and Education & Outreach team, NASPO Value Point assists Lead States by engaging vendors in strategies aimed at promoting Contracts. What opportunities and/or challenges do you see in working with NASPO Value Point staff in this way?



## Scope of Services

This procurement is seeking Proposals to supply an end to end VMS technology System ("System") that would provide the following:

- Increasing the overall quality and speed of IT Professional needs.
- Implementation and configuration of a web based System to provide coverage for Participating Entities.
- A production ready system to centrally capture and manage Contract spend. This may also include the need to share data with the Participating Entities' systems.
- IT Professional search and recruitment, including specialized and niche IT areas.
- Adding value in the areas of IT Professional procurement and utilization.
- Reducing costs associated with IT Professional engagements and management.
- Minimizing the time spent engaging IT Professionals and ensuring compliance with the Participating Entities' policies and procedures.
- Developing processes and policies that ensure compliance with legal, statutory, and regulatory requirements.
- Tracking, monitoring, and managing Contractor Parties performance.
- Obtaining reporting that will help with budgeting and visibility into IT Professional spend.

Contractor(s) shall deliver to Participating Entities a Vendor Neutral System that must include any or all of the following through a customized automated interactive and user-friendly web based system that meets or exceeds the processes, components, and attributes described in this RFP:

- Recruitment and performance oversight of IT Professionals;
  - Statement of Work (SOW) completion, approval and transmission to Contractor
  - SOW distribution to Contractor Parties for IT Professional availability and cost savings
  - IT Professional candidate resume submission and selection
  - IT Professional candidate ranking methodologies
  - Scalability and flexibility to unique Participating Entities' needs
  - Timekeeping, Invoicing and oversight of such
  - Reporting (standard and ad hoc)
  - On-line search and query functions
1. The selected Contractors shall build separate VMS programs in each Participating Entity with the option for on-site account management.
  2. Participating Entities may require the Contractors to meet minority and women's business enterprises commitments throughout the life of the Contract.
  3. The Contractors must disclose any and all financial interests with any of its Contractor Parties. Participating Entities may reserve the right to include affiliated Contractor Party participation in Contractors total participation aggregate.
  4. The Contractors shall notify all Contractor Parties of each opportunity in order to provide a fair and equitable opportunity for all Contractor Parties to provide it services. If the Participating Entity's hiring manager requesting the services prefers, he/she may request and be provided all resumes submitted by Contractor Parties to determine the best fit for the position.

5. To the extent that existing Contractors are in place within a State, the Contractors shall assist Participating States transition existing Contractors and IT Professionals to their VMS for continuity purposes.
6. The Contractors shall be liable for the work and actions of any Contractor Party used to fulfill contractual obligations.
7. Participating Entities may require the proposed System integrate with Oracle/People Soft or other financial systems as set in place.
8. This Contract requires Contractors complete a Background Check on all IT Professionals prior to recommendation. Refer to Attachment 6 for definition and requirements.
9. The table below provides a minimum set of service levels that the Contractor must meet or exceed throughout the life of the Contract in order to remain in good standing. A high-level process will be utilized throughout the life of the Contract to ensure that Contractors are providing the service levels as required to all Participating Entities. Contractors will be required to contribute regularly through this process in a variety of ways. The Contractors shall meet periodically at the request of the Lead State and the NASPO ValuePoint Sourcing Team for Contract discussions. The Contractors will have the opportunity to provide the the Lead State and the NASPO ValuePoint Sourcing Team with suggestions on how to improve its own processes relating to IT Professional services.
  - a) A scorecard will be developed by the NASPO ValuePoint sourcing team for each Contractor, which will include the minimum performance metrics and threshold required. It is expected that the final service levels agreed upon by the Contractors will be higher than these proposed minimum requirements.
  - b) Contractors shall submit to individual State contract coordinators monthly, electronic reports showing performance metric, performance target for the applicable state and the associated data used to determine the performance indicators. Contractors shall submit to each individual member of the NASPO ValuePoint sourcing team a monthly report showing performance metrics, performance targets and associated data for all Participating Entities.
  - c) The State's contract coordinators will score the Contractor monthly over the initial 12 month period from start date of the Contract and quarterly thereafter. Scoring shall be based on the performance metrics report, the Contractor's ability to exceed the metrics and feedback received by the State's contract coordinator from Participating Entities.
  - d) If any service deficiencies are identified across the Contract or the minimum thresholds are not met, the following actions will be implemented by the Lead State to ensure that the level of service improves.
    1. A discussion will take place between the Contractor representatives and the Lead State. The Contractor will be given a warning, and a plan will be developed to improve on the problem areas within two (2) months.
    2. If after the two months the minimum thresholds are not met, the Contractor will be placed on probation, and given three (3) months to improve their overall service score.
    3. If within the three (3) month probationary period the minimum thresholds are not met, the Contractor(s) will be required to give a three percent (3%) rebate on the month's revenue back to each agency which has provided revenue to the Contractor. and the Contract may be terminated.

4. Should this process occur more than two times throughout the life of the contract, this may be cause for the Lead State to terminate the Contract.

Performance Metric	Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Response time	4 business hours	92% or higher	Measures average response time from receipt of request to confirmation of request receipt.	Number of requisitions which received confirmation within 4 hours / total number of requisitions.	monthly
Resume Submittal Response time	4 business days	92% or higher	Measures average response time from receipt of request to delivery of first candidate's resume.	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions.	monthly
Normal Fill Rate	N/A	92% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.	Total number of filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Normal Round 1 Fill Rate	N/A	80% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions).	Total number of filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Urgent Flagged Submittal Response Time	2 business days	92% or higher	Measures average response time from receipt of URGENT request to delivery of first candidate's resume.	Number of URGENT requisitions that received first batch of resumes for review within 24 hours / total number of URGENT requisitions.	monthly
Urgent Fill Rate	N/A	92% or higher	Measures Contractor's ability to fulfill requisitions: Indicates how many requisitions are open.	Total number of URGENT filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Urgent Round 1 Fill Rate	N/A	90% or higher	Measures Contractor's ability to fulfill requisitions within first round of resumes submitted to requestor (URGENT requisitions).	Total number of URGENT filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Attrition Rate	N/A	8% or lower	Measures resource turnover due to unplanned situations that are not caused by the State, not including inadequate performance, death, serious illness, etc.	Number of unplanned turnovers / total number of resources.	monthly
Performance Removal	N/A	5% or lower	Measures resource turnover due to inadequate resource performance.	Number of turnovers (due to inadequate performance) / total number of resources.	monthly
Offering Opportunity to the Network	N/A	30% or higher	Measure of how many resource resumes, provided to the State after requisition, are from the Contractor's subcontractor network.	Total number of resumes provided to the State from subcontractor resource pools / total number of resumes provided to the State.	monthly
Usage of Network	N/A	90% or higher	Measure of how many subcontractor resources are selected by the State.	Number of subcontractor resources selected within period / total number of resources selected within period.	monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the agency requestor with the resource(s) placed at that agency by the Contractor. Survey will highlight positive and negative points about the Contractor's processes and resources in order to identify areas for improvement. The State Contract Manager will review and include overall results as part of the scorecard.				

## 10. CANDIDATE SELECTION

Participating Entity will request resources through the Contractor's web-based System. Contractors shall provide one or more resumes for PE review and candidate selection. The PE shall determine the number of resumes required at the time of the request.

- a) Participating Entities will have the opportunity to conduct skills assessments (phone interviews, face to face interviews, capabilities tests, etc.) of the candidates they choose from the Contractor's Account Manager-provided group of resumes. If the Participating Entity end user conducts a skills assessment and determines that the candidate will not meet the skill requirements of the position, the Participating Entity end user will reject the candidate and request another batch of resumes from which to choose another candidate.
- b) If a second group of resumes is provided, and no resumes within the group meet the requirements as stated in the requisition and clarified in the re-order process, the Participating Entity end user shall return the resumes to the Contractor and notify their State's Contract Coordinator.
- c) If a candidate begins work for a particular Participating Entity, and the Participating Entity determines within the first week (five (5) business days) that the candidate does not have the skills or capabilities necessary to complete the job as requested in the original requisition or SOW, the Participating Entity may request that the candidate be replaced immediately, and the Participating Entity shall not pay for the work conducted by the unacceptable candidate. The Participating Entity shall also require that the replacement candidate be provided at no charge for the first five (5) days of work after replacing an inadequate resource. The PE shall notify their State's Contract Coordinator.

## 12. PRICING STRUCTURE

The pricing model for the resulting Contract will be based on an all-inclusive VMS Fee. The VMS Fee shall be inclusive of all other costs and is the only payment the Contractor shall receive. Proposers shall submit the fee as a fixed hourly rate. Contractors shall not assess the VMS fee on authorized expenses (i.e. travel, education, etc.). Only billable hours worked by consultants will be subject to the VMS Fee.

The Contractor will invoice the PE directly for the work performed, under the established rate caps set forth in the Price Schedule. At the same time, the Contractor shall pay the supplier, less the VMS Fee. Contractors shall not delay supplier payment based on PE's payment of invoice.

## 11. DELIVERY

Delivery shall be per the final Contract Deliverables Document.

The Contractors will be allowed a sixty (60) day grace period during the implementation phase of the Contract to ramp up services, without scoring on the performance metrics. After the sixty (60) day grace period, tracking of the performance metrics will begin.

- a) The first report shall be due by the Contractors to the Lead State one (1) month after the grace period ends. Subsequent Reports shall be as required in the final Contract Deliverables Document, or at the request of the Department.

### 13. REPORTS

Contractors shall provide the following NASPO Value Point reports. Additional reports may be required as identified by a Participating Entity.

#### 1. Summary Sales Data

The Contractors shall submit quarterly sales reports directly to NASPO Value Point using the NASPO Value Point Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>. Any/all sales made under the Contract must be reported as cumulative totals by state. Even if Contractors experience zero sales during a calendar quarter, a report is still required. Reports are due no later than thirty (30) days following the end of the calendar quarter (as specified in the reporting tool).

#### 2. Detailed Sales Data

Contractors shall also report detailed sales data by:

- (1) state;
- (2) entity/customer type, e.g. local government, higher education, K12, non-profit;
- (3) Purchasing Entity name;
- (4) Purchasing Entity bill-to and ship-to locations;
- (5) Purchasing Entity and Contractor Purchase Order identifier/number(s);
- (6) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices);
- (7) Purchase Order date;
- (8) Ship Date;
- (9) and line item description, including product number if used.

Reports are due on a quarterly basis and must be received by the Lead State and NASPO Value Point Cooperative Development Team no later than thirty (30) days after the end of the reporting period. Reports must be delivered to the Lead State and to the NASPO Value Point Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State and NASPO Value Point. Detailed sales data reports must include sales information for all sales under Participating Addenda executed under the Contract. The format for the detailed sales data report is shown in Attachment 7.

3. Contractors shall provide the NASPO Value Point Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with an active Participating Addendum and a statement related to the Contractors being in any negotiations with any potential Participating Entity roll out or implementation activities and issues. NASPO Value Point Cooperative Development Coordinator and Contractors will determine the format and content of the executive summary. The executive summary is due thirty (30) days after the conclusion of each calendar quarter.
4. Timely submission of these reports is a material requirement of the Contract. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and NASPO Value Point shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

# Instructions to Proposers

## 1. Proposal Schedule

RELEASE OF RFP:	Date:	Tuesday, August 16, 2016
OPTIONAL PRE-PROPOSAL MEETING	Date:	Tuesday, September 13, 2016
RECEIPT OF QUESTIONS:	Date:	Monday, September 26, 2016
APPROXIMATE DATE ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	Friday, September 30, 2016
RFP DUE DATE:	Date:	Tuesday, November 1, 2016

## 2. Pre-Proposal Meeting

The pre-proposal meeting will be held in Conference Room G-38, Ground Floor at the State Office Building, 165 Capitol Avenue, Hartford, CT 06106. A conference call option will be available as well.

All pre-proposal questions must be submitted 3 days prior to the webinar date to [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov). Questions submitted prior to the deadline and corresponding answers will be read in the webinar, without Proposer identification. An Addendum with official responses to questions will be published the next business day.

## 3. Questions

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified in Section 1, "Proposal Schedule" and must be directed to the Contract Specialist, Elizabeth Basso via email: [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov).

## 4. Communications

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Elizabeth Basso via email: [elizabeth.basso@ct.gov](mailto:elizabeth.basso@ct.gov).

## 5. Solicitation Submission

Proposals must be submitted online through the proposer's BizNet account by the RFP due date and time.

## 6. Stability of Proposed Prices

Any price offerings from proposers must be valid for a period of one (1) year from the due date of the proposals.

## 7. Amendment or Cancellation of the RFP

Lead State reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

## 8. Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by Lead State. Lead State, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

**9. Proposer Presentation of Supporting Evidence**

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that Lead State deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

**10. Proposer Demonstration of Proposed Services and or Products**

At the discretion of Lead State, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by Lead State and without cost to the State.

**11. Erroneous Awards**

Lead State reserves the right to correct inaccurate awards.

**12. Proposal Expenses**

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by Lead State.

**13. Ownership of Proposals**

All proposals shall become the sole property of the State and will not be returned.

**14. Ownership of Subsequent Products**

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the Contract.

**15. Oral Agreement or Arrangements**

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

## Additional Terms and Conditions

### 1. Contract Period

The State intends that this contract shall be in effect for a period of three (3) years, from date of Contract Award.

The Lead State may, in its sole discretion, extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed one year.

### 2. Warranty

The Contractor shall warranty all parts for a period of at least one (1) year from the purchase date. The warranty will also include all packaging and shipping required to replace defective parts.

### 3. Quantities and/or Usages

Any quantities set forth in this RFP are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase any particular amount. Actual quantities may vary and will be identified on individual purchase orders issued by the requesting entity.

#### 1. Ordering

- a. Contract) order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence
- b. Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Contract).
- c. All communications concerning administration of Orders placed shall be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.

#### 2. Administrative Fees

- a. The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than sixty (60) days following the end of each calendar quarter.
- b. The NASPO ValuePoint Administrative Fee shall be submitted quarterly and is based on all sales of products and services under the Contract (less any charges for taxes or shipping).
- c. The NASPO ValuePoint Administrative Fee is not negotiable.
- d. This fee is to be included as part of the pricing submitted with proposal.
- e. Some states may require an additional fee be paid directly to the state only on purchases made by Purchasing Entities within that state.



- f. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Contract.
- g. The Contractor may adjust the Contract pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state.
- h. All such agreements shall not affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee.
- i. The NASPO ValuePoint Administrative Fee shall be based on the gross amount of all sales (less any charges for taxes or shipping) at the adjusted prices (if any) in Participating Addenda.

**3. P-Card (Purchasing MasterCard Credit Card)**

Participating Entities may require Contractors accept payment via procurement card(s).

**4. Security and/or Property Entrance Policies and Procedures**

Contractor shall adhere to established security and/or property entrance policies and procedures for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

**5. E-Commerce (Electronic Commerce)**

In addition to interfacing with the NASPO Value Point E-market center, Participating Entities may utilize internet-based E-Procurement ordering systems, Contractors may receive purchase orders from Participating Entities through these Systems and shall, if requested, provide electronic invoicing to be loaded into these Systems.

## Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

All proposals will be evaluated using the following approach:

Proposals will be evaluated only to ensure that they adhere to Proposal Requirements. Any proposals not meeting the Proposal Requirements will not be considered for evaluation.

The proposals that meet the Proposal Requirements will then be scored based on the following criteria. All proposals will be ranked on the basis of their combined scores. This ranking will be used to create a "short list". Any proposal not making the "short list" will not be considered for any further evaluation.

**1. Demonstrated Performance, Experience, Capabilities and Resources**

Placement History, Government Experience, Top Customers, Supplier Recruitment

**2. Management and Quality Assessment**

Performance, Background Check Process, Escalation Procedures

**3. Business and Financials**

Company Information, Financials

**4. Approach**

Implementation, Assessment

**5. Technology**

System, Narrative, Reporting Accessibility, Disaster Recovery

**6. Small/Minority Enterprise Subcontractor Commitment**

Subcontractors

The short-listed proposals will then be evaluated based on cost. The selection committee may conduct additional rounds of discussions and a BAFO round.

**1. Cost**

Fees, Discounts, Rates, Terms

Lead State may award by individual item, group of items, or the entirety of all items. Lead State may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.

## Proposal Requirements

The following shall be submitted with the RFP. Include the company name on all pages of all documentation. Responses should be completed in format(s) provided. Do not refer to attached documentation.

All Proposals must be submitted in the following format:

1. **Executive Summary.** List the individual and contact information for communications regarding this RFP. List the individual and contact information for the person legally authorized to contractually commit the company. The one or two page executive summary is to briefly describe the Proposal. This summary should highlight the major features of the Proposal. It must indicate any requirements that cannot be met by the Proposer. The Lead State should be able to determine the essence of the Proposal by reading the executive summary.
2. **Attachment 4, Rates, Fee, Placement, Costs**  
  
Cost will be evaluated independently from the technical proposal. *Attachment 4* must be submitted as a separate document, labeled *Product & Pricing Schedule*. Enumerate all costs in *Attachment 4*. Includes:
  - *VMS Service Fees*
  - *On Site Hourly Rates*
  - *Placement History*  
Directions for completing the Worksheets are found on each tab. The administrative percentage(s) quoted by the Proposer must remain fixed during the term of the Contract unless the fee is reduced.
3. **Business Proposal.** This section should constitute the Business response of the proposal and must contain all identified documents.
  - Attachment 2, Mandatory Business Questionnaire
  - Financials, etc. as requested
4. **Technical Response.** This section should constitute the Technical response of the proposal and must contain all identified documents:
  - A complete narrative of the Offeror's assessment of the work to be performed
  - The Proposer's ability and approach
  - A demonstration of the Proposer's understanding of the desired overall performance expectations and
  - Any options or alternatives proposed.
  - Include a complete narrative on the Proposer's web based solution, along with screen shots.
  - *Attachment 3, Mandatory Technical Questionnaire*, including any requested documentation.
  - Implementation Plan
  - Disaster Recovery Plan

5. **Confidential, Protected or Proprietary Information.** All confidential, protected or proprietary Information must be included in this section of proposal response. Do not incorporate protected information throughout the Proposal. Rather, provide a reference in the Proposal directing Lead State to the specific area of this protected Information section.

Elements of the proposal that define the contractual requirements, such as approaches to the statement of work, prices, and schedule, may not be marked as confidential and proprietary. Proposals not complying with these instructions for identification and segregation of confidential and proprietary information may be deemed non-responsive.

Information included in the CONFIDENTIAL AND PROPRIETARY INFORMATION section of an Offeror's proposal is not automatically accepted and protected. All information identified in the CONFIDENTIAL AND PROPRIETARY INFORMATION section will be subject to review by the Lead State in accordance with the procedures prescribed by the Lead State's open records statute, freedom of information act, or similar law.

6. **Contract Document.**

Red line the sample Contract provided (Attachment 1)

7. **Redacted Proposal Response**

In the event that a Proposer includes a *Confidential And Proprietary Information* section in the Proposal response, an electronic redacted copy of the Proposal (as accepted) must be submitted with the final Proposal (e.g. a best and final offer) or as otherwise directed by the Lead State. Proposer acknowledges that any information in the redacted copy of their Proposal response will be made public.

## Attachment 1 - Sample Contract

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, Lead State and the initial proposer fail to reach consensus on the issues relative to a contract, then Lead State may commence contract negotiations with other proposers. Lead State may decide at any time to suspend the current RFP process and start the RFP process again.

*Attachment 1* to this RFP is a draft contract and it is included in this RFP for informational purposes only. It is not intended to, and will not, be the specific contract that the successful vendor(s) will sign. After Lead State selects a vendor, Lead State will deliver a draft contract to the vendor for consideration and negotiation.

Any or all portions of this RFP and any or all portions of the Respondent's response may be incorporated as part of the final Contract.

## Definitions

(see also definitions in Attachment 1, Sample Contract)

Managed Service Providers – Contractors awarded the resulting Contract

Vendor Neutral - a business and design approach that seeks to ensure broad compatibility and interchangeability of products and technologies. Encompasses standardization, non-proprietary design principles and unbiased business practices.

State Contract Coordinators - The single point of contact is the person designated in the Participating Addendum for a jurisdiction to administer and manage the Contract on behalf of the Participating Entity

NASPO – National Association of State Procurement Officials

Vendor Managed Services - an end to end technology solution that provides the processes, components, and attributes to Perform the overall program management and candidate engagements of an organization's contingent IT workforce, including program reporting and tracking, and candidate evaluation and selection, supplier management tool(s), performance oversight, need analysis and consultation, consolidated billing and help desk support.

**RFP 14PSX0338 Attachment 5**  
**PARTICIPATING ADDENDUM**  
**NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM**  
**Information Technology Vendor Managed Service Providers**  
**Administered by the State of Connecticut (hereinafter "Lead State")**  
**CONTRACTOR (hereinafter, "Contractor")**  
**Contract Number:**  
**And**  
**The State of Connecticut**  
**(hereinafter "State", "State of Connecticut" or "Participating Entity")**

The parties agree that the following provisions of this Participating Addendum shall apply to any action, purchase or purchase order issued by the State of Connecticut or any of its participating entities.

1. **Scope:** This Participating Addendum ("PA") covers the IT Vendor Managed Services contract led by the State of Connecticut (Contract No. 14PSX0338) for use by state agencies and other entities located in the Participating State/Entity, as provided below. The services are set forth and described on the attached Exhibit 2 (TBD) and related pricing on the attached Exhibit 4 (TBD).
2. **Participation:** Use of NASPO ValuePoint cooperative contracts by agencies, political subdivisions and other entities authorized by an individual state's statutes to use state/entity contracts are subject to the prior approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official. Notwithstanding any provisions in the Contract to the contrary, the following shall apply to this PA:
3. **Primary Contacts:** The primary contact individuals for this Participating Addendum are as follows (or their named successors):

**Contractor:**

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>E-mail</b>	

**Participating Entity**

<b>Name</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Fax</b>	
<b>E-mail</b>	

4. **Subcontractors:** Participating Entity must approve any and all subcontractors utilized by Contractor prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state/entity is work conducted on behalf of the Participating Entity and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the Participating Entity deems to be necessary or appropriate.

**RFP 14PSX0338 Attachment 5**  
**PARTICIPATING ADDENDUM**  
**NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM**  
**Information Technology Vendor Managed Service Providers**  
**Administered by the State of Connecticut (hereinafter "Lead State")**  
**CONTRACTOR (hereinafter, "Contractor")**  
**Contract Number:**  
**And**  
**The State of Connecticut**  
**(hereinafter "State", "State of Connecticut" or "Participating Entity")**

Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request. Contractor must provide the majority of services described in the Contract.

- 5. Orders:** Any order placed by a Participating state/entity for a product and/or service available from this Contract shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Contract unless the parties to the order agree in writing that another contract or agreement applies to such order. All orders issued by Participating state/entity must include the Lead State Contract No. 14PSX0338.
- 6. Taxes:** Notwithstanding anything to the contrary in NASPO Contract No. 14PSX0338 or this PA, all Prices are exclusive of any sales, use, excise taxes, gross receipts in lieu of sales tax, or any other transaction taxes or similar taxes or fees assessed by any taxing jurisdiction (collectively "Sales Taxes"), and Sales Taxes shall be charged separately. Pursuant to Exhibit 1, Section 11 of the NASPO Contract No. 14PSX0338, but notwithstanding anything to the contrary therein, the Participating Entity will provide the Contractor with an acceptable Connecticut sales tax exemption certificate if applicable as well as a multijurisdictional exemption certificate, if applicable.
- 7. Individual Customer:** Each State agency and political subdivision, as a Participating Entity, that purchases products will be treated as if they were Individual Customers. Except to the extent modified by a Participating Addendum, each agency and political subdivision will be responsible to follow the terms and conditions of the Contract; and they will have the same rights and responsibilities for their purchases as the Lead State has in the Contract. Each agency and political subdivision will be responsible for their own charges, fees, and liabilities. Each agency and political subdivision will have the same rights to any indemnity or to recover any costs allowed in the contract for their purchases. The Contractor will apply the charges to each Participating Entity individually.

This Participating Addendum and the Contract number 14PSX0338 (administered by the State of Connecticut) together with its exhibits, set forth the entire agreement between the parties with respect to the subject matter of all previous communications, representations or agreements, whether oral or written, with respect to the subject matter hereof. Terms and conditions inconsistent with contrary or in addition to the terms and conditions of this Addendum and the Contract, together with its exhibits, shall not be added to or incorporated into this Addendum or the Contract and its exhibits, by any subsequent purchase order or otherwise, and any such attempts to add or incorporate such terms and conditions are hereby rejected. The terms and



**RFP 14PSX0338 Attachment 5**  
**PARTICIPATING ADDENDUM**  
**NASPO VALUEPOINT COOPERATIVE PURCHASING PROGRAM**  
**Information Technology Vendor Managed Service Providers**  
**Administered by the State of Connecticut (hereinafter "Lead State")**  
**CONTRACTOR (hereinafter, "Contractor")**

**Contract Number:**

**And**

**The State of Connecticut**  
**(hereinafter "State", "State of Connecticut" or "Participating Entity")**

conditions of this Addendum and the Contract and its exhibits shall prevail and govern in the case of any such inconsistent or additional terms within the Participating State.

The parties have executed this PA as of the date of the last signature below.

Participating Entity: The State of Connecticut	Contractor:
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator	Tim Hay
Telephone	(503) 428-5705
E-Mail	thay@naspovaluepoint.org

[Please email fully executed PDF copy of this document to [PA@naspovaluepoint.org](mailto:PA@naspovaluepoint.org) to support documentation of participation and posting in appropriate data bases]

# **RFP 14PSX0338**

## **IT Vendor Managed Service Providers**

### **Attachment 6**

### **Background Check Requirements**

#### **PURPOSE:**

To set minimum standards governing background checks for all IT Professional placements under this contract.

Prior to placement, Contractor shall request and receive, minimally, the following Background Checks. An IT Professional shall be deemed not qualified for placement if any one or more Background Checks return contradictory, adverse or undesirable responses.

*"Background Checks"* refers to all of the following checks: Employment verification, Educational verification, License verification, Tax payment check, Reference check, Past employment check, Criminal history check, Sex Offender Registry check, Court records check, National criminal history database check.

The State may require that the Contractor and Contractor Parties undergo criminal background checks as provided for in the State of Connecticut Department of Emergency Services and Public Protection Administration and Operations Manual or such other State document as governs procedures for background checks. The Contractor and Contractor Parties shall cooperate fully as necessary or reasonably requested with the State and its agents in connection with such background checks.

1. *Employment verification:* (verification should include dates of employment, reasons for leaving, and an explanation for any periods of unemployment.) ensuring that the applicant actually worked:
  - all positions listed on the application/resume that qualify the individual for the position sought; and
  - all employment during a period of at least seven (7) years immediately preceding application.
2. *Employment eligibility check:* verification authorization to work within the United States.
3. *Educational verification:* telephone contact or written verification to ensure that the applicant possesses all educational credentials on application/resume.
4. *License verification:* confirmation that the applicant possesses all the licenses on application/resume or otherwise necessary for position and determining the disposition of any proceedings against the license
5. *Reference check:* contacting the references provided by the applicant.
6. *Past employment check:* interviews with the applicant's past supervisors.
7. *Tax payment check:* verification as to whether an applicant is current in payment of state and/or federal taxes.
8. *Criminal history check:* checking criminal records in jurisdictions where the applicant has lived or worked to determine any criminal history.
9. *Sex Offender Registry.* The Criminal Justice Institute maintains and updates the Sex and Violent Offender Directory database, with information on persons convicted of certain sex and violent crimes.
10. *Court records check:* checking civil and criminal court records in jurisdictions where the applicant has lived or worked to determine any criminal history or civil judgments.
11. *Federal Criminal History Records Information (CHRI) check:* a nationwide criminal history database.



NASPO Cooperative Purchasing Organization, LLC

Cooperative Contract Sales Reporting Data Requirements and Data Format

This is the minimally acceptable reporting requirement for NASPO ValuePoint cooperative contracts. These elements are NOT negotiable. The field size of certain elements may be adjusted, with authorization from NASPO ValuePoint Cooperative Development Team to accommodate differences in the Vendor Contract Number size.

Lead zeros should be avoided if possible. Fields should be right justified. Field with no data should be left blank.

Reports should be submitted in Microsoft Excel 97-13 format or an equivalent approved by the NASPO ValuePoint Cooperative Development Team.

Field Name	COL #	Field Description	Data Type	Field Size
VENDOR NAME	A	Name of Vendor		
VENDOR CONTRACT NUMBER	B	Lead State assigned contract number (using Lead State's numbering protocol)	Alpha Numeric	5
STATE	C	State postal abbreviation code (Alaska = AK, Missouri = MO, etc.)	Alpha Numeric	2
CUSTOMER TYPE (SEGMENT)	D	State Gov't, Education-K12, Education-HED, Local Gov't, Medical, Other - are acceptable segments. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	45
BILL TO NAME	E	Customer (agency) Bill to name	Alpha Numeric	60
BILL TO ADDRESS	F	Customer (agency) Bill to address	Alpha Numeric	40
BILL TO CITY	G	Customer (agency) Bill to city	Alpha Numeric	40
BILL TO ZIPCODE	H	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
SHIP TO NAME	I	Customer (agency) Ship to name	Alpha Numeric	60
SHIP TO ADDRESS	J	Customer (agency) Ship to address	Alpha Numeric	40
SHIP TO CITY	K	Customer (agency) Ship to city	Alpha Numeric	40
SHIP TO ZIPCODE	L	Zip code in standard 5-4 format [standard 5 digits is acceptable, formatted as a zip code]	Alpha Numeric	9
ORDER NUMBER	M	Vendor assigned order number	Alpha Numeric	20
CUSTOMER PO NUMBER	N	Customer provided Purchase Order Number	Alpha Numeric	20
CUSTOMER NUMBER	O	Vendor assigned account number for the purchasing entity	Alpha Numeric	20
ORDER TYPE	P	Sales order, Credit/Return, Upgrade/Downgrade, etc. [determined by industrial practice for each contract - uniform for each contract]	Alpha Numeric	35
PO DATE (ORDER DATE)	Q	(mm/dd/ccyy)	Numeric	8
SHIP DATE	R	(mm/dd/ccyy)	Numeric	8
INVOICE DATE	S	(mm/dd/ccyy)	Numeric	8
INVOICE NUMBER	T	Vendor assigned Invoice Number	Alpha Numeric	20
PRODUCT NUMBER	U	Product number of purchased product	Alpha Numeric	25
PRODUCT DESCRIPTION	V	Product description of purchased product	Alpha Numeric	60
UNSPSC	W	Commodity-level code based on UNSPSC code rules	Alpha Numeric	8
LIST PRICE/MSRP/CATALOG PRICE	X	List Price - US Currency (\$99999.999) [determined by industrial practice for each contract - uniform for each contract]	Numeric	10
UNIT PRICE	Y	Unit Price - US Currency (\$99999.999)	Numeric	10
QUANTITY	Z	Quantity Invoiced (99999.999)	Numeric	11
TOTAL PRICE	AA	Extended Price (unit price multiplied by the quantity invoiced) - US Currency (\$99999999.999)	Numeric	13
NASPO VALUEPOINT ADMIN FEE	AB	Administrative Fee based on Total Price - US Currency (\$999999.999)	Numeric	13
VAR/Reseller/Distributor	AC	If a VAR/Reseller/Distributor, name of VAR/Reseller/Distributor and state where located (may be a code with a cross reference sheet provided)	Alpha Numeric	30
Energy Star Compliant	AD	Yes = 1 No = 2 Energy Star Does not Apply = 0	Numeric	1
EPEAT Compliant	AE	Gold = 1 Silver = 2 Bronze = 3 EPEAT Does not Apply = 0	Numeric	1
Optional	AF		Alpha Numeric	60
Optional		[ADDITIONAL OPTIONAL COLUMNS MAY BE ADDED BASED ON APPROVAL FROM WNCDT]	Alpha Numeric	60

August 14, 2009

State Position Title		2013	2014	2015	2016 (to date)
IN	Application Developer / Associate		2,931	3,259	
IN	Application Developer / Intermediate		4,756	4,887	
IN	Application Developer / Senior		30,518	32,986	
IN	Application Systems Analyst/Programmer / Associate		1,759	1,625	
IN	Application Systems Analyst/Programmer / Intermediate		10,723	9,662	
IN	Application Systems Analyst/Programmer / Senior		74,247	80,622	
IN	Application Systems Analyst/Programmer / Specialist		68,945	71,622	
IN	Application Systems Analyst/Programmer / Supervisor		2,305	2,415	
IN	Business Analyst / Associate		3,560	3,745	
IN	Business Analyst / Intermediate		6,502	8,532	
IN	Business Analyst / Senior		5,218	4,083	
IN	Business Systems Consultant / Associate		4,299	2,597	
IN	Business Systems Consultant / Intermediate		18,387	17,155	
IN	Business Systems Consultant / Manager		0	1,038	
IN	Business Systems Consultant / Senior		17,125	20,343	
IN	Data Administrator		1,148	3,097	
IN	Data Architect		9,227	10,439	
IN	Data Processing Operator		0	1,275	
IN	Data Warehousing Analyst		3,481	1,545	
IN	Database Administrator / Senior		965	0	
IN	Database Analyst / Associate		0	1,288	
IN	Database Analyst / Intermediate		3,286	4,109	
IN	Database Analyst / Senior		3,982	4,192	
IN	Database Manager / Administrator		928	2,781	
IN	Designer		51	0	
IN	ECM Administrator / Senior		0	321	
IN	Financial Analyst		63	0	
IN	Geospatial Data Analyst		1,962	9	
IN	Help Desk Coordinator / Intermediate		2,719	1,905	
IN	Help Desk Service Specialist / Intermediate		2,114	4,872	
IN	Help Desk Service Specialist / Senior		0	956	
IN	Information Security Analyst		3,240	1,976	
IN	Information Security Analyst / Senior		11,483	11,666	
IN	Information Systems Auditor / Associate		3,159	612	
IN	LAN Administrator / Associate		6,156	9,831	
IN	LAN Administrator / Intermediate		5,004	5,909	
IN	LAN Administrator / Senior		2,170	2,164	
IN	Lombardi/BPM Developer		1,790	1,752	
IN	Network Engineer / Intermediate		4,249	5,830	
IN	Oracle DBA		2,445	1,898	
IN	Oracle Financials		6,529	7,799	

State Position Title		2013	2014	2015	2016 (to date)
IN	PeopleSoft Functional Analyst		11,186	10,963	
IN	Program Systems Consultant		1,785	1,735	
IN	Project Manager / Associate		0	249	
IN	Project Manager / Intermediate		6,939	1,483	
IN	Project Manager / Senior		19,436	20,481	
IN	Project Manager / Specialist		1,017	13,524	
IN	Quality Assurance Analyst		7,418	10,259	
IN	Quality Assurance Analyst / Senior		18,609	21,042	
IN	Senior Data Analyst		448	4,060	
IN	SharePoint Developer		3,978	4,390	
IN	Sourcer		1,147	509	
IN	Systems Administrator / Associate		24	2,706	
IN	Systems Administrator / Intermediate		6,155	15,543	
IN	Systems Administrator / Senior		10,316	11,723	
IN	Systems Architect		410	0	
IN	Systems Architect / Specialist		5,270	8,128	
IN	Technical Writer / Senior		86	79	
IN	Web Designer		106	213	
CT	Application Developer	641	1,263		
CT	Business Analysis				40
CT	Business Analyst 1	7,385	6,621	7,535	5,523
CT	Business Analyst 2	21,392	32,542	38,331	21,215
CT	DBA Admin-Tech Analyst 3	1,471			
CT	Enterprise Architect	2,746	4,274	6,739	3,471
CT	Graphic Artist	253		1,250	600
CT	Project Administrator	1,082			
CT	Project Controller	619	619	1,128	2,438
CT	Program Manager	1,594	7,716	3,600	1,438
CT	Project Manager 1	4,932	5,336	3,557	3,557
CT	Project Manager 2	9,470	16,667	14,891	11,607
CT	Project Manager 3	21,887	30,677	37,394	25,147
CT	Quality Assurance				272
CT	Quality Assurance Testing Manager	513			
CT	SAS Business Intelligence Dev.		1,132	1,048	
CT	Senior .NET/Java Developer		202	815	
CT	Senior PeopleSoft HRMS Functional Consultant			183	
CT	Software Engineer 2	40,710	52,471	59,573	42,922
CT	Software Engineer 2.3		12		
CT	Software Engineer 3	54,795	89,024	87,927	51,843
CT	Software Engineer 4	25,401	13,529	9,818	5,715
CT	Solutions Architect	5,965	12,089	13,559	8,595

State Position Title		2013	2014	2015	2016 (to date)
CT	System Engineer 1	818	2,335	3,431	2,440
CT	System Engineer 2	12,706	13,794	14,686	13,401
CT	System Engineer 3	6,813	0	0	0
CT	Systems Analyst		456	367	
CT	Systems Engineer 1	3,897	8,305	11,354	5,232
CT	Systems Engineer 2	3,849	4,399	5,427	2,393
CT	Systems Engineer 3	3,771	5,593	8,601	2,370
CT	Systems Engineer 4	1,321			
CT	Technical Writer	4,069	6,817	7,162	2,883

**CONTRACT  
14PSX0338**

Between

**THE STATE OF CONNECTICUT**

Acting by its

**DEPARTMENT OF ADMINISTRATIVE SERVICES**

And

**CONTRACTOR**

**IT VENDOR MANAGED SERVICES**

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EXHIBIT 1 – NOTICE TO EXECUTIVE BRANCH STATE CONTRACTORS AND PROSPECTIVE STATE CONTRACTORS  
OF CAMPAIGN CONTRIBUTION AND SOLICITATION LIMITATIONS

EXHIBIT 2 – DELIVERABLES DOCUMENT SAMPLE

EXHIBIT 3 – DELIVERABLES IMPLEMENTATION SCHEDULE SAMPLE

EXHIBIT 4 – PRODUCT & PRICING SCHEDULE (RFP Exhibits 4 & 5)

EXHIBIT 5 – SERVICE LEVEL AGREEMENT (SLA) SAMPLE

EXHIBIT 6 – NASPO VALUEPOINT DETAILED SALES REPORT

This contract (the "Contract") is made as of the Effective Date by and between \_\_\_\_\_ ("Contractor"), with a principal place of business at \_\_\_\_\_, \_\_\_\_\_, acting \_\_\_\_\_, its \_\_\_\_\_, and the State of Connecticut, acting through its Department of Administrative Services ("DAS"), with a principal place of business at 165 Capitol Ave, Hartford, Connecticut 06106-1659, acting by Mark Raymond, its Chief Information Officer in accordance with Sections 4a-2, 4a-51 and 4a-53 of the Connecticut General Statutes, acting in connection with the NASPO ValuePoint cooperative contract program.

WHEREAS, NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, is a 501(c)(3) limited liability company that is a subsidiary organization of the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint; and

WHEREAS, NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities for all states and the District of Columbia; and

WHEREAS, pursuant to Section 4a-53 of the Connecticut General Statutes, DAS may join with federal agencies, other state governments, political subdivisions of the State of Connecticut or nonprofit organizations in cooperative purchasing plans when the best interests of the state would be served thereby; and

WHEREAS, the DAS has determined the best interests of the State of Connecticut will be served by leading and participating in this Contract, which is a part of the NASPO ValuePoint cooperative contract program.

Now therefore, in consideration of these presents, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge Contractor and the State of Connecticut agree as follows:

## 1. TERM OF CONTRACT

This Contract shall become effective upon its approval as to form by the Office of the Attorney General of the State of Connecticut ("Effective Date"), as evidenced by its signature below, and shall continue uninterrupted for three (3) years from the Effective Date. The Lead State, in its sole discretion, may extend this Contract one or more times for a combined total period not to exceed one year.

## 2. DEFINITIONS

- a) **Acceptance:** Determination made by the Purchasing Entity upon successful User Acceptance Test that the Deliverable, or if applicable, System, performs to the Specifications and fulfills the business and technical requirements of the Contract.
- b) **Acceptance Date:** The date the Purchasing Entity accepts a Deliverable or System in accordance with Section 8 below shall be deemed the Acceptance Date for each Deliverable or System.
- c) **Alteration:** The modification, changing, refashioning, remodeling, remaking, revising or reworking of any part of the System or Deliverable.

- d) **Claims:** All actions, suits, claims, demands, investigations, and proceedings of any kind, open, pending, or threatened, whether mature, un-matured, contingent, known or unknown, at law or in equity in any form.
- e) **Confidential Information:** Any name, number or other information that may be used, alone or in conjunction with any other information, to identify a specific individual including, but not limited to, such individual's name, date of birth, mother's maiden name, motor vehicle operator's license number, Social Security number, employee identification number, employer or taxpayer identification number, alien registration number, government passport number, health insurance identification number, demand deposit account number, savings account number, credit card number, debit card number or unique biometric data such as fingerprint, voice print, retina or iris image, or other unique physical representation. Without limiting the foregoing, Confidential Information shall also include any information that DAS or the Purchasing Entity, as applicable, classifies as "confidential" or "restricted." Confidential Information shall not include information that may be lawfully obtained from publicly available sources or from federal, state, or local government records which are lawfully made available to the general public.
- f) **Confidential Information Breach:** Generally, an instance where an unauthorized person or entity accesses Confidential Information in any manner, including but not limited to the following occurrences: (1) any Confidential Information that is not encrypted or protected is misplaced, lost, stolen or in any way compromised; (2) one or more third parties have had access to or taken control or possession of any Confidential Information that is not encrypted or protected without prior written authorization from the Lead State or a Participating State, Participating Entity or Purchasing Entity, as applicable; (3) the unauthorized acquisition of encrypted or protected Confidential Information together with the confidential process or key that is capable of compromising the integrity of the Confidential Information; or (4) if there is a substantial risk of identity theft or fraud to the client, the Contractor, the Purchasing Entity, Participating Entity or Lead State.
- g) **Contractor Parties:** A Contractor's members, directors, officers, shareholders, partners, managers, principal officers, representatives, agents, consultants, employees or any one of them or any other person or entity with whom the Contractor is in privity of oral or written contract and the Contractor intends for such other person or entity to Perform under this Contract in any capacity.
- h) **Corrective Action Plan:** A detailed written plan produced by the Contractor at the request of the Purchasing Entity to correct or resolve Contractor deficiency(ies) identified by the Purchasing Entity in accordance with Section 33.
- i) **Deliverable:** Any product, service, or warranty that is required to be delivered to the Purchasing Entity under this Contract (including any exhibits), whether produced by the Contractor or by a third party as a supplier or subcontractor to the Contractor.
- j) **Deliverables Document:** Exhibit 2 to this Contract - Document which sets forth and describes the Services and Deliverables that are to be provided or made available under to this Contract and the specific requirements and terms applicable to those Services and Deliverables.

- k) **Deliverables Implementation Schedule:** Exhibit 3 to this Contract - Document which itemizes the timing requirements, including phases, and Purchasing Entity signoffs, as applicable or appropriate, for specific Deliverables and/or Services to be provided pursuant to the Contract.
- l) **Goods:** For the purposes of this Contract, all things which are movable at the time that this Contract is effective and which include, without limiting this definition, supplies, materials and equipment, as specified in the Solicitation and set forth in Exhibit 2 or Exhibit 4, or both.
- m) **Improvement:** Contractor changes made to Deliverables from time to time either to provide additional functions for use by the Purchasing Entity or to correct errors and other Performance deficiencies noted by the Purchasing Entity and reported to the Contractor.
- n) **IT Professional:** An employee of the Contractor Parties chosen to Perform specifically for their particular IT expertise.
- o) **Key Contractor Personnel:** The individual employees of Contractor who will be assigned to the Project.
- p) **Lead State:** The State of Connecticut.
- q) **Licensed Software:** Computer program(s) provided by Contractor in connection with the Deliverables, subject to Section 16 of this Contract.
- r) **NASPO ValuePoint:** the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, a 501(c)(3) limited liability company that is a subsidiary organization the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. NASPO ValuePoint is identified in the Contract as the recipient of reports and may perform contract administration functions relating to collecting and receiving reports as well as other contract administration functions as assigned by the Lead State.
- s) **Participating Addendum:** A bilateral agreement executed by a Contractor and a Participating Entity incorporating this Contract and any other additional Participating Entity specific language or other requirements, such as ordering procedures specific to the Participating Entity or other terms and conditions.
- t) **Participating Entity:** A state, or other legal entity, that enters into a Participating Addendum.
- u) **Participating State:** A state, the District of Columbia, or one of the territories of the United States that is listed in the Solicitation as intending to participate. Upon execution of the Participating

Addendum, a Participating State becomes a Participating Entity; however, a Participating State listed in the Solicitation is not required to later participate in the Contract.

- v) **Perform:** For the purposes of this Contract, the verb “to perform” and the Contractor’s performance set forth in this Contract and its exhibits are referred to as “Perform,” “Performance” and other capitalized variations of the term.
- w) **Product & Pricing Schedule:** Exhibit 4 to this Contract - Document which lists the Deliverables and Services available under this Contract and establishes the component or unit pricing and price schedules for each Deliverable and Service available pursuant to this Contract.
- x) **Product Schedule Update:** Update to the Product & Pricing Schedule in accordance with Section 3 of this Contract to make additional products or services available under this Contract or to alter the pricing of products or services listed in the Product & Pricing Schedule.
- y) **Proposal:** A submittal in response to the Solicitation.
- z) **Purchase Order:** Document issued by a Purchasing Entity for one or more Goods, Deliverables or Services in accordance with the terms and conditions of this Contract.
- aa) **Purchasing Entity:** The Lead State, a Participating Entity, or a city, county, district or other political subdivision of the Lead State or a Participating Entity, or a nonprofit organization authorized under a Participating Addendum, who issues a Purchase Order against the Contract and becomes financially committed to the purchase.
- bb) **Records:** All working papers and such other information and materials as may have been accumulated by the Contractor in Performing this Contract, including but not limited to, documents, data, plans, books, computations, drawings, specifications, notes, reports, records, estimates, summaries, memoranda and correspondence, kept or stored in any form.
- cc) **Services:** The Performance of labor or work set forth in Exhibit 2 or in the Statement of Work, whichever is applicable.
- dd) **Site:** Location(s) specified by Purchasing Entity where Deliverables are to be installed or Services rendered.
- ee) **Solicitation:** Request for Proposal entitled Information Technology Vendor Managed Service Providers issued August 16, 2016.
- ff) **Source Code:** The Licensed Software, including all corresponding programmer’s comments, data files and structures, headers, files, macros, annotations, and documentation.
- gg) **Specifications:** The written technical and non-technical detailed documentation of the Deliverables and the System’s capabilities, as approved and accepted in writing by the Purchasing Entity prior to acceptance of the System.

- hh) **State:** Unless limited to the State of Connecticut, the state or territory of the United States of America in which the Participating Entity or Purchasing Entity is located.
- ii) **Statement of Work (SOW):** Statement issued in connection with a Purchase Order for a Deliverable or Service available under this Contract which sets forth all work and payment requirements for Contractor's Performance in connection with said Purchase Order.
- jj) **System:** Contractor furnished or otherwise supplied Deliverables that collectively and in an integrated fashion fulfills the business and technical requirements of this Contract and its exhibits.
- kk) **Term:** The original term of the Contract plus any extensions exercised under Section 1 of the Contract.
- ll) **Termination:** An end to this Contract prior to the end of its Term.
- mm) **Upgrade:** A change to the primary version number of the Licensed Software, generally providing additional features or functionality
- nn) **Update:** A change to the Licensed Software to correct bugs or defects, patches or changes to enable the Licensed Software to operate on new or upgraded operating platforms.
- oo) **User Acceptance Testing (UAT):** Phase in which the Purchasing Entity tests the functionality of a Deliverable with real world scenarios to determine if the Deliverable performs in accordance with the agreed upon design as contained in the Specifications.
- pp) **Warranty Period:** The 12 month period commencing upon the Acceptance Date for the System.

### 3. ACQUIRING DELIVERABLES AND SERVICES

- a) Subject to the terms and conditions of this Contract, Contractor shall sell, transfer, convey and/or license to the Purchasing Entity any duly ordered Deliverable and/or Perform the Services in accordance with Exhibit 2, or in accordance with a Statement of Work, if applicable. Such Deliverables or Services, as appropriate, shall be itemized in and available under the Product & Pricing Schedule and may be acquired through properly issued Purchase Orders.
- b) Any Purchase Order is subject to the terms of this Contract and shall remain in effect until the Purchasing Entity's acceptance of full Performance of all Deliverables and Services contained in the applicable Purchase Order, unless terminated sooner under the terms of this Contract. Neither party shall be bound by any additional terms different from those in this Contract that may appear on a Purchase Order or other form document issued by either party.
- c) At the request of the Lead State, Contractor may supplement Exhibit 4 to make additional products, services and related terms available to Participating Entities,. The supplement will only be deemed

accepted by the Lead State if it issues a Product Schedule Update letter to Contractor, indicating its concurrence with the supplement.

d) Notwithstanding any other provision of this Contract, no material change may be made to the Deliverables set forth in Exhibit 2 that alters the nature or scope of the Deliverables or their intended use. Any change in the Deliverables set forth in Exhibit 4 shall be conditioned upon the new product(s) being of a similar nature and having a similar use as the defined Deliverables. An update of the Deliverables or the addition of products that are related to or serve similar functions as the Deliverables is permissible only with the prior written approval of the DAS.

e) Contractor shall provide all Purchasing Entities with a discount on any Product Schedule Update according to the discount, if any, shown on the Exhibit 4.

f) The Purchasing Entity is authorized to use any Licensed Software solely for the business purposes specified in connection with the Deliverables. The right to use any such Licensed Software, unless expressly stated otherwise elsewhere in this Contract, shall be perpetual and nonexclusive.

g) No additions to or reductions in the Deliverables and prices for work completed in the Performance of any Purchase Order shall be permitted unless the Purchasing Entity issues a change order in accordance the provisions of Section 5.

h) The Purchasing Entity shall issue a Purchase Order when acquiring any Deliverable or Service available under this Contract and, if appropriate, a Statement of Work mutually acceptable to the Purchasing Entity and the Contractor.

#### **4. PROJECT PERSONNEL**

a) The Purchasing Entity shall designate a project administrator (the "Project Administrator"), who may be replaced at the discretion of the Purchasing Entity. The Project Administrator shall have the authority to act for the Purchasing Entity under this Contract for any Deliverable(s) initially acquired/installed from the Contractor and such authority shall continue to be in effect throughout the term of this Contract.

b) Purchasing Entity shall, in its discretion, have the right to require and approve Key Contractor Personnel. If Purchasing Entity is dissatisfied with the performance of any prior approved Key Contractor Personnel, Purchasing Entity shall notify Contractor of Purchasing Entity's desire to change any Key Contractor Personnel. Contractor shall make such requested change within thirty (30) calendar days of the request for such change. If required by the Purchasing Entity, the Key Contractor Personnel must be identified individually in the applicable Purchase Order or Statement of Work.

#### **5. CHANGE ORDERS**

a) The Purchasing Entity may, at any time, with written notice to Contractor, request changes within the scope of Exhibit 2 or Statement of Work, if applicable. Such changes shall not be unreasonably denied or delayed by Contractor. Such changes may include, but are not be limited to, modifications or other changes required by new or amended State and/or Federal laws and regulations relating to functional requirements and processing procedures, or involving the correction of System deficiencies. Prior to expiration of any Warranty Period, any changes required because the System does not fully perform in

accordance with this Contract, shall be made by Contractor without charge to the Purchasing Entity. Any investigation necessary to determine the source of the problem requiring the change shall be done by Contractor at its sole cost and expense.

- b) A change order request may be issued only by the Purchasing Entity and must be in writing. As soon as possible after Contractor receives a written change order request, but in no event later than fifteen (15) calendar days thereafter, the Contractor shall provide the Purchasing Entity with a written statement confirming the change has no price impact on the Contract or, if there is a price impact, Contractor shall provide the Purchasing Entity a written statement explaining the price increase or decrease involved in implementing the requested change.
- c) If the Purchasing Entity issues a change order requesting a change to the System to comply with changes to Federal or State law, or changes to regulations affecting the Purchasing Entity, the Contractor shall perform the changes at no additional cost to the Purchasing Entity.
- d) No change order with a price impact will be effective until Contractor receives written confirmation from the Purchasing Entity.

## **6. RESERVED**

## **7. DELIVERABLE INSTALLATION & DEINSTALLATION**

- a) Contractor shall provide all pre-installation and post-installation Deliverable compatibility system surveys, consultation, reference manuals, onsite operational training to facilitate proper installation and operation of all Deliverables.
- b) Contractor represents and warrants that it shall complete installation of the System in accordance with the Contract.
- c) Purchasing Entity ordered de-installation, relocation and, or, reinstallation of any system previously installed at a Purchasing Entity designated Site shall be at Purchasing Entity's expense according to Contractor's prices then in effect for such services. If de-installation, relocation and, or, reinstallation of any system previously installed at a Purchasing Entity designated Site is necessary due to Contractor error, the Purchasing Entity shall not incur expenses for such services.

## **8. DELIVERABLE EVALUATION & ACCEPTANCE**

a) Any Deliverable furnished by Contractor under the terms of this Contract will be subject to User Acceptance Testing. User Acceptance Testing for each Deliverable begins as of the date the Purchasing Entity notifies the Contractor in writing that the Deliverable provided for UAT has been successfully installed in the Purchasing Entity's development and testing computer environment and is ready for UAT. The following procedures will apply during UAT:

- 1) The Purchasing Entity shall provide Contractor with (a) written notice of Acceptance of the Deliverable or (b) a written statement which identifies in reasonable detail, with references to the applicable requirements, the deficiencies preventing Acceptance.
- 2) Contractor shall have five (5) business days, or such other period mutually agreed upon by the parties in writing, from the date it receives the notice of deficiencies to complete corrective actions



to make Deliverable conform in all material respects to the applicable Specifications. The Purchasing Entity shall review the corrected Deliverable and notify Contractor in writing of acceptance or rejection in accordance with the foregoing provisions of this section.

- 3) The Acceptance Date for a Deliverable shall be the date of written notice of Acceptance of the Deliverable from Purchasing Entity to Contractor.
- b) Upon Acceptance of each of the Deliverables required under Exhibit 2, the Purchasing Entity shall perform UAT on the System prior for Acceptance prior to implementing the System in the Purchasing Entity's production environment. If UAT for the System is successfully completed, the Purchasing Entity shall in writing notify the Contractor of the Purchasing Entity's Acceptance the System, and the date of such notice will be the Acceptance Date for the System.
- c) If requested by Contractor, Purchasing Entity shall complete Contractor's acceptance certificate, in a form reasonably acceptable to Purchasing Entity, so long as such certificate does not amend, alter or modify in any way the terms and conditions of this Contract or the obligations hereunder.

## **9. PARTICIPATION AND PAYMENTS**

- a) The Purchasing Entity shall pay for Deliverables only upon acceptance of the Deliverable(s) pursuant to Section 8 and receipt of a properly documented invoice from the Contractor.
- b) The Purchasing Entity shall pay Contractor within 45 days after the Deliverable Acceptance Date and receipt of Contractor's properly documented invoice, whichever is the later date.
- e) Contractor may not provide Deliverables under this Contract until the Participating Entity and Contractor execute a mutually acceptable Participating Addendum and the Purchasing Entity has issued a Purchase Order.
- f) The Contract is applicable to any Purchase Order issued by a Participating Entity (and other Purchasing Entities covered by their Participating Addendum), except to the extent the Contract is altered, modified, supplemented or amended by a Participating Addendum. Any alterations, modifications, supplements or amendments to the Contract must be addressed in the Participating Addendum or, with the consent of the Purchasing Entity and Contractor, may be included in the Purchase Order used by the Purchasing Entity to place the Purchase Order. Such alterations, modifications, supplements or amendments apply only the Participating Entity signing the Participating Addendum and the Participating Entities or Purchasing Entities ordering under said Participating Addendum.
- g) Use of this Contract is subject to the approval of the respective state's chief procurement official. Subject to applicable law, issues of interpretation and eligibility for participation are solely within the authority of the respective state's chief procurement official.
- h) Obligations under this Contract are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. Financial obligations of Participating States are limited to the orders placed by the departments or other State agencies and institutions under the authority of that Participating State having available funds. Participating States incur no financial obligations on behalf of other Purchasing Entities. Contractor shall email a fully executed PDF copy of each Participating Addendum to PA@NASPOValuePoint.org to support documentation of participation and posting in appropriate data bases.

- i) The terms of a Participating Addendum or other participating addenda cannot be construed to amend the terms of this Contract between the Lead State and Contractor.
- j) Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the chief procurement official of the State where the Participating Entity is located (or such other approval as may be required by law). Entities shall coordinate requests for such participation through NASPO ValuePoint (info@NASPOValuePoint.org). Permission to participate through execution of a Participating Addendum is not a determination that procurement authority exists in the requesting entity. Prior to executing a Participating Addendum, each entity must ensure that it has the requisite procurement authority to execute a Participating Addendum.
- k) Payment shall be made only after the Participating Entity receives and accepts the Deliverables and after it receives a properly completed invoice. Unless otherwise specified in the Contract, payment for all accepted Deliverables shall be due within forty-five (45) days after acceptance of the Deliverables, or thirty (30) days if the Contractor is a certified small contractor or minority business enterprise as defined in Conn. Gen. Stat. § 4a-60g. The Contractor shall submit an invoice to the Participating Entity for the Performance. The invoice shall include detailed information for Deliverables, delivered and Performed, as applicable, and accepted. Any late payment charges shall be calculated in accordance with the Connecticut General Statutes.
- l) The Lead State shall not be responsible for the obligations, financial or otherwise, of any Participating Entity or Purchasing Entity that is not an entity of the Lead State.

## **10. RESERVED**

## **11. NASPO VALUEPOINT TERMS**

- a) NASPO ValuePoint is not a party to the Contract. However, the Lead State reserves the right in its sole discretion to assign contract administration functions, such as report receipt and coordination of vendor performance reviews, to NASPO ValuePoint.
- b) NASPO ValuePoint Cooperative Program Marketing and Performance Review.
  - (1) Contractor agrees to work cooperatively with NASPO ValuePoint personnel. Contractor agrees to present plans to NASPO ValuePoint for the education of Contractor's contract administrator(s) and sales/marketing workforce regarding the Contract, including the competitive nature of NASPO ValuePoint procurements, the participating addendum process, and the manner in which qualifying entities can participate in the Contract.
  - (2) Contractor agrees to participate in an annual contract performance review at a location selected by the Lead State and NASPO ValuePoint, which may include a discussion of marketing action plans, target strategies, marketing materials, as well as Contractor reporting and timeliness of payment of administration fees.
- c) Administrative Fees
  - 1. The Contractor shall pay to NASPO ValuePoint, or its assignee, an administrative fee ("NASPO ValuePoint Administrative Fee") of one-quarter of one percent (0.25% or 0.0025) of all sales of Services in each quarter no later than sixty (60) days following the end of each calendar quarter.
  - 2. The NASPO ValuePoint Administrative Fee must be submitted quarterly and is based on all sales of Services under the Contract (less any charges for taxes or shipping).

3. The NASPO ValuePoint Administrative Fee is not negotiable.
  4. Some States may require an additional fee be paid directly to the state only on purchases made by Purchasing Entities within that state.
    - i. For all such requests, the fee level, payment method and schedule for such reports and payments must be incorporated into the Participating Addendum that is made a part of the Contract.
    - ii. The Contractor may adjust the Contract pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of such States.
    - iii. Such agreements will not affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by Purchasing Entities outside the jurisdiction of the State requesting the additional fee.
    - iv. The NASPO ValuePoint Administrative Fee will be based on the gross amount of all sales (less any charges for taxes or shipping) at the adjusted prices, if any, in Participating Addenda.
- d) Summary and Detailed Usage Reports. Contractor shall provide the following NASPO ValuePoint reports. Additional reports may be required as identified by the Participating Entity in its Participating Addendum.
- (1) Summary Sales Data: The Contractor shall submit quarterly sales reports directly to NASPO ValuePoint using the NASPO ValuePoint Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx> . Any and all sales made under this Contract shall be reported as cumulative totals by state. Even if Contractor experiences zero sales during a calendar quarter, a report is still required. Reports shall be due no later than thirty (30) days following the end of the calendar quarter (as specified in the reporting tool).
  - (2) Detailed Sales Data: Contractor shall also report detailed sales data by: (1) state; (2) entity/customer type, e.g. local government, higher education, K12, non-profit; (3) Purchasing Entity name; (4) Purchasing Entity bill-to and ship-to locations; (4) Purchasing Entity and Contractor Purchase Order identifier/number(s); (5) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices); (6) Purchase Order date; (7) Service Date(s); (8) and line item description, including product number if used. Reports are due on a quarterly basis and must be received by the Lead State and NASPO ValuePoint Cooperative Development Team no later than thirty (30) days after the end of the calendar quarter. Reports shall be delivered to the Lead State and to the NASPO ValuePoint Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State and NASPO ValuePoint. Detailed sales data reports shall include sales information for all sales under Participating Addenda executed under this Contract. The format for the detailed sales data report is in shown in Attachment 7-NASPO ValuePoint Detailed Sales Reporting.
  - (3) Reportable sales for the summary sales data report and detailed sales data report includes sales to employees for personal use where authorized by the Participating Addendum. Report data for employees should be limited to ONLY the state and entity they are participating under the authority of (state and department, city, county, school district, etc.) and the amount of sales.

No personal identification numbers, e.g. names, addresses, social security numbers or any other numerical identifier, may be submitted with any report.

- (4) Contractor shall provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with an active Participating Addendum, states that Contractor is in negotiations with and any Participating Addendum roll out or implementation activities and issues. NASPO ValuePoint cooperative development coordinator and Contractor will determine the format and content of the executive summary. The executive summary is due thirty (30) days after the conclusion of each calendar quarter.
- (5) Timely submission of these reports is a material requirement of the Contract. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and NASPO ValuePoint shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

e) NASPO ValuePoint eMarket Center.

(1) In July 2011, NASPO ValuePoint entered into a multi-year agreement with SciQuest, Inc. whereby SciQuest will provide certain electronic catalog hosting and management services to enable eligible NASPO ValuePoint's customers to access a central online website to view and/or shop for the goods and services available from existing NASPO ValuePoint Cooperative Contracts. The central online website is referred to as the NASPO ValuePoint eMarket Center.

(2) The Contractor will be included in the eMarket Center database through inclusion of "Ordering Instructions". Ordering Instructions are a brief summary that provide customers information regarding the Contractor's website and ordering information and will be available at no cost to the Contractor. The Contractor is required, at a minimum, to participate in the eMarket Center by facilitating the inclusion of Ordering Instructions in the eMarket Center and permitting Purchasing Entities to order through the eMarket Center in accordance with the Ordering Instructions.

(3) The Contractor agrees to the following timeline with respect to the creation of its Ordering Instructions: NASPO ValuePoint eMarket Center site administrator shall provide a written request to the Contractor to begin the process of compiling the Ordering Instructions. The Contractor shall have thirty (30) days from receipt of written request to work with NASPO ValuePoint to provide any unique information and instructions that the Contractor would like to be included in its Ordering Instructions.

(4) The eMarketCenter has the capability to host a catalog or integrate with a punchout site. While not required for this Contract, if Contractor later desires to explore the functionality, it may contact NASPO ValuePoint for the system requirements and implementation terms and conditions.

f) Records Administration and Audit by Purchasing Entities Outside Connecticut.

(1) The Contractor shall maintain books, records, documents, and other evidence pertaining to this Contract and Purchase Orders placed by Purchasing Entities under it to the extent and in such detail

as shall adequately reflect performance and administration of payments and fees. Contractor shall permit a Participating Entity, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General), and any other duly authorized agent of a governmental agency, to audit, inspect, examine, copy and/or transcribe Contractor's books, documents, papers and records directly pertinent to Purchase Orders placed by a Purchasing Entity under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. This right shall survive for a period of five (5) years following termination of this Contract or final payment for any order placed by a Purchasing Entity against this Contract, whichever is later, or such longer period as is required by the Purchasing Entity's state statutes, to assure compliance with the terms hereof or to evaluate performance hereunder.

(2) Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Participating Entity or Purchasing Entity for any overpayments inconsistent with the terms of the Contract or Purchase Orders or underpayment of fees found as a result of the examination of the Contractor's records.

- g) Governing Law for Orders by Purchasing Entities Outside Connecticut.
- (1) The construction and effect of the terms of any Participating Addendum or Purchase Order against the Contract shall be governed by and construed in accordance with the laws of the Participating Entity's or Purchasing Entity's State.
- (2) Venue for any claim, dispute, or action concerning the any Purchase Order placed against the Contract or the effect of a Participating Addendum shall be in the Purchasing Entity's State.

**12. RESERVED**

**13. RESERVED**

**14. RESERVED**

**15. WARRANTIES**

a) Unless expressly stated otherwise in this Contract, Contractor hereby warrants that any Deliverable installed by Contractor, or installed by the Purchasing Entity in accordance with Contractor's instructions, shall function according to the Specifications on the Acceptance Date for such Deliverable, and that Contractor shall modify and/or replace such Deliverable as necessary to maintain ongoing reliability according to Section 13. This latter warranty shall not apply to any Deliverable deficiency caused by maintenance by a person other than the Contractor or its representative.

b) If the ongoing performance of the Deliverable does not conform to the Specifications on the Acceptance Date for such Deliverable and the System consequently fails to conform to the Section 13 provisions of this Contract, Purchasing Entity shall give Contractor written notice of performance deficiencies. Contractor shall then have not more than a ten (10) calendar day cumulative cure period per twelve (12) month period to correct such deficiencies. If the cumulative number of days in a twelve (12) month period is exceeded, and said performance continues to be in nonconformance with said Section 13, the Contractor shall be in material default of this Contract and DAS, at its option, may thereupon take any one or more of the following actions:

1. if the Warranty Period has not expired, terminate this Contract;
2. Require Contractor replace said Deliverable at Contractor's expense with a functional Deliverable or competent Service;
3. Terminate the Deliverable license or service without fee or charge to the Purchasing Entity, or further obligation or financial liability. In the event of such termination, the Contractor shall refund to the Purchasing Entity all monies paid to the Contractor no later than 15 days after termination, according to the following schedule:
  - (i) if termination is of a lump-sum payment perpetual license, repayment shall be determined by the point in the Term in which the Acceptance Date of the terminated Deliverable occurred:
    - a. 1st - 12th month: 100% of license fee paid
    - b. 13th - 24th month: 75% of license fee paid
    - c. 25th - 36th month: 50% of license fee paid
    - d. 37th month and over: 25% of license fee paid
  - (ii) if termination is of associated services, or a periodic payment license, or a lump-sum payment non-perpetual license, all fees paid by the Purchasing Entity to the Contractor during the period following the event of material default shall be returned.

c) The Contractor neither excludes nor modifies the implied warranties of merchantability and fitness for a particular purpose concerning the Deliverables offered under the terms and conditions of this Contract.

**16. RESERVED**

**17. RESERVED**

**18. RESERVED**

**19. CONFIDENTIALITY; NONDISCLOSURE**

a) The Lead State, Participating Entities and Purchasing Entities shall exercise at least the same degree of care to safeguard any trade secrets or confidential information of Contractor as the Lead State, Participating Entities and Purchasing Entities do their own property of a similar nature and shall take reasonable steps to assure that neither the Licensed Software nor any part thereof received by the Lead State, Participating Entities or Purchasing Entities under this Contract shall be disclosed for reasons other than their respective business operations. Such prohibition on disclosures shall not apply to disclosures by the to employees or representatives, provided such disclosures are reasonably necessary to the Purchasing Entity's use of the Deliverable, and provided further that each shall take all reasonable steps to ensure that the Deliverable is not disclosed in contravention of this Contract. The performance of the requirements of this section shall be subject to the State's applicable freedom of information act or law, as amended.

b) All Records, including any data owned by the Lead State, Participating Entity or Purchasing Entity in any form, in the possession of the Contractor or Contractor Parties must remain within the United States and may be not be stored, hosted or otherwise maintained outside of the United States.

## **20. PROTECTION OF CONFIDENTIAL INFORMATION**

a) Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Confidential Information Breach any and all Confidential Information which they come to possess or control, wherever and however stored or maintained, in a commercially reasonable manner in accordance with current industry standards.

b) Each Contractor or Contractor Party shall develop, implement and maintain a comprehensive data - security program for the protection of Confidential Information. The safeguards contained in such program shall be consistent with and comply with the safeguards for protection of Confidential Information, and information of a similar character, as set forth in all applicable federal and state law and written policy of the Purchasing Entity or State concerning the confidentiality of Confidential Information. Such data-security program shall include, but not be limited to, the following:

1. A security policy for employees related to the storage, access and transportation of data containing Confidential Information;
2. Reasonable restrictions on access to records containing Confidential Information, including access to any locked storage where such records are kept;
3. A process for reviewing policies and security measures at least annually;
4. Creating secure access controls to Confidential Information, including but not limited to passwords; and
5. Encrypting of Confidential Information that is stored on laptops, portable devices or being transmitted electronically.

c) The Contractor and Contractor Parties shall notify DAS, the Purchasing Entity and the Connecticut Office of the Attorney General as soon as practical, but no later than twenty-four (24) hours, after they become aware of or suspect that any Confidential Information which Contractor or Contractor Parties have come to possess or control has been subject to a Confidential Information Breach. If a Confidential Information Breach has occurred, the Contractor shall, within three (3) business days after the notification, present a credit monitoring and protection plan to the Commissioner of Administrative Services, the Purchasing Entity and the Connecticut Office of the Attorney General, for review and approval. Such credit monitoring or protection plan shall be made available by the Contractor at its own cost and expense to all individuals affected by the Confidential Information Breach. Such credit monitoring or protection plan shall include, but is not limited to reimbursement for the cost of placing and lifting one (1) security freeze per credit file pursuant to Connecticut General Statutes § 36a-701a. Such credit monitoring or protection plans shall be approved by the State in accordance with this section and shall cover a length of time commensurate with the circumstances of the Confidential Information Breach. The Contractors' costs and

expenses for the credit monitoring and protection plan shall not be recoverable from DAS, the Purchasing Entity, any State of Connecticut entity or any affected individuals.

d) The Contractor shall incorporate the requirements of this section in all subcontracts requiring each Contractor Party to safeguard Confidential Information in the same manner as provided for in this section.

e) Nothing in this section shall supersede in any manner Contractor's or Contractor Party's obligations pursuant to the Health Insurance Portability and Accountability Act of 1996 or any provisions of this Contract concerning the obligations of the Contractor as a business associate of a covered entity (as such terms are defined in 45 C.F.R. § 160.103).

## **21. FEDERAL FUNDS**

Pursuant to Appendix II to 2 Code of Federal Regulations (CFR) Part 200, Contract Provisions for Non-Federal Entity Contracts Under Federal Awards, Purchase Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Purchase Order is placed or upon delivery. These federal requirements may be proposed by Participating Entities in Participating Addenda and Purchasing Entities for incorporation in Purchase Orders placed under this Contract.

## **22. RISK OF LOSS & INSURANCE**

a) The Purchasing Entity shall not be liable to Contractor for any risk of Deliverable loss or damage while Deliverable is in transit, or while in the Purchasing Entity's possession, except when such loss or damage is due directly to the Purchasing Entity's negligence or intentional misconduct. Nothing in this section is intended nor shall it be construed, in any manner, as waiving or compromising the sovereign immunity of any State.

b) Throughout the Term, Contractor shall maintain, at Contractor's sole cost and expense, a policy or policies of commercial general liability insurance, including contractual liability coverage, in an amount not less than \$1,000,000.00 for all damages arising out of bodily injuries to, or death of, all persons and injuries to or destruction of property, in any one accident or occurrence, and, subject to that limit per accident, a total (or aggregate) limit of \$2,000,000.00 per occurrence for all damages arising out of bodily injuries to, or death of, all persons and injuries to or destruction of property per policy period. Such insurance policy or policies shall name the Lead State as additional insured. The Contractor shall cause the Lead State to be named as an additional insured on the policy and shall provide (1) a certificate of insurance, (2) the declaration page and (3) the additional insured endorsement to the policy to DAS, all in an electronic format acceptable to DAS, prior to the Effective Date of the Contract. The Contractor shall not begin Performance until the delivery of these three documents to DAS. Contractor shall provide an annual electronic update of the three documents to DAS on or before each anniversary of the Effective Date during the Term. Contractor shall also name the Participating Entity, and if requested the Purchasing Entity, as additional insureds to its insurance policies. Contractor shall provide the Participating Entity a certificate of insurance evidencing the above coverage on an annual basis and shall not begin performance of the Services until such a certificate has been provided to such Participating Entity, and if requested, Purchasing Entity.



c) During the Term, and for a period of three (3) years thereafter, the Contractor shall carry Professional Liability Insurance in the amount of \$1,000,000 per Claim and Annual Aggregate. Contractor shall provide the Lead State a certificate of insurance evidencing such Professional Liability Insurance coverage upon written request on an annual basis and shall not begin Performance of the Services until such a certificate has been provided to the Lead State, or in connection with a Participating Addendum, the Participating Entity and if applicable, Purchasing Entity.

d) All insurance with the exception of the professional liability insurance required under (c) above must be written on an occurrence basis as opposed to "claims made" basis.

### **23. DELIVERABLE ALTERATIONS**

a) This section applies only to Deliverables that do not include or incorporate Licensed Software as an operational component and applies only to Alterations made during the Warranty Period.

b) During the Warranty Period, Alterations of a Deliverable may be made by the Purchasing Entity only with the prior written consent of Contractor and/or manufacturer. Such consent shall not be unreasonably withheld or delayed and shall be provided without cost to the Purchasing Entity.

### **24. FORCE MAJEURE**

Neither party shall be responsible for delays or failures in its obligations herein due to any cause beyond its reasonable control. Such causes shall include, but not be limited to, strikes, lockouts, riot, sabotage, rebellion, insurrection, acts of war or the public enemy, acts of terrorism, unavailable raw materials, telecommunication or power failure, fire, flood, earthquake, epidemics, natural disasters, and acts of God.

### **25. CROSS-DEFAULT**

a) If the Contractor or Contractor Parties breach, default or in any way fail to Perform satisfactorily under the Contract, then DAS may, in its sole discretion, without more and without any action whatsoever required of the Lead State, treat any such event as a breach, default or failure to Perform under any or all other Participating Addenda, Purchase Orders, agreements or arrangements ("Other Agreements") that the Contractor or Contractor Parties have under this Contract. Accordingly, DAS may then exercise at its sole option any and all of its rights or remedies provided for in the Contract or Other Agreements, either selectively or collectively and without such election being deemed to prejudice any rights or remedies of DAS, as if the Contractor or Contractor Parties had suffered a breach, default or failure to perform under the Other Agreements.

b) If the Contractor or Contractor Parties breach, default or in any way fail to Perform satisfactorily under any or all Other Agreements, then DAS may, in its sole discretion, without more and without any action whatsoever required of the Lead State, treat any such event as a breach, default or failure to Perform under the Contract. Accordingly, the Lead State may then exercise at its sole option any and all of its rights or remedies provided for in the Other Agreements or the Contract, either selectively or collectively and without such election being deemed to prejudice any rights or remedies of DAS or the Lead State, as if the Contractor or Contractor Parties had suffered a breach, default or failure to Perform under the Contract.

### **26. GENERAL PROVISIONS**

a) Section headings and document titles used in this Contract are included for convenience only and

shall not be used in any substantive interpretation of this Contract.

- b) If any term or condition of this Contract is decided by a proper authority to be invalid, the remaining provisions of the Contract shall be unimpaired and the invalid provision shall be replaced by a provision which comes closest to the intention underlying the invalid provision. Contractor shall comply with the statutes, regulations, Executive Orders and policies incorporated into this Contract to the extent that such statutes, regulations, Executive Orders and/or policies are applicable to Contractor in connection with its Performance under this Contract.
- c) The failure at any time by either party to this Contract to require performance by the other party of any provision hereof shall not affect in any way the full right to require such performance at any time thereafter. The failure of either party to enforce or pursue a right or remedy shall not constitute a waiver of the right or remedy itself, unless such a waiver is expressed in writing and signed by a duly authorized representative of the waiving party.
- d) In any case where the consent or approval of either party is required to be obtained under this Contract, such consent or approval shall not be unreasonably withheld or delayed. No such consent or approval shall be valid unless in writing and signed by a duly authorized representative of that party. Such consent or approval shall apply only to the given instance, and shall not be deemed to be a consent to, or approval of, any subsequent like act or inaction by either party.
- e) The Purchasing Entity shall not remove or destroy any proprietary markings or proprietary legends placed upon or contained within any Deliverable.
- f) Except as may be otherwise provided for in this Contract, the Purchasing Entity shall not assign, mortgage, alter, relocate or give up possession of any Deliverable to which Contractor retains title without the prior written consent of Contractor.
- g) Contractor represents and warrants that it shall not, without prior written consent from the Lead State or, if applicable, Participating Entity, make any reference to the Purchasing Entity or the State in any of Contractor's advertising or news releases. Without such permission, the Contractor may only name the Lead State, Participating Entities and Purchasing Entities as a specific citation within proposals it submits.
- h) Contractor shall execute any and all documents or to take any actions which may be reasonably necessary to perfect the rights granted to the Purchasing Entity in Section 16.
- i) Neither Purchasing Entity nor Contractor's personnel who had substantive contact with personnel of the other in the course of the Performance of the Services hereunder shall directly or indirectly employ, solicit, engage or retain the services of such an employee of the other party to this Contract during its Term and for a period of one year from the Termination of this Contract or such longer period as may be required by State statute. This provision shall not restrict the right of either party to solicit or recruit generally in the media.
- j) The Purchasing Entity shall cooperate with Contractor in the Performance by Contractor of the services hereunder, including, (i) providing Contractor with adequate working space, equipment and facilities and timely access to data, information, and personnel of the Purchasing Entity; (ii) providing experienced and qualified personnel to perform their assigned tasks and duties in a competent and timely fashion; (iii) providing a stable, fully functional system infrastructure environment which will support the Deliverables and allow Contractor and the Purchasing Entity to work productively; and (iv) promptly notifying Contractor of any issues, concerns or disputes with respect to the services provided by Contractor

hereunder. The Contractor shall not be responsible for, among other things, the performance of the Purchasing Entity's personnel and agents, and the accuracy and completeness of all data and information provided to Contractor by the Purchasing Entity for purposes of the performance of the services hereunder.

k) Each of the Lead State and Contractor is an independent contractor and neither of them is, nor shall be considered to be, nor shall purport to act as, the other's agent, partner, fiduciary, joint venturer, or representative.

l) Contractor may (i) provide any Services to any person or entity, and (ii) develop for itself, or for others, materials or processes including those that may be similar to those produced as a result of the services hereunder, provided that, Contractor complies with its obligations of confidentiality set forth in Sections 16, 19 and 20.

m) All references in this Contract to any statute, public act, regulation, code or executive order shall mean such statute, public act, regulation, code or executive order, respectively, as it has been amended, replaced or superseded at any time. Notwithstanding any language in this Contract that relates to such statute, public act, regulation, code or executive order, and notwithstanding a lack of a formal amendment to this Contract, this Contract shall always be read and interpreted as if it contained the most current and applicable wording and requirements of such statute, public act, regulation, code or executive order as if their most current language had been used in and requirements incorporated into this Contract at the time of its execution.

## **27. RESERVED**

## **28. COMMUNICATIONS**

a) Unless notified otherwise by the other party in writing, correspondence, notices, and coordination between the parties to this Contract as to general business matters or the terms and conditions herein shall be directed to:

Lead State: Connecticut Department of Administrative Services  
Director of Procurement  
165 Capitol Avenue  
Hartford, CT 06106

Contractor:

b) Details regarding Contractor invoices and all technical or day-to-day administrative matters pertaining to any Deliverable shall be directed to:

Purchasing Entity: The individual specified in the applicable Purchase Order.

Contractor: The individual designated by Contractor in writing to the Purchasing Entity.

## **29. INTENTIONALLY OMITTED**

## **30. WHISTLEBLOWER PROVISION**

This Contract may be subject to the provisions of Section 4-61dd of the Connecticut General Statutes. In accordance with this statute, if an officer, employee or appointing authority of the Contractor takes or threatens to take any personnel action against any employee of the Contractor in retaliation for such employee's disclosure of information to any employee of the contracting state or quasi-public agency or the Auditors of Public Accounts or the Attorney General under the provisions of subsection (a) of such statute, the Contractor shall be liable for a civil penalty of not more than five thousand dollars for each offense, up to a maximum of twenty per cent of the value of this Contract. Each violation shall be a separate and distinct offense and in the case of a continuing violation, each calendar day's continuance of the violation shall be deemed to be a separate and distinct offense. The Lead State may request that the Attorney General bring a civil action in the Superior Court for the Judicial District of Hartford to seek imposition and recovery of such civil penalty. In accordance with subsection (f) of such statute, each large state contractor, as defined in the statute, shall post a notice of the provisions of the statute relating to large state contractors in a conspicuous place which is readily available for viewing by the employees of the Contractor.

## **31. DISCLOSURE OF PUBLIC RECORDS PROVISION**

This Contract may be subject to the provisions of Section 1-218 of the Connecticut General Statutes. In accordance with this statute, each contract in excess of two million five hundred thousand dollars between a public agency and a person for the performance of a governmental function shall (a) provide that the public agency is entitled to receive a copy of records and files related to the performance of the governmental function, and (b) indicate that such records and files are subject to FOIA and may be disclosed by the public agency pursuant to FOIA. No request to inspect or copy such records or files shall be valid unless the request is made to the public agency in accordance with FOIA. Any complaint by a person who is denied the right to inspect or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of Sections 1-205 and 1-206 of the Connecticut General Statutes.

## **32. FORUM AND CHOICE OF LAW**

The parties deem the Contract to have been made in the City of Hartford, State of Connecticut. Both parties agree that it is fair and reasonable for the validity and construction of the Contract to be, and it shall be, governed by the laws and court decisions of the State of Connecticut, without giving effect to its principles of conflicts of laws. To the extent that any immunities provided by Federal law or the laws of the State of Connecticut do not bar an action against the Lead State, and to the extent that these courts are courts of competent jurisdiction, for the purpose of venue, the complaint shall be made returnable to the Judicial District of Hartford only or shall be brought in the United States District Court for the District of Connecticut

only, and shall not be transferred to any other court, provided, however, that nothing here constitutes a waiver or compromise of the sovereign immunity of the State of Connecticut. The Contractor waives any objection which it may now have or will have to the laying of venue of any Claims in any forum and further irrevocably submits to such jurisdiction in any suit, action or proceeding.

### **33. BREACH**

a) If either party breaches the Contract in any respect, the non-breaching party shall provide written notice of the breach to the breaching party by overnight or certified mail, return receipt requested, to the most current address the breaching party has furnished for the purposes of correspondence and afford the breaching party an opportunity to cure within thirty (30) days from the date that the breaching party receives the notice. In the case of a Contractor breach, DAS may set forth any period greater or less than thirty (30) days, so long as such time period is otherwise consistent with the provisions of this Contract (for the purposes of this paragraph, the time period set forth by the non-breaching party shall be referred to as the "right to cure period"). The right to cure period shall be extended if the non-breaching party is satisfied that the breaching party is making a good faith effort to cure, but the nature of the breach is such that it cannot be cured within the right to cure period.

b) In the event of a breach, DAS may require the Contractor to prepare and submit to DAS or the Purchasing Entity a Corrective Action Plan in connection with an identified breach. The Corrective Action Plan shall provide a detailed explanation of the reasons for the cited deficiency(ies), the Contractor's assessment or diagnosis of the cause, and a specific proposal to cure or resolve the deficiency(ies). The Contractor shall submit the Corrective Action Plan within ten (10) business days following the request for the plan and such plan is subject to approval by the Purchasing Entity or DAS, which approval shall not unreasonably be withheld. Notwithstanding the submission and acceptance of a Corrective Action Plan, Contractor remains responsible for achieving all Performance criteria. The acceptance of a Corrective Action Plan shall not excuse prior substandard Performance, relieve Contractor of its duty to comply with Performance standards, or prohibit the Lead State or Purchasing Entity from pursuing additional remedies or other approaches to correct substandard Performance.

c) The written notice of the breach may include an effective Termination date. If the identified breach is not cured by the stated Termination date, unless otherwise modified by the non-breaching party in writing prior to such date, no further action shall be required of any party to effect the Termination as of the stated date. If the notice does not set forth an effective Termination date, the non-breaching party shall be required to provide the breaching party no less than twenty four (24) hours written notice prior to terminating the Contract, such notice to be provided in accordance with Section 34(c).

d) If the Purchasing Entity reasonably and in good faith determines the Contractor has not Performed in accordance with the Contract, the Purchasing Entity may withhold payment in whole or in part in an amount reasonably related to the non-performance pending resolution of the Performance issue, provided that the Purchasing Entity notifies the Contractor in writing prior to the date that the payment would have been due.

e) Notwithstanding any provisions in this Contract, DAS may terminate this Contract with no right to cure period for Contractor's breach or violation of any of the provisions in the section concerning Representations and Warranties and revoke any consent to assignments given as if the assignments had

never been requested or consented to, without liability to the Contractor or Contractor Parties or any third party.

f) Termination under this Breach section is subject to the provisions of the Termination section in this Contract.

g) With respect to breach of any Purchase Order by Purchasing Entities not part of the State of Connecticut, the Purchasing Entity shall follow the procedures in this section.. The Purchasing Entity may withhold payment in whole or in part pending resolution of the Performance issue, provided that the Purchasing Entity notifies the Contractor in writing prior to the date that the payment would have been due in accordance with Exhibit 4.

### **34. TERMINATION**

a) Notwithstanding any provisions in this Contract, the Purchasing Entity, through a duly authorized employee, may Terminate its Purchase Order whenever Purchasing Entity makes a written determination that such Termination is in the best interests of the Purchasing Entity. The Purchasing Entity shall notify NASPO ValuePoint ([info@NASPOValuePoint.org](mailto:info@NASPOValuePoint.org)) and the Contractor in writing of Termination pursuant to this section, which notice shall specify the effective date of Termination and the extent to which the Contractor must complete its Performance under the Contract and applicable Purchase Order prior to such date. Participating Entities also may Terminate their Participating Addendum whenever the Participating Entity makes a written determination that such Termination is in the best interests of the Participating Entity, after notifying NASPO ValuePoint ([info@NASPOValuePoint.org](mailto:info@NASPOValuePoint.org)) and the Contractor in accordance with the immediately preceding sentence.

b) Notwithstanding any provisions in this Contract, the DAS, through a duly authorized employee, may Terminate the Contract whenever DAS makes a written determination that such Termination is in the best interests of the Lead State. DAS shall notify the Contractor in writing of Termination pursuant to this section, which notice shall specify the effective date of Termination and the extent to which the Contractor must complete its Performance under the Contract prior to such date.

c) Notwithstanding any provisions in this Contract, DAS, through a duly authorized employee, may, after making a written determination that the Contractor has breached the Contract, Terminate the Contract in accordance with the provisions in the Breach section of this Contract.

d) DAS shall send the notice of Termination via certified mail, return receipt requested, to the Contractor at the most current address which the Contractor has furnished to DAS for purposes of correspondence, or by hand delivery. Upon receiving the notice from the DAS, the Contractor shall immediately discontinue all services affected in accordance with the notice, undertake commercially reasonable efforts to mitigate any losses or damages and deliver to the Purchasing Entity all Records. The Records are deemed to be the property of the Purchasing Entity and the Contractor shall deliver them to the Purchasing Entity no later than thirty (30) days after the Termination of the Contract or fifteen (15) days after the Contractor receives a written request from the Purchasing Entity for the Records. The Contractor shall deliver those Records that exist in electronic, magnetic or other intangible form in a non-proprietary format, such as, but not limited to, ASCII or .TXT.

e) Upon receipt of a written notice of Termination from DAS, the Contractor shall cease operations as DAS directs in the notice, and take all actions that are necessary or appropriate, or that DAS may reasonably

direct, for the protection, and preservation of the Goods and any other property. Except for any work which DAS directs the Contractor to Perform in the notice prior to the effective date of Termination, and except as otherwise provided in the notice, the Contractor shall terminate or conclude all existing subcontracts and purchase orders and shall not enter into any further subcontracts, purchase orders or commitments.

f) The Purchasing Entity shall, within forty-five (45) days of the effective date of Termination, reimburse the Contractor for its Performance rendered and accepted by the Purchasing Entity, in addition to all reasonable costs, incurred after Termination in completing those portions of the Performance which the notice required the Contractor to complete. However, the Contractor is not entitled to receive and the Purchasing Entity is not obligated to tender to the Contractor any payments for anticipated or lost profits.

g) Upon request by DAS, the Contractor shall assign to DAS or the Purchasing Entity, or any replacement contractor which DAS or the Purchasing Entity designates, all subcontracts, purchase orders, and other information pertaining to its Performance, and remove, whether leased or owned, all of Contractor's property, equipment, waste material and rubbish related to its Performance, all as DAS may request.

h) For breach or violation of any of the provisions in the section concerning Representations and Warranties, the DAS may Terminate the Contract in accordance with its terms and revoke any consents to assignments given as if the assignments had never been requested or consented to, without liability to the Contractor or Contractor Parties or any third party.

i) Upon Termination of the Contract, all rights and obligations shall be null and void, so that no party shall have any further rights or obligations to any other party, except with respect to the sections which survive Termination. All representations, warranties, agreements and rights of the parties under the Contract shall survive such Termination to the extent not otherwise limited in the Contract and without each one of them having to be specifically mentioned in the Contract.

j) Termination of the Contract pursuant to this section shall not be deemed to be a breach of the Contract by, DAS, the Lead State or Purchasing Entity.

### **35. REPRESENTATIONS AND WARRANTIES**

The Contractor represents and warrants to the Lead State for itself and the Contractor Parties that:

a) if they are entities, they are duly and validly existing under the laws of their respective states of organization and authorized to conduct business in the State of Connecticut in the manner contemplated by the Contract. Further, as appropriate, they have taken all necessary action to authorize the execution, delivery and Performance of the Contract and have the power and authority to execute, deliver and Perform their obligations under the Contract;

b) they will comply with all applicable State and Federal laws and municipal ordinances in satisfying their obligations to the Lead State under and pursuant to the Contract, including, but not limited to (1) Connecticut General Statutes Title 1, Chapter 10, concerning the Lead State's Codes of Ethics and (2) Title 4a concerning Lead State purchasing, including, but not limited to Section 22a-194a concerning the use of polystyrene foam;

c) the execution, delivery and Performance of the Contract will not violate, be in conflict with, result in a breach of or constitute (with or without due notice and/or lapse of time) a default under any of the

following, as applicable: (1) any provision of law; (2) any order of any court or any State; or (3) any indenture, agreement, document or other instrument to which it is a party or by which it may be bound;

d) they are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any governmental entity;

e) as applicable, they have not, within the three years preceding the Contract, in any of their current or former jobs, been convicted of, or had a civil judgment rendered against them or against any person who would Perform under the Contract, for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a transaction or contract with any governmental entity. This includes, but is not limited to, violation of Federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records or property, making false statements, or receiving stolen property;

f) they are not presently indicted for or otherwise criminally or civilly charged by any governmental entity with commission of any of the offenses listed above;

g) they have not within the three years preceding the Contract had one or more contracts with any governmental entity terminated for breach or default;

h) they have not employed or retained any entity or person, other than a bona fide employee working solely for them, to solicit or secure the Contract and that they have not paid or agreed to pay any entity or person, other than a bona fide employee working solely for them, any fee, commission, percentage, brokerage fee, gifts, or any other consideration contingent upon or resulting from the award or making of the Contract or any assignments made in accordance with the terms of the Contract;

i) to the best of their knowledge, there are no Claims involving the Contractor or Contractor Parties that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract;

j) they shall disclose, to the best of their knowledge, to the Lead State in writing any Claims involving them that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract, no later than twenty (20) calendar days after becoming aware of any such Claims. For purposes of the Contractor's obligation to disclose any Claims to the Lead State, the ten (10) calendar days in the section of this Contract concerning disclosure of Contractor Parties litigation shall run consecutively with the ten (10) days provided for in this representation and warranty;

k) their participation in the Solicitation process is not a conflict of interest or a breach of ethics under the provisions of Title 1, Chapter 10 of the Connecticut General Statutes concerning the Lead State's Code of Ethics;

l) the proposal submitted by Contractor in response to the Solicitation was not made in connection or concert with any other person, entity or proposer, including any affiliate (as defined in the Tangible Personal



Property section of this Contract) of the proposer, submitting a proposal for the same Solicitation, and is in all respects fair and without collusion or fraud;

- m) they are able to Perform under the Contract using their own resources or the resources of a party who was not a proposer;
- n) the Contractor shall obtain in a written contract all of the representations and warranties in this section from any Contractor Parties and require that provision be included in any contracts and purchase orders with such Contractor Parties;
- o) they have paid all applicable workers' compensation second injury fund assessments concerning all previous work done in Connecticut; they have a record of compliance with Occupational Health and Safety Administration regulations without any unabated, willful or serious violations;
- p) they are not delinquent in the payment of unemployment compensation contributions;
- q) they are not delinquent in the payment of any taxes owed, or, that they have filed a sales tax security bond, and they have, if and as applicable, filed for motor carrier road tax stickers and have paid all outstanding road taxes;
- r) all of their vehicles have current registrations and, unless such vehicles are no longer in service, they shall not allow any such registrations to lapse;
- s) each Contractor Party has vested in the Contractor plenary authority to bind the Contractor Parties to the full extent necessary or appropriate to ensure full compliance with and Performance in accordance with all of the terms and conditions of the Contract and that all appropriate parties shall also provide, no later than fifteen (15) days after receiving a request from DAS or the Purchasing Entity, such information as DAS or the Purchasing Entity may require to evidence, in their sole determination, compliance with this section;
- t) they either own or have the authority to use all the Goods;
- u) to the best of Contractor's knowledge, the Goods do not infringe or misappropriate any patent, copyright, trade secret or other intellectual property right of a third party;
- v) the Purchasing Entity's use of any Goods in a manner consistent with this Contract shall not infringe or misappropriate any patent, trade secret or other intellectual property right of a third party;
- w) if they procure any Goods, they shall sub-license such Goods and that the Purchasing Entity shall be afforded the full benefits of any manufacturer or subcontractor licenses for the use of the Goods; and
- x) they shall assign or otherwise transfer to the Purchasing Entity, or afford the Purchasing Entity the full benefits of any manufacturer's warranty for the Goods, to the extent that such warranties are assignable or otherwise transferable to the Purchasing Entity.

### **36. DISCLOSURE OF CONTRACTOR PARTIES LITIGATION**

The Contractor shall require that all Contractor Parties, as appropriate, disclose to the Contractor, to the best of their knowledge, any Claims involving the Contractor Parties that might reasonably be expected to materially adversely affect their businesses, operations, assets, properties, financial stability, business prospects or ability to Perform fully under the Contract, no later than twenty (20) calendar days after becoming aware of any such Claims. Disclosure shall be in writing.

### **37. STATE COMPTROLLER'S SPECIFICATIONS**

In accordance with Conn. Gen. Stat. § 4d-31, this Contract is deemed to have incorporated within it, and the Contractor shall deliver any Goods and Services for the State of Connecticut in compliance with, all specifications established by the Lead State's Comptroller to ensure that all policies, procedures, processes and control systems, including hardware, software and protocols, which are established or provided by the Contractor or Contractor Parties, are compatible with and support the Lead State's core financial systems, including but not limited to, accounting, payroll, time and attendance, and retirement systems.

### **38. CHIEF INFORMATION OFFICER SUBCONTRACT APPROVAL**

In accordance with Conn. Gen. Stat. § 4d-32, the Contractor shall not award a subcontract for work for the Lead State under this Contract without having first obtained the written approval of the Chief Information Officer of the Department of Administrative Services or their designee of the selection of the subcontractor and of the provisions of the subcontract. The Contractor shall deliver a copy of each executed subcontract or amendment to the subcontract to the Chief Information Officer, who shall maintain the subcontract or amendment as a public record, as defined in Conn. Gen. Stat. § 1-200.

Unless indicated in the Participating Addendum, the Contractor shall not award a subcontract for work for a Participating Entity under this Contract without having first obtained the written approval of the individual authorized by the Participating Entity of the selection of the subcontractor and of the provisions of the subcontract.

### **39. RIGHTS TO AND INTEGRITY OF PUBLIC RECORDS**

In accordance with Conn. Gen. Stat. § 4d-34, (a) neither the Contractor nor Contractor Parties shall have any Title in or to (1) any public records which the Contractor or Contractor Parties possess, modify or create pursuant to a contract, subcontract or amendment to a contract or subcontract, or (2) any modifications by such contractor, subcontractor, employee or agent to such public records; (b) neither the Contractor nor Contractor Parties shall impair the integrity of any public records which they possess or create; and (c) public records which the Contractor or Contractor Parties possess, modify or create pursuant to this Contract or other contract, subcontract or amendment to a contract or subcontract shall at all times and for all purposes remain the property of the Lead State. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 4-33, as it may be modified from time to time.

### **40. PUBLIC RECORDS AND FOIA**

In accordance with Conn. Gen. Stat. § 4d-35, any public record which a state agency provides to the Contractor or Contractor Parties shall remain a public record for the purposes of subsection (a) of Section 1-210 and as to such public records, the Lead State, the Contractor and Contractor Parties shall have a joint and several obligation to comply with the obligations of the state agency under the Freedom of Information Act (FOIA), as defined in Section 1-200, provided that the determination of whether or not to disclose a particular record or type of record shall be made by such state agency.

#### **41. DISCLOSURE OF PUBLIC RECORDS**

In accordance with Conn. Gen. Stat. § 4d-36, neither the Contractor nor Contractor Parties shall disclose to the public any public records (a) which they possess, modify or create pursuant to this Contract or any contract, subcontract or amendment to a contract or subcontract and (b) which a state agency (1) is prohibited from disclosing pursuant to state or federal law in all cases, (2) may disclose pursuant to state or federal law only to certain entities or individuals or under certain conditions or (3) may withhold from disclosure pursuant to state or federal law. This provision shall not be construed to prohibit the Contractor from disclosing such public records to any Contractor Parties to carry out the purposes of its subcontract. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 1-200, as it may be modified from time to time.

#### **42. PROFITING FROM PUBLIC RECORDS**

In accordance with Conn. Gen. Stat. § 4d-37, neither the Contractor nor Contractor Parties shall sell, market or otherwise profit from the disclosure or use of any public records which are in their possession pursuant to this Contract or any contract, subcontract or amendment to a contract or subcontract, except as authorized in this Contract. For purposes of this section, "public records" shall have the meaning set forth in Conn. Gen. Stat. § 1-200, as it may be modified from time to time.

#### **43. CONTRACTOR'S OBLIGATION TO NOTIFY DAS CONCERNING PUBLIC RECORDS**

In accordance with Conn. Gen. Stat. § 4d-38, if the Contractor or Contractor Parties learn of any violation of the provisions of Conn. Gen. Stat. §§ 4d-36 or 4d-37 they shall, no later than seven calendar days after learning of such violation, notify the Chief Information Officer of such violation.

#### **44. GENERAL ASSEMBLY ACCESS TO RECORDS**

In accordance with Conn. Gen. Stat. § 4d-40, the Joint Committee on Legislative Management and each nonpartisan office of the General Assembly shall continue to have access to DAS records that is not less than the access that said committee and such offices have on July 1, 1997.

#### **45. CONTINUITY OF SYSTEMS**

a) This section is intended to comply with Conn. Gen. Stat. §4d-44, as it may be amended, and shall apply specifically to Lead State.

b) The Contractor acknowledges that the Systems and associated services are important to the function of state government and that they must continue without interruption. Pursuant to Conn. Gen. Stat. §4d-44, as it may be amended, if the work under the Contract, any subcontract, or amendment to either, is transferred back to the Lead State or to another contractor at any time for any reason, then the Contractor shall cooperate fully with the Lead State, and do and Perform all acts and things that DAS deems to be necessary or appropriate, to ensure continuity of state agency information system and telecommunication system facilities, equipment and services so that there is no disruption or interruption in Performance as required or permitted in the Contract. The Contractor shall not enter into any subcontract for any part of the Performance under the Contract without approval of such subcontract by DAS, as required by Conn. Gen. Stat. §4d-32, as it may be amended, and without such subcontract including a provision that obligates the subcontractor to comply fully with Conn. Gen. Stat. §4d-44, as it may be amended, as if the subcontractor were in fact the Contractor. The Contractor shall make a full and complete disclosure of and delivery to DAS or its representatives of all Records and "Public Records," as that term is defined in Conn. Gen. Stat. §4d-33, as it may be amended, in whatever form they exist or are stored and maintained and wherever located, directly or indirectly concerning the Contract.

c) The parties shall follow the below applicable and respective procedures in order to ensure the orderly transfer to the Lead State the following:

1. facilities and equipment: Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to DAS, F.O.B. Hartford, Connecticut or other Lead State location which DAS identifies, all facilities and equipment related to or arising out of the Contract, subcontract or amendment, no later than 10 days from the date that the work under the Contract is transferred back to the Lead State or to another contractor for any reason. The Contractor shall deliver the facilities and equipment to DAS, during DAS's business hours, in good working order and in appropriately protective packaging to ensure delivery without damage. Concurrent with this delivery, the Contractor shall also deliver all related operation manuals and other documentation in whatever form they exist and a list of all related passwords and security codes;
2. software Deliverables created or modified pursuant to the Contract, subcontract or amendment: Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to DAS, F.O.B. Hartford, Connecticut or other location which DAS identifies, all Deliverables, no later than 10 days from the date that the work under the SOW or Contract is transferred back to the Lead State or to another contractor for any reason. The Contractor shall deliver such Deliverables to DAS, during DAS's business hours, in good working order, and if equipment shall be delivered, in appropriately protective packaging to ensure delivery without damage. Concurrent with this delivery, the Contractor shall also deliver all Deliverable-related operation manuals and other documentation in whatever form they exist, if delivery of such manuals and documentation is required by this Contract or the SOW for such Deliverable, and a list of all Deliverable passwords and security codes; and
3. Public Records, as defined in Conn. Gen. Stat. §4d-33, as it may be amended, which the Contractor or Contractor Parties possess or create pursuant to the Contract, subcontract or amendment: Unless a shorter period is necessary or appropriate to ensure compliance with subsection (a) above, in which case that shorter period shall apply, the Contractor shall deliver to DAS, F.O.B.

Hartford, Connecticut or other Lead State location which DAS identifies, all Public Records created or modified pursuant to the Contract, Statement of Work, subcontract or amendment and requested in writing by DAS (provided that Contractor may redact confidential information of Contractor, its personnel or third parties to the extent permitted by applicable law) no later than the latter of (1) the time specified in the section in this Contract concerning Termination for the return of Public Records and (2) 10 days from the date that the work under the Contract or Statement of Work is transferred back to the Lead State or to another contractor for any reason. The Contractor shall deliver to DAS those Public Records in electronic, magnetic or other intangible form in a non-proprietary format, such as, but not limited to, ASCII or TXT. The Contractor shall deliver to DAS, during DAS's business hours, those Public Records and a list of all applicable passwords and security codes, all in appropriately protective packaging to ensure delivery without damage.

d) If the Contractor employs former Lead State employees, the Contractor shall facilitate the exercising of any reemployment rights that such Lead State employees may have with the Lead State, including, but not limited to, affording them all reasonable opportunities during the workday to interview for Lead State jobs. The Contractor shall include language similar to this section in all of its contracts with its subcontractors and applicable Contractor Parties so that they are similarly obligated.

#### **46. TANGIBLE PERSONAL PROPERTY**

a) The Contractor on its behalf and on behalf of its Affiliates, as defined below, in connection with any business transacted in the State of Connecticut, shall comply with the provisions of Conn. Gen. Stat. §12-411b, as follows:

1. For the term of the Contract, the Contractor and its Affiliates shall collect and remit to the State of Connecticut, Department of Revenue Services, any Connecticut use tax due under the provisions of Chapter 219 of the Connecticut General Statutes for items of tangible personal property sold by the Contractor or by any of its Affiliates in the same manner as if the Contractor and such Affiliates were engaged in the business of selling tangible personal property for use in Connecticut and had sufficient nexus under the provisions of Chapter 219 to be required to collect Connecticut use tax;
2. A customer's payment of a use tax to the Contractor or its Affiliates relieves the customer of liability for the use tax;
3. The Contractor and its Affiliates shall remit all use taxes they collect from customers on or before the due date specified in the Contract, which may not be later than the last day of the month next succeeding the end of a calendar quarter or other tax collection period during which the tax was collected;
4. The Contractor and its Affiliates are not liable for use tax billed by them but not paid to them by a customer; and
5. Any Contractor or Affiliate who fails to remit use taxes collected on behalf of its customers by the due date specified in the Contract shall be subject to the interest and penalties provided for persons required to collect sales tax under chapter 219 of the general statutes.

b) For purposes of this section of the Contract, the word "Affiliate" means any person, as defined in Section 12-1 of the general statutes, that controls is controlled by, or is under common control with another person. A person controls another person if the person owns, directly or indirectly, more than ten per cent of the voting securities of the other person. The word "voting security" means a security that confers upon the holder the right to vote for the election of members of the board of directors or similar governing body of the business, or that is convertible into, or entitles the holder to receive, upon its exercise, a security that confers such a right to vote. "Voting security" includes a general partnership interest.

c) The Contractor represents and warrants that each of its Affiliates has vested in the Contractor plenary authority to so bind the Affiliates in any agreement with the State of Connecticut. The Contractor on its own behalf and on behalf of its Affiliates shall also provide, no later than 30 days after receiving a request by the Lead State's contracting authority, such information as the Lead State may require to ensure, in the Lead State's sole determination, compliance with the provisions of Chapter 219 of the Connecticut General Statutes, including, but not limited to, §12-411b.

#### **47. INDEMNIFICATION**

a) The Contractor shall indemnify and defend the Lead State, NASPO ValuePoint, the Participating Entities and Purchasing Entities and their respective officers, representatives, agents, servants, employees, successors and assigns ("Indemnified Parties") from and against any and all (1) Claims arising, directly or indirectly, in connection with the Contract for the acts of commission or omission (collectively, the "Acts") of the Contractor or Contractor Parties; and (2) liabilities, damages, losses, costs and expenses, including but not limited to, attorneys' and other professionals' fees, arising, directly or indirectly, in connection with Claims, Acts or the Contract. Unless stated otherwise in the applicable Participating Addendum, the Contractor shall use counsel reasonably acceptable to the Indemnified Parties in carrying out its obligations under this section. The Contractor's obligations under this section to indemnify, defend and hold harmless against Claims includes Claims concerning confidentiality of any part of or all of the Contractor's bid, proposal or any Records, any intellectual property rights, other proprietary rights of any person or entity, copyrighted or non-copyrighted compositions, secret processes, patented or unpatented inventions, articles or appliances furnished or used in the Performance.

b) The Contractor shall not be responsible for indemnifying or holding the an Indemnified Party harmless from any liability arising due to the negligence of such Indemnified Party or any other person or entity acting under the direct control or supervision of that Indemnified Party.

c) The Contractor shall reimburse the Indemnified Party for any and all damages to the real or personal property of the Indemnified Party caused by the Acts of the Contractor or any Contractor Parties. The Indemnified Party shall give the Contractor reasonable notice of any such Claims.

d) The Contractor's duties under this section shall remain fully in effect and binding in accordance with the terms and conditions of the Contract, without being lessened or compromised in any way, even where the Contractor is alleged or is found to have merely contributed in part to the Acts giving rise to the Claims and/or where the Indemnified Party is alleged or is found to have contributed to the Acts giving rise to the Claims.

e) The Contractor shall carry and maintain at all times during the term of the Contract, and during the time that any provisions survive the term of the Contract, sufficient commercial general liability insurance to satisfy its obligations under this Contract. The Contractor shall name the Lead State as an additional

insured on the policy and shall provide a copy of the policy to DAS prior to the effective date of the Contract. The Contractor shall not begin Performance until the delivery of the policy to DAS. The Contractor shall name the Participating Entity, and if requested the Purchasing Entity, as an additional insured on such policy and shall provide a copy of the policy to Participating Entity at the time the Participating Addendum signed by the Participating Entity, and if requested by the Purchasing Entity, at the time the Purchase Order is accepted by Contractor. The Contractor shall not begin Performance until the delivery of the policy to the Participating Entity. The Lead State, Participating Entity, and Purchasing Entity, as applicable, shall be entitled to recover under the insurance policy even if a body of competent jurisdiction determines that such entity is contributorily negligent.

f) This section shall survive the Termination of the Contract and shall not be limited by reason of any insurance coverage.

#### **48. SOVEREIGN IMMUNITY**

The parties acknowledge and agree that nothing in the Contract shall be construed as a modification, compromise or waiver by the Lead State of any rights or defenses of any immunities provided by Federal law or the laws of the State of Connecticut to the Lead State or any of its officers and employees, which they may have had, now have or will have with respect to all matters arising out of the Contract. To the extent that this section conflicts with any other section, this section shall govern.

#### **49. SUMMARY OF STATE ETHICS LAWS**

Pursuant to the requirements of Section 1-101qq of the Connecticut General Statutes, the summary of State ethics laws developed by the Lead State's Ethics Commission pursuant to Section 1-81b of the Connecticut General Statutes is incorporated by reference into and made a part of the Contract as if the summary had been fully set forth in the Contract.

#### **50. AUDIT AND INSPECTION OF PLANTS, PLACES OF BUSINESS AND RECORDS.**

a) The Lead State and its agents, including, but not limited to, the Connecticut Auditors of Public Accounts, Attorney General and State's Attorney and their respective agents, may, at reasonable hours, inspect and examine all of the parts of the Contractor's and Contractor Parties' plants and places of business which, in any way, are related to, or involved in, the performance of this Contract.

b) The Contractor shall maintain, and shall require each of the Contractor Parties to maintain, accurate and complete Records. The Contractor shall make all of its and the Contractor Parties' Records available at all reasonable hours for audit and inspection by the Lead State and its agents.

c) The Lead State shall make all requests for any audit or inspection in writing and shall provide the Contractor with at least twenty-four (24) hours' notice prior to the requested audit and inspection date. If the Lead State suspects fraud or other abuse, or in the event of an emergency, the Lead State is not obligated to provide any prior notice.

d) All audits and inspections shall be at the Lead State's expense.

- e) The Contractor shall keep and preserve or cause to be kept and preserved all of its and Contractor Parties' Records until three (3) years after the latter of (i) final payment under this Contract, or (ii) the expiration or earlier termination of this Contract, as the same may be modified for any reason. The Lead State may request an audit or inspection at any time during this period. If any Claim or audit is started before the expiration of this period, the Contractor shall retain or cause to be retained all Records until all Claims or audit findings have been resolved.
- f) The Contractor shall cooperate fully with the Lead State and its agents in connection with an audit or inspection. Following any audit or inspection, the Lead State may conduct and the Contractor shall cooperate with an exit conference.
- g) The Contractor shall incorporate this entire section verbatim into any contract or other agreement that it enters into with any Contractor Party.

#### **51. CAMPAIGN CONTRIBUTION RESTRICTION**

For all Lead State contracts, defined in Conn. Gen. Stat. §9-612(g)(1) as having a value in a calendar year of \$50,000 or more, or a combination or series of such agreements or contracts having a value of \$100,000 or more, the authorized signatory to this Contract expressly acknowledges receipt of the Lead State's Elections Enforcement Commission's notice advising state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice, as set forth in "Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations," attached as Exhibit 1.

#### **52. EXECUTIVE ORDERS**

This Contract is subject to the provisions of Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of the Contract as if they had been fully set forth in it. The Contract may also be subject to Executive Order No. 14 of Governor M. Jodi Rell, promulgated April 17, 2006, concerning procurement of cleaning products and services, Executive Order No. 19 of Governor M. Jodi Rell, promulgated June 19, 2008 concerning use of System Development, and Executive Order No. 49 of Governor Dannel P. Malloy, promulgated May 22, 2015, mandating disclosure of certain gifts to public employees and contributions to certain candidates for office in accordance with their respective terms and conditions. If Executive Orders 14, 19 or 49 are applicable, they are deemed to be incorporated into and are made a part of the Contract as if they had been fully set forth in it. At the Contractor's request, the Lead State shall provide a copy of these orders to the Contractor.

#### **53. NONDISCRIMINATION**

- a) For purposes of this Section, the following terms are defined as follows:
  - i. "Commission" means the Commission on Human Rights and Opportunities;



- ii. "Contract" and "contract" include any extension or modification of the Contract;
- iii. "Contractor" and "contractor" include any successors or assigns of the Contractor or contractor;
- iv. "Gender identity or expression" means a person's gender-related identity, appearance or behavior, whether or not that gender-related identity, appearance or behavior is different from that traditionally associated with the person's physiology or assigned sex at birth, which gender-related identity can be shown by providing evidence including, but not limited to, medical history, care or treatment of the gender-related identity, consistent and uniform assertion of the gender-related identity or any other evidence that the gender-related identity is sincerely held, part of a person's core identity or not being asserted for an improper purpose;
- v. "good faith" means that degree of diligence which a reasonable person would exercise in the performance of legal duties and obligations;
- vi. "good faith efforts" shall include, but not be limited to, those reasonable initial efforts necessary to comply with statutory or regulatory requirements and additional or substituted efforts when it is determined that such initial efforts will not be sufficient to comply with such requirements;
- vii. "marital status" means being single, married as recognized by the state of Connecticut, widowed, separated or divorced;
- viii. "mental disability" means one or more mental disorders, as defined in the most recent edition of the American Psychiatric Association's "Diagnostic and Statistical Manual of Mental Disorders", or a record of or regarding a person as having one or more such disorders;
- ix. "minority business enterprise" means any small contractor or supplier of materials fifty-one percent or more of the capital stock, if any, or assets of which is owned by a person or persons: (1) who are active in the daily affairs of the enterprise, (2) who have the power to direct the management and policies of the enterprise, and (3) who are members of a minority, as such term is defined in subsection (a) of Connecticut General Statutes § 32-9n; and
- x. "public works contract" means any agreement between any individual, firm or corporation and the Lead State or any political subdivision of the Lead State other than a municipality for construction, rehabilitation, conversion, extension, demolition or repair of a public building, highway or other changes or improvements in real property, or which is financed in whole or in part by the Lead State, including, but not limited to, matching expenditures, grants, loans, insurance or guarantees.

For purposes of this Section, the terms "Contract" and "contract" do not include a contract where each contractor is (1) a political subdivision of the state, including, but not limited to, a municipality, (2) a quasi-public agency, as defined in Conn. Gen. Stat. Section 1-120, (3) any other state, including but not limited to any federally recognized Indian tribal governments, as defined in Conn. Gen. Stat. Section 1-267, (4) the federal government, (5) a foreign government, or (6) an agency of a subdivision, agency, state or government described in the immediately preceding enumerated items (1), (2), (3), (4) or (5).

b) (1) The Contractor agrees and warrants that in the performance of the Contract such Contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by such Contractor that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the State of Connecticut; and the Contractor further agrees to take affirmative action to insure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital

status, national origin, ancestry, sex, gender identity or expression, intellectual disability, mental disability or physical disability, including, but not limited to, blindness, unless it is shown by the Contractor that such disability prevents performance of the work involved; (2) the Contractor agrees, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, to state that it is an "affirmative action-equal opportunity employer" in accordance with regulations adopted by the Commission; (3) the Contractor agrees to provide each labor union or representative of workers with which the Contractor has a collective bargaining Agreement or other contract or understanding and each vendor with which the Contractor has a contract or understanding, a notice to be provided by the Commission, advising the labor union or workers' representative of the Contractor's commitments under this section and to post copies of the notice in conspicuous places available to employees and applicants for employment; (4) the Contractor agrees to comply with each provision of this Section and Connecticut General Statutes §§ 46a-68e and 46a-68f and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes §§ 46a-56, 46a-68e and 46a-68f; and (5) the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor as relate to the provisions of this Section and Connecticut General Statutes § 46a-56. If the contract is a public works contract, the Contractor agrees and warrants that he will make good faith efforts to employ minority business enterprises as subcontractors and suppliers of materials on such public works projects.

c) Determination of the Contractor's good faith efforts shall include, but shall not be limited to, the following factors: The Contractor's employment and subcontracting policies, patterns and practices; affirmative advertising, recruitment and training; technical assistance activities and such other reasonable activities or efforts as the Commission may prescribe that are designed to ensure the participation of minority business enterprises in public works projects.

d) The Contractor shall develop and maintain adequate documentation, in a manner prescribed by the Commission, of its good faith efforts.

e) The Contractor shall include the provisions of subsection (b) of this Section in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the Lead State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes §46a-56; provided if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the Lead State and the Lead State may so enter.

f) The Contractor agrees to comply with the regulations referred to in this Section as they exist on the date of this Contract and as they may be adopted or amended from time to time during the term of this Contract and any amendments thereto.

g) (1) The Contractor agrees and warrants that in the performance of the Contract such Contractor will not discriminate or permit discrimination against any person or group of persons on the grounds of sexual orientation, in any manner prohibited by the laws of the United States or the State of Connecticut, and that employees are treated when employed without regard to their sexual orientation; (2) the Contractor agrees

to provide each labor union or representative of workers with which such Contractor has a collective bargaining Contract or other contract or understanding and each vendor with which such Contractor has a contract or understanding, a notice to be provided by the Commission on Human Rights and Opportunities advising the labor union or workers' representative of the Contractor's commitments under this section, and to post copies of the notice in conspicuous places available to employees and applicants for employment; (3) the Contractor agrees to comply with each provision of this section and with each regulation or relevant order issued by said Commission pursuant to Connecticut General Statutes § 46a-56; and (4) the Contractor agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the Contractor which relate to the provisions of this Section and Connecticut General Statutes § 46a-56.

h) The Contractor shall include the provisions of the foregoing paragraph in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the Lead State and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the Commission. The Contractor shall take such action with respect to any such subcontract or purchase order as the Commission may direct as a means of enforcing such provisions including sanctions for noncompliance in accordance with Connecticut General Statutes § 46a-56; provided, if such Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the Commission, the Contractor may request the State of Connecticut to enter into any such litigation or negotiation prior thereto to protect the interests of the Lead State and the Lead State may so enter.

#### **54. RESERVED**

#### **55. WORKER'S COMPENSATION**

The Contractor shall maintain Worker's Compensation and Employer's Liability insurance in compliance with the laws of the state of Connecticut, which coverage shall include Employer's Liability coverage with minimum limits of \$100,000 for each accident, \$500,000 for disease, and \$100,000 for each employee, per policy period.

#### **56. OWNERSHIP OF DATA**

Any and all data hosted by Contractor on behalf of a Purchasing Entity will remain the sole property of the Purchasing Entity and the Purchasing Entity shall retain any and all ownership of such data. It is further understood that at no time will Contractor have ownership of any data held within the system.

#### **57. TERMS AND CONDITIONS**

Any and all Purchase Orders, Product Schedule Updates, Statement of Works or other documents authorized in connection with this Contract shall be subject to the terms and conditions of this Contract. Any terms or conditions contained in any such Purchase Order, Product Schedule Update, Statement of Work or other document shall have no force or effect and shall in no way affect, change or modify any of the terms and conditions of this Contract.

**58. ENTIRETY OF CONTRACT**

This Contract includes the SIGNATURE PAGE OF CONTRACT. To the extent the provisions of any exhibits or attachment referenced in the Contract do not contradict the provisions of this Contract, said documents, exhibits and/or attachments are incorporated herein by reference and made a part hereof as though fully set forth herein. This Contract, as thus constituted, contains the complete and exclusive statement of the terms and conditions agreed to by the Contractor and Lead State and shall not be altered, amended, or modified except in writing executed by an authorized representative of each party. Nothing in this provision shall be interpreted to prohibit the Contractor and any Participating Entity from entering into a Participating Addendum as contemplated by this Contract.

**THE REMAINDER OF THIS PAGE IS LEFT BLANK INTENTIONALLY**

**SIGNATURE PAGE OF CONTRACT**

IN WITNESS WHEREOF, the parties have executed this Contract by their duly authorized representatives with full knowledge of and agreement with its terms and conditions.

STATE OF CONNECTICUT,

BY: \_\_\_\_\_

NAME:

TITLE:

Company Name

Duly Authorized

BY: \_\_\_\_\_

NAME: Mark Raymond

TITLE: Chief Information Officer

Department of Administrative Services

Duly Authorized

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

APPROVED AS TO FORM:

OFFICE OF THE ATTORNEY GENERAL

BY: \_\_\_\_\_

JOSEPH RUBIN

ITS ASSOCIATE ATTORNEY GENERAL

DATE: \_\_\_\_\_



## Notice to Executive Branch State Contractors and Prospective State Contractors of Campaign Contribution and Solicitation Limitations

This notice is provided under the authority of Connecticut General Statutes §9-612(G)(2), as amended by P.A. 10-1, and is for the purpose of informing state contractors and prospective state contractors of the following law (italicized words are defined on the reverse side of this page).

### CAMPAIGN CONTRIBUTION AND SOLICITATION LIMITATIONS

No *state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor*, with regard to a *state contract or state contract solicitation* with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee (which includes town committees).

In addition, no holder or principal of a holder of a valid prequalification certificate, shall make a contribution to (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of State senator or State representative, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

On and after January 1, 2011, no state contractor, prospective state contractor, principal of a state contractor or principal of a prospective state contractor, with regard to a state contract or state contract solicitation with or from a state agency in the executive branch or a quasi-public agency or a holder, or principal of a holder of a valid prequalification certificate, shall **knowingly solicit** contributions from the state contractor's or prospective state contractor's employees or from a *subcontractor or principals of the subcontractor* on behalf of (i) an exploratory committee or candidate committee established by a candidate for nomination or election to the office of Governor, Lieutenant Governor, Attorney General, State Comptroller, Secretary of the State or State Treasurer, (ii) a political committee authorized to make contributions or expenditures to or for the benefit of such candidates, or (iii) a party committee.

### DUTY TO INFORM

State contractors and prospective state contractors are required to inform their principals of the above prohibitions, as applicable, and the possible penalties and other consequences of any violation thereof.

### PENALTIES FOR VIOLATIONS

Contributions or solicitations of contributions made in violation of the above prohibitions may result in the following civil and criminal penalties:

**Civil Penalties** – Up to \$2,000 or twice the amount of the prohibited contribution, whichever is greater, against a principal or a contractor. Any state contractor or prospective state contractor which fails to make reasonable efforts to comply with the provisions requiring notice to its principals of these prohibitions and possible consequences of their violations may also be subject to civil penalties of up to \$2,000 or twice the amount of the prohibited contributions made by their principals.

**Criminal penalties** – Any knowing and willful violation of the prohibition is a Class D felony, which may subject the violator to imprisonment of not more than 5 years, or not more than \$5,000 in fines, or both.

### CONTRACT CONSEQUENCES

In the case of a state contractor, contributions made or solicited in violation of the above prohibitions may result in the contract being voided.

In the case of a prospective state contractor, contributions made or solicited in violation of the above prohibitions shall result in the contract described in the state contract solicitation not being awarded to the prospective state contractor, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

The State shall not award any other state contract to anyone found in violation of the above prohibitions for a period of one year after the election for which such contribution is made or solicited, unless the State Elections Enforcement Commission determines that mitigating circumstances exist concerning such violation.

Additional information may be found on the website of the State Elections Enforcement Commission, [www.ct.gov/seec](http://www.ct.gov/seec). Click on the link to "Lobbyist/Contractor Limitations."



## DEFINITIONS

“State contractor” means a person, business entity or nonprofit organization that enters into a state contract. Such person, business entity or nonprofit organization shall be deemed to be a state contractor until December thirty-first of the year in which such contract terminates. “State contractor” does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

“Prospective state contractor” means a person, business entity or nonprofit organization that (i) submits a response to a state contract solicitation by the state, a state agency or a quasi-public agency, or a proposal in response to a request for proposals by the state, a state agency or a quasi-public agency, until the contract has been entered into, or (ii) holds a valid prequalification certificate issued by the Commissioner of Administrative Services under section 4a-100. “Prospective state contractor” does not include a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

“Principal of a state contractor or prospective state contractor” means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a state contractor or prospective state contractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a state contractor or prospective state contractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a state contractor or prospective state contractor, which is not a business entity, or if a state contractor or prospective state contractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any state contractor or prospective state contractor who has *managerial or discretionary responsibilities with respect to a state contract*, (v) the spouse or a *dependent child* who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the state contractor or prospective state contractor.

“State contract” means an agreement or contract with the state or any state agency or any quasi-public agency, let through a procurement process or otherwise, having a value of fifty thousand dollars or more, or a combination or series of such agreements or contracts having a value of one hundred thousand dollars or more in a calendar year, for (i) the rendition of services, (ii) the furnishing of any goods, material, supplies, equipment or any items of any kind, (iii) the construction, alteration or repair of any public building or public work, (iv) the acquisition, sale or lease of any land or building, (v) a licensing arrangement, or (vi) a grant, loan or loan guarantee. “State contract” does not include any agreement or contract with the state, any state agency or any quasi-public agency that is exclusively federally funded, an education loan, a loan to an individual for other than commercial purposes or any agreement or contract between the state or any state agency and the United States Department of the Navy or the United States Department of Defense.

“State contract solicitation” means a request by a state agency or quasi-public agency, in whatever form issued, including, but not limited to, an invitation to bid, request for proposals, request for information or request for quotes, inviting bids, quotes or other types of submittals, through a competitive procurement process or another process authorized by law waiving competitive procurement.

“Managerial or discretionary responsibilities with respect to a state contract” means having direct, extensive and substantive responsibilities with respect to the negotiation of the state contract and not peripheral, clerical or ministerial responsibilities.

“Dependent child” means a child residing in an individual's household who may legally be claimed as a dependent on the federal income tax of such Individual.

“Solicit” means (A) requesting that a contribution be made, (B) participating in any fund-raising activities for a candidate committee, exploratory committee, political committee or party committee, including, but not limited to, forwarding tickets to potential contributors, receiving contributions for transmission to any such committee or bundling contributions, (C) serving as chairperson, treasurer or deputy treasurer of any such committee, or (D) establishing a political committee for the sole purpose of soliciting or receiving contributions for any committee. Solicit does not include: (i) making a contribution that is otherwise permitted by Chapter 155 of the Connecticut General Statutes; (ii) informing any person of a position taken by a candidate for public office or a public official, (iii) notifying the person of any activities of, or contact information for, any candidate for public office; or (iv) serving as a member in any party committee or as an officer of such committee that is not otherwise prohibited in this section.

“Subcontractor” means any person, business entity or nonprofit organization that contracts to perform part or all of the obligations of a state contractor's state contract. Such person, business entity or nonprofit organization shall be deemed to be a subcontractor until December thirty first of the year in which the subcontract terminates. “Subcontractor” does not include (i) a municipality or any other political subdivision of the state, including any entities or associations duly created by the municipality or political subdivision exclusively amongst themselves to further any purpose authorized by statute or charter, or (ii) an employee in the executive or legislative branch of state government or a quasi-public agency, whether in the classified or unclassified service and full or part-time, and only in such person's capacity as a state or quasi-public agency employee.

“Principal of a subcontractor” means (i) any individual who is a member of the board of directors of, or has an ownership interest of five per cent or more in, a subcontractor, which is a business entity, except for an individual who is a member of the board of directors of a nonprofit organization, (ii) an individual who is employed by a subcontractor, which is a business entity, as president, treasurer or executive vice president, (iii) an individual who is the chief executive officer of a subcontractor, which is not a business entity, or if a subcontractor has no such officer, then the officer who duly possesses comparable powers and duties, (iv) an officer or an employee of any subcontractor who has managerial or discretionary responsibilities with respect to a subcontract with a state contractor, (v) the spouse or a dependent child who is eighteen years of age or older of an individual described in this subparagraph, or (vi) a political committee established or controlled by an individual described in this subparagraph or the business entity or nonprofit organization that is the subcontractor.

**EXHIBIT 2**  
**DELIVERABLES DOCUMENT**  
**(document finalized upon contract)**

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1. Contractors shall provide Information Technology ("IT") Vendor Managed Services to Participating Entities (PE) in accordance with the terms and conditions of this Contract. PE may request the assistance of the Contractor under this Contract at any time and from time to time. Requests for Services or Deliverables under the Contract will be submitted in writing from the PE to the Contractor in the form of a SOW. Contractor shall prepare a written proposal with price and submit such proposal to the PE within five business days of receiving the PE's written request. The PE may only engage a Contractor by issuing a Purchase Order or other acceptable payment mechanism with a SOW in accordance with the requirements of the Contract. Contractor shall provide IT support in the areas of:
  - Implementation and configuration of a web based system
  - A production ready system to centrally capture and manage Contract spend. This may also include the need to share data with the PE's systems.
  - Performance oversight of IT Professionals
  - Scalability and flexibility to unique PE needs
  - Timekeeping, Invoicing and oversight of such
  - On-line search and query functions
  - Increasing the overall quality and speed of IT Professional requests by PE's
  - Adding value in the areas of IT Professional procurement and utilization
  - Reducing costs associated with IT Professional engagements and management
  - Minimizing the time spent engaging IT Professionals and ensuring compliance with the PE's policies and procedures
  - Developing processes and policies that ensure compliance with legal, statutory, and regulatory requirements
  - Tracking, monitoring, and managing Contractor performance
  - Detailed utilization report on IT Professional placements, duration
  - Obtaining reporting that will help with budgeting and visibility into IT Professional spend
  - Request approval
  - SOW completion, approval and transmission to Contractor
  - SOW distribution to Contractor for IT Professional availability and cost savings
  - IT Professional staffing search and recruitment, including specialized and niche IT areas
  - IT Professional candidate resume submission and selection
  - IT Professional candidate ranking methodologies
  - Reporting (standard and ad hoc) and On-line search and query functions
  - Other such areas related to IT Vendor Managed Services as the PE may request, within scope of this Contract
2. Awarded contractor shall supply sufficient, competent, reliable, and properly licensed and/or certified personnel to provide adequate and satisfactory services as required under this Contract. During the term of the Contract, the Contractor shall provide the PE with qualified and competent IT



**EXHIBIT 2**  
**DELIVERABLES DOCUMENT**  
**(document finalized upon contract)**

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Professionals with specific technical expertise, or familiarity with a specific system or project as it relates to a PE's SOW.

3. Relationship of Information Technology (IT) Professionals to the Participating Entity

IT Professionals are not employees and are therefore ineligible for any compensation, pension, health care or other similar benefits to which a PE employee may otherwise be eligible, regardless of the duration of an IT Professionals working relationship with the PE or any similarity, intentional or otherwise, to a PE's existing classified job description.

IT Professional shall identify themselves as a Contractor at all times when engaging in activities related to their performance under this Contract.

IT Professional shall not be assigned to, or function in, any role that requires them to directly supervise or manage PE employees, nor shall IT Professional exercise any authority that is considered consistent with the roles and responsibilities of a PE official. IT Professional shall not approve requests for time off by PE employees, be a signatory on behalf of the PE, provide direct day to day supervision and direction to PE employees, approve procurements or engage in other similar activities.

4. The Contractor shall not allow an IT Professional to attend training courses at the expense of the PE, unless such courses are in the best interests of the PE and training is included within the SOW. Credit for all or a portion of training may be collected by the PE if the IT Professional leaves or is assigned elsewhere within six months of the training date. Credit shall be pro-rated based on post-training time in Position Title.
5. There shall be no upward reclassification of an IT Professional during the term of the SOW into a higher experience category for pay purposes. Revisions to the SOW regarding Position Title, level of experience, or responsibilities of the IT Professional must be within the scope of the initial SOW and must be made in writing by the PE to the Contractor.
6. Revisions outside the scope of the SOW or changing the scope of the SOW will not be allowed. A new SOW must be submitted and approved by all parties.
7. Contractor shall require any Contractor Party assigned to a PE adhere to applicable PE policies and standards.
8. Laws & Regulations  
The IT Professional shall at all times observe and comply with all Federal, State and Local laws and regulations.

**EXHIBIT 2**  
**DELIVERABLES DOCUMENT**  
**(document finalized upon contract)**

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In cases where special licenses, accreditations and/or certifications are required by State, Federal and/or Local law, statute or regulation to perform services of specified job descriptions, Contractors are required to provide copies of such certification upon request of the PE.

9. Contractor, upon request by the PE, shall provide references, resumes, test scores, special licenses, accreditations and/or certifications for IT Professional candidates.
10. The Contractor shall require the Contractor Party to work the hours and schedule as mutually agreed upon in the SOW. PE and Contractor shall make reasonable efforts to accommodate schedule changes with sufficient prior notice (2 weeks whenever possible). Revisions made in any SOW shall be made in writing by the PE to the Contractor. All hours worked shall be subject to verification by the PE. The PE shall allow billing for one-half (1/2) hour increments.
11. Working Hours  
Payment will be made for actual hours worked.
12. Overtime  
Overtime, any time worked over forty (40) hours in one work week, requires prior PE approval. If overtime is authorized by the PE, overtime will be paid as mutually agreed upon but shall not exceed 1-1/2 times the appropriate hourly rate.
13. Unless otherwise stated in the SOW, and approved by the PE, Contractor shall not be paid any out-of-pocket expenses, such as travel time, mileage to and from any jobsite, and/or miscellaneous expenses. Payments for approved expenses may not exceed the PE's current prevailing rates for travel. The State assumes no liability, financial or otherwise, for the transportation of Contractor's personnel or their possessions into or out of the PE location.
14. Contractor shall submit weekly billing to the PE. Minimally, billing shall include:
  - Contractor Federal Tax Identification Number or Social Security Number
  - PE's Purchase Order Number
  - Temporary Services Personnel Name
  - Actual hours worked/billed
  - IT Professional Position Classification
  - Hourly rate billed
15. Contractor is solely responsible for the payment of all salaries, wages, bonuses, Social Security, taxes, federal and state unemployment insurance, liability and worker's compensation insurance, employee benefits, and any and all taxes related to personnel. Contractor shall also provide worker's compensation for its personnel as required by law.
16. Wages

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If Contractor proposes minimum wage rates for any position, and the minimum wage increases during the Contract period, Contractor and the PE shall pay current minimum wage for services provided.

17. Contractor is solely responsible for compliance with all applicable laws relating to its employees, such as wages and hour laws, safety and health requirements and collective bargaining laws.
18. Security and/or Property Entrance Policies and Procedures  
Contractor shall adhere to established security and/or property entrance policies and procedures for each requesting PE. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any PE premises for the purpose of carrying out the scope of work described in this Contract.
19. Contractor shall be responsible for prescreening and completing background checks for all candidates assigned under this Contract. Contractor is required to obtain and keep current Form I-9, Employment Eligibility Verification issued by the U.S. Department of Homeland Security, US Citizenship and Immigration Service supporting each IT Professional's authorization for employment in the United States (<http://www.uscis.gov/files/form/i-9.pdf>). The Lead State reserves the right to audit these documents. At the request of the PE, Contractor shall supply a completed Form I-9.
20. PE-specific requirements for background checks other than addressed in Exhibit 6 shall be communicated as part of the SOW and shall be complied with prior to the start date of any IT Professional hire. Contractor shall be responsible for all fees associated with PE-specific background checks.
21. Subcontractors  
Contractor acknowledges that any work provided under the contract to any PE is work conducted on behalf of the PE and that the PE Official or his/her designee may communicate directly with any subcontractor as the PE deems to be necessary or appropriate. Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the contractor to the PE Official or his/her designee upon request.
22. Requirements for Statements of Work  
Each SOW must, at a minimum, set forth the following:
  - Hours, schedule, location of workplace
  - Deliverables and Services to be provided by Contractor
  - PE requirements for status reporting
  - Documentation required from the Contractor (e.g. reports, manuals, analysis, or other documentation as required by the PE)
  - Applicable technical standards required by the PE, along with PE policies and procedures
  - Implementation schedule for the Deliverables and Services
  - Evaluation, testing and acceptance requirements

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- Cost of the Deliverables and Services per Product & Pricing Schedule, and a payment schedule for same
- Position Title (per Product & Pricing Schedule) and name of Contractor Party(ies) Performing under the SOW.
- Support and maintenance obligations, if required by the PE

**23. Ordering**

Contract order and Purchase Order numbers must be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence. Each PE will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the PE rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by the Master Contract. All communications concerning administration of Orders placed will be furnished solely to the authorized purchasing agent within the PE purchasing office, or to such other individual identified in writing in the Purchase Order.

24. The Contractor shall provide a replacement for any/all temporary individuals rejected by a PE as requested by the PE. If there are problems with the replacement temporary service employee, the PE has the option to seek services from another Contractor.
25. Contractor shall provide the PE a minimum of fourteen (14) calendar days advance written notice of the planned departure of any Contractor Party providing Services to the PE. The Contractor shall notify the PE within twenty-four (24) hours in the event of an unanticipated departure of a Contractor Party providing Services under this Contract.
26. Upon fifteen (15) days' notice to the Contractor, by the issuance of a Purchase Order Amendment, the PE may terminate any IT Professional noted in any Purchase order. If in the opinion of the PE the ongoing performance of any service provided by IT Professional does not conform to the provisions of an issued Purchase Order and/or SOW, the PE shall give Contractor written notice of nonconformance. Contractor shall have a ten (10) calendar day period to correct any such deficiency. If after the 10 calendar days such service performance level continues to be in nonconformance with the provisions of an issued and accepted Purchase Order, then Contractor may be in default of this Contract and the PE may require Contractor to replace IT Professional at Contractors expense or terminate the IT Professional without PE further obligation or financial liability.
27. Completion of any services of any IT Professional provided hereunder, or the PE's failure to issue any Purchase Order hereunder, shall not terminate the IT Professional, the intent of the parties being to leave IT Professional in effect for the specified term. Any such termination shall be effected by delivery to the Contractor of a written notice of termination. The notice of termination shall be sent to the Contractor address furnished to the Lead State for purposes of correspondence or by hand delivery. Upon receipt of such notice, the Contractor shall both immediately discontinue all services affected (unless the notice directs otherwise) and deliver to the PE all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been

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accumulated by the IT Professional in performing his duties under this Contract, whether completed or in progress. All such documents, information, and materials shall become the property of the PE. In the event of such termination, the Contractor shall be entitled to reasonable compensation as determined by the Commissioner of the PE of Administrative Services, however, no compensation for lost profits shall be allowed.

28. Contractor shall comply with any PE requirement for status reporting, management methodologies, related documentation, computer operations, standards, practices, and published security procedures.
29. Contract Separately/Additional Savings Opportunities  
Lead State reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of Lead State, the quantity required is sufficiently large, to enable the PE to realize a cost savings, over and above the prices set forth in Exhibit 4, whether or not such a savings actually occurs.
30. Mandatory Extension to Participating Entities  
Contractor shall offer and extend the contract (including pricing, terms and conditions) to political subdivisions of the Participating States (towns and municipalities), schools, and not-for-profit organizations.
31. P-Card (Purchasing MasterCard Credit Card)  
Participating Entities may require Contractors accept payment via procurement card(s). The Contractor shall be responsible for the credit card user-handling fee associated with MasterCard purchases. The Contractor shall charge to the P-Card only upon acceptance of Goods delivered to the PE or the rendering of Services.
32. Quantities and/or Usages  
Any quantities set forth are estimated quantities and/or usages only and in no way represent a commitment and/or intent to purchase any particular amount. Actual quantities may vary and will be identified on individual Purchase Orders issued by the requesting entity.
33. E-Commerce (Electronic Commerce)  
In addition to interfacing with the NASPO Value Point E-market center, PE may utilize internet-based E-Procurement ordering systems, Contractors may receive Purchase Orders from Participating Entities through these Systems and shall, if requested, provide electronic invoicing to be loaded into these Systems.

Contractors may be required to provide PE with functional data files that include specific formats for product and pricing information to be loaded into the system, or enable electronic access/interface to the Contractor's catalog (either through a punch-out catalog or a third-party hosted catalog).

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34. Tax Exemption Certificates

Tax exemption certificates will be furnished to the awarded contractor by the PE.

35. Requesting/Hiring State Entity Responsibility

- The PE reserves the right to interview any potential candidate for temporary placement to determine their ability to perform the services per the SOW.
- The PE shall provide all necessary supplies, equipment, work space and parking for the IT Professional.
- It is the PE's responsibility to pay the Contractor for hours worked when a Contractor provides personnel on a specified date and time, and the Contractor's personnel appears on time to perform the specified services.
- The PE reserves the right to accept or reject any temporary service individual provided by the Contractor at any time with or without cause.

36. IT Professional Commitment

Unless the PE dismisses the IT Professional noted in an applicable Purchase Order, that IT Professional shall continue to Perform under such Purchase Order until the Purchase Order specified assignment end date.

37. PE's may require Contractor, and Contractor shall, track IT Professional time via electronic time and attendance system.

The following exhibit sets forth the Services and Deliverables time table the Contractor shall follow under this Agreement.

The Contractor shall provide Monthly Status Reports to the State Project Manager as defined in Exhibit 2. The Contractor shall perform quarterly reviews and provide reports to the State Project Manager as defined in Exhibit 2. Contractor shall provide training and training materials at the times required in Exhibit 2.

<b>IMPLEMENTATION SCHEDULE</b>		
	<b>DELIVERABLE</b>	<b>TIMEFRAME</b>
<b>Requirements Phase</b>		
1	Project initiation meeting	Within xxxxxx days/weeks after notification
2	Project work plan and schedule	Within xxxxxx business days after Project initiation meeting
3	Software Strategy and Plan	Within xxxxxx business days after Project initiation meeting, and throughout the Project until successful UAT completion.
4	Deployment strategy & plan	Within xxxxxx business days after Project initiation meeting
<b>Design Phase</b>		
5	Design validation sessions	To be set by Department
6	Modified Gap Analysis	Within xxxxxx working days after last design validation session
7	Implementation plan	Within xxxxxx months after Project initiation meeting
8	Change management plan	Within xxxxxx) months after Project initiation meeting
9	Testing plan	Within xxxxxx months after Project initiation meeting
10	Training plan	Within xxxxxx months after Project initiation meeting
11	Security plan	Within xxxxxx months after Project initiation meeting
12	Final system requirements document	Within xxxxxx working days after acceptance of the system gap analysis document by the Department
<b>Development Phase</b>		
13	System modification initiation meeting	Within xxxxxx business days after acceptance of the Final System Requirements Document

14	Data model	Within xxxxxx business days after System modification initiation meeting
15	Detailed design document	Within xxxxxx business days after System modification initiation meeting
16	Certificate of Readiness for UAT	Upon completion of final test prior to UAT, but no later than one (1) week prior to UAT start date
17	Site readiness checklist template	No later than xxxxxx months prior to Pilot start date as defined in the Implementation Plan.
18	Test System software	At least xxxxxx calendar days prior to UAT start date
19	Perform pre-UAT key function walkthrough	At least xxxxxx week prior to UAT start date
20	Provide on-site assistance during the UAT	Throughout UAT
21	Set up and prepare UAT test environment	At least xxxxxx week prior to UAT start date
22	Deliver UAT testing tools	Approved by and delivered to at least xxxxxx week prior to UAT start date.
23	Provide support during UAT	Throughout UAT testing activities
24	Provide UAT outcome metrics report	Within xxxxxx working days after completion of UAT
<b>Pilot Phase</b>		
25	Convene pilot operations initiation meeting	No later than xxxxxx months prior to Pilot start date, as defined in the Implementation Plan.
26	Data conversion	A test data conversion shall be performed for Pilot at least xxxxxx weeks prior to Pilot. Actual conversion will be done during Pilot and individually for each subsequent Site.
27	Provide Pilot test oversight and consultation	Throughout Pilot
28	Provide Pilot related software modifications and testing	As needed throughout Pilot
29	Prepare Pilot evaluation report	Within xxxxxx working days after the end of Pilot
<b>Roll Out Phase</b>		
30	Convene System rollout initiation meeting	Approximately xxxxxx month into Pilot operations.
31	Provide statewide system implementation training and materials	Within one week prior to rollout at each Site. Hard copies of training materials for all participants shall be received at the Sites at least xxxxxx working days prior to training



32	Provide System rollout oversight, consultation, and assistance	Throughout rollout of the System.
33	Provide comprehensive system documentation updated to reflect System	Within xxxxxx days after the rollout of the System to the final Site.
<b>Warranty Phase</b>		
34	One year Warranty Period	For one year from the Acceptance Date of the System.
35	System problem fixes and written reports	Defects will be addressed as they are reported and resolved, within the one year Warranty Period. Any defects identified during the Warranty Period shall be resolved, even if the Warranty Period ends during the repair process.

## 1. PERFORMANCE REQUIREMENTS

The Contractor shall adhere to the following service levels:

Performance Metric	Goal	Performance Target	Description	Calculation	Frequency of Review
Requisition Confirmation Response time	4 business hours	92% or higher	Measures average response time from receipt of request to confirmation of request receipt.	Number of requisitions which received confirmation within 4 hours / total number of	monthly
Resume Submittal Response time	4 business days	92% or higher	Measures average response time from receipt of request to delivery of first candidate's resume.	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions.	monthly
Normal Fill Rate	N/A	92% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions: Indicates how many requisitions are open.	Total number of filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Normal Round 1 Fill Rate	N/A	80% or higher	Measures Contractor's ability to satisfactorily fulfill requisitions within first round of resumes submitted to requestor (normal requisitions).	Total number of filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Urgent Flagged Submittal Response Time	2 business days	92% or higher	Measures average response time from receipt of URGENT request to delivery of first candidate's resume.	Number of URGENT requisitions that received first batch of resumes for review within 24 hours / total number of URGENT	monthly
Urgent Fill Rate	N/A	92% or higher	Measures Contractor's ability to fulfill requisitions: Indicates how many requisitions are open.	Total number of URGENT filled positions at month end / total number of requisitions that have been in place over 2 weeks.	monthly
Urgent Round 1 Fill Rate	N/A	90% or higher	Measures Contractor's ability to fulfill requisitions within first round of resumes submitted to requestor (URGENT requisitions).	Total number of URGENT filled positions resulting from the first round of resumes / total number of requisitions filled.	monthly
Attrition Rate	N/A	8% or lower	Measures resource turnover due to unplanned situations that are not caused by the State, not including inadequate performance, death, serious illness, etc.	Number of unplanned turnovers / total number of resources.	monthly
Performance Removal	N/A	5% or lower	Measures resource turnover due to inadequate resource performance.	Number of turnovers (due to inadequate performance) / total number of resources.	monthly
Offering Opportunity to the Network	N/A	30% or higher	Measure of how many resource resumes, provided to the State after requisition, are from the Contractor's subcontractor network.	Total number of resumes provided to the State from subcontractor resource pools / total number of resumes provided to the State.	monthly
Usage of Network	N/A	90% or higher	Measure of how many subcontractor resources are selected by the State.	Number of subcontractor resources selected within period / total number of resources	monthly
Customer Service Survey Results	Monthly survey of the satisfaction of the agency requestor with the resource(s) placed at that agency by the Contractor. Survey will highlight positive and negative points about the Contractor's processes and resources in order to identify areas for improvement. The State Contract Manager will review and include overall results as part of the scorecard.				

1. The table above provides a minimum set of service levels that the Contractor must meet or exceed throughout the life of the Contract in order to remain in good standing. Contractors will be required to contribute regularly through this process in a variety of ways. The Contractors shall meet periodically at the request of the the Lead State and the NASPO ValuePoint Sourcing Team for Contract discussions. The Contractors will have the opportunity to provide the Lead State and the NASPO ValuePoint sourcing team with suggestions on how to improve its own processes relating to IT Professional services.
  - a) A scorecard will be developed by the NASPO ValuePoint sourcing team for each Contractor, which will include the minimum performance metrics and threshold required. It is expected that the final service levels agreed upon by the Contractors will be higher than these proposed minimum requirements.
  - b) Contractors shall submit to individual State contract coordinators monthly, electronic reports showing performance metric, performance target for the applicable state and the associated data used to determine the performance indicators. Contractors shall submit to the NASPO ValuePoint sourcing team a monthly report showing performance metrics, performance targets and associated data for all Participating Entities.
  - c) The State's contract coordinators will score the Contractor monthly over the initial 12 month period from start date of the Contract and quarterly thereafter. Scoring shall be based on the performance metrics report, the Contractor's ability to exceed the metrics and feedback received by the State's contract coordinator from Participating Entities.
  - d) If any service deficiencies are identified across the Contract or the minimum thresholds are not met, the following actions will be implemented by the Lead State to ensure that the level of service improves.
    1. A discussion will take place between the Contractor representatives and the Lead State. The Contractor will be given a warning, and a plan will be developed to improve on the problem areas within two (2) months.
    2. If after the two months the minimum thresholds are not met, the Contractor will be placed on probation, and given three (3) months to improve their overall service score.
    3. If within the three (3) month probationary period the minimum thresholds are not met, the Contractor(s) will be required to give a three percent (3%) rebate on the month's revenue back to each agency which has provided revenue to the Contractor. and the Contract may be terminated.
    4. Should this process occur more than two times throughout the life of the contract, this may be cause for the Lead State to terminate the Contract.

Notification Procedure:

- a. If Contractor becomes aware of the occurrence of any of the above failures, Contractor shall notify the PE of the occurrence and nature of the failure through the email distribution provided to Contractor by the PE. If a field technician is required, Contractor's Dispatch or Field Technician shall contact the affected facility's supervisor or designated contact with an estimated time of arrival. Notification of resolution of the failure and how resolved shall be provided to the PE through the email distribution. Response and resolution times shall be pursuant to the table above.
- b. If the PE becomes aware of the occurrence of the any of the above failures, and has not received notification from Contractor, the PE shall notify Contractor of the occurrence and nature of the failure by calling the toll free telephone number provided by Contractor. Said telephone line shall be manned 24 hours a day by live personnel. If a field technician is required, Contractor's Dispatch or Field Technician shall contact the affected facility's supervisor or designated contact with an estimated time of arrival. Notification of resolution of the failure shall be

provided by Contractor directly to the individual who reported the failure and by email distribution provided to Contractor by the PE. The email notification shall state how the failure was resolved. Response and resolution times shall be pursuant to the table above.

2. ESCALATION PROCEDURE

The Contractor and the PE shall adhere to the following escalation procedures:

Priority Level	Description	Response Time	Repair Time	Escalation	Contact Information
1					
2					
3					
4					
5					

COMPANY NAME: \_\_\_\_\_

Organizational Description

Detailed background information. Attach organizational structure.		
[insert here]		
List all company locations		
[Primary Location]	[Other location]	[Other location]
[Number of Employees at location]	[Number of Employees at location]	[Number of Employees at location]
Proposed Account Staffing		
Provide an overview of the account management team, including a brief background and experience of staff that would be assigned to assist and oversee the accounts; specific roles and responsibilities of staff; and the time commitment entities could expect from these individuals. Describe your initial and ongoing account management.		
[insert here]		
Provide an overview of your implementation team, including a brief background and experience of staff that would be assigned to implement the solution; specific roles and responsibilities of staff; and the time commitment entities could expect from these individuals. Describe the transition process from the implementation team to the account management team.		
[insert here]		
Company’s main line of business:		
[insert here]		
Years in business providing VMS to multiple states:		
[insert here]		

COMPANY NAME: \_\_\_\_\_

Escalation Information

Performance metrics have been provided in the RFP document. Provide the company’s escalation contacts for this account. Provide a description of your company's issue notification and escalation procedures. Include any tools, flows, and responsibilities, including expected response times. Add additional escalation contact information as necessary		
[insert here]		
Primary Contact Name/Title	Direct Business Phone	Email
[name/title]		
Cell Number	Other:	
	[insert here]	
Escalate to 2 <sup>nd</sup> Contact Name/Title	Direct Business Phone	Email
[name/title]		
Cell Number	Other:	
	[insert here]	
Escalate to 3 <sup>rd</sup> Contact Name/Title	Direct Business Phone	Email
[name/title]		
Cell Number	Other:	
	[insert here]	
Escalate to 4 <sup>rd</sup> Contact Name/Title	Direct Business Phone	Email
[name/title]		
Cell Number	Other:	
	[insert here]	

Add more lines as needed.

COMPANY NAME: \_\_\_\_\_

Governmental Experience

Provide the following information for each government account for which your company has provided for VMS IT Professional resources within the past year (maximum of five):		
1 Government Entity Type & Name & Address	Project description/type	Annual Revenue received (prior twelve months)
[insert here]	[insert here]	
Will provide reference? (Y/N)	Website	Company Industry
[insert here]	[insert here]	[insert here]
Reference Name/Title	Direct Phone	Email
[insert here]		
2 Government Entity Type & Name	Project description/type	Annual Revenue received (prior twelve months)
[insert here]	[insert here]	
Will provide reference? (Y/N)		
Reference Name/Title	Direct Phone	Email
[insert here]		
3 Government Entity Type & Name	Project description/type	Annual Revenue received (prior twelve months)
[insert here]	[insert here]	
Will provide reference? (Y/N)		
Reference Name/Title	Direct Phone	Email
[insert here]		
4 Government Entity Type & Name	Project description/type	Annual Revenue received (prior twelve months)
[insert here]	[insert here]	
Will provide reference? (Y/N)		
Reference Name/Title	Direct Phone	Email
[insert here]		
5 Government Entity Type & Name	Project description/type	Annual Revenue received (prior twelve months)
[insert here]	[insert here]	
Will provide reference? (Y/N)		
Reference Name/Title	Direct Phone	Email
[insert here]		

COMPANY NAME: \_\_\_\_\_

Top Customers

Provide the following information for each of the company’s five largest customers for which your company has provided for VMS IT Professional resources within the past year:		
1 Name/Address	Phone/Web Address	Annual Revenue received (prior twelve months)
Will provide reference? (Y/N)		
Reference Contact Name	Reference Contact Direct Phone	Reference Contact Email
2 Name/Address	Phone/Web Address	Annual Revenue received (prior twelve months)
Will provide reference? (Y/N)		
Reference Contact Name	Reference Contact Direct Phone	Reference Contact Email
3 Name/Address	Phone/Web Address	Annual Revenue received (prior twelve months)
Will provide reference? (Y/N)		
Reference Contact Name	Reference Contact Direct Phone	Reference Contact Email
4 Name/Address	Phone/Web Address	Annual Revenue received (prior twelve months)
Will provide reference? (Y/N)		
Reference Contact Name	Reference Contact Direct Phone	Reference Contact Email
5 Name/Address	Phone/Web Address	Annual Revenue received (prior twelve months)
Will provide reference? (Y/N)		
Reference Contact Name	Reference Contact Direct Phone	Reference Contact Email



COMPANY NAME: \_\_\_\_\_

Subcontractors

If the Proposer has set up subcontracting relationships for VMS IT Professional resources with other vendors to respond to this bid, include an affidavit from each subcontractor stating the subcontractor’s responsibilities under the proposal and a willingness to carry out these responsibilities. This assurance in no way relieves the Proposer of any responsibilities in responding to this RFP, completing the commitments documented in the proposal or in fulfilling any contractual requirements, if awarded.				
1 Subcontractor Name/Address	Subcontractor’s Annual Revenue (prior twelve months)	Proposer’s Portion of Subcontractor’s Revenue (prior twelve months)	Is this Subcontractor affiliated or otherwise connected to your company? (Y/N)	Is this Subcontractor a certified Small, Minority or Women Owned Company? (Y/N)
[insert here]	\$	\$		
2 Subcontractor				
[insert here]	\$	\$		
3 Subcontractor				
[insert here]	\$	\$		
4 Subcontractor				
[insert here]	\$	\$		
5 Subcontractor				
[insert here]	\$	\$		
6 Subcontractor				
[insert here]	\$	\$		
7 Subcontractor				
[insert here]	\$	\$		
8 Subcontractor				
[insert here]	\$	\$		
9 Subcontractor				
[insert here]	\$	\$		
10 Subcontractor				
[insert here]	\$	\$		

Add more lines as needed.

COMPANY NAME: \_\_\_\_\_

If the Proposer has set up subcontracting relationships with certified <b>Small/Minority Businesses</b> to respond to this RFP, state annual payments for VMS IT Professional resources from your company to each subcontractor for the two prior calendar years:		
1 Subcontractor	Annual Payments from Contractor to Sub (01/01/15 – 12/31/15)	Annual Payments from Contractor to Sub (01/01/14 – 12/31/14)
[insert here]		
2 Subcontractor	Annual Payments from Contractor to Sub (01/01/15 – 12/31/15)	Annual Payments from Contractor to Sub (01/01/14 – 12/31/14)
[insert here]		
3 Subcontractor	Annual Payments from Contractor to Sub (01/01/15 – 12/31/15)	Annual Payments from Contractor to Sub (01/01/14 – 12/31/14)
[insert here]		
4 Subcontractor	Annual Payments from Contractor to Sub (01/01/15 – 12/31/15)	Annual Payments from Contractor to Sub (01/01/14 – 12/31/14)
[insert here]		
5 Subcontractor	Annual Payments from Contractor to Sub (01/01/15 – 12/31/15)	Annual Payments from Contractor to Sub (01/01/14 – 12/31/14)
[insert here]		

Add more lines as needed.

**COMPANY NAME:** \_\_\_\_\_

	<b>BUSINESS</b>
	The Proposer must address all of the following items. If including an attachment, cross reference attachment and section.
1.	Please introduce or summarize any information the Proposer deems relevant or important to the successful acquisition of the products and/or services requested in this RFP.
	[insert here]
2.	The legal form of the Proposer's business organization, the state in which formed (accompanied by a certificate of authority), and the types of business ventures in which the organization is involved (if more than one, highlight and detail the division responsible for VMS) are to be included in this section.
	[insert here]
3.	Does your company use electronic timesheets to track IT professional usage? Has this successfully interfaced with other systems? If so, please list.
	[insert here]
4.	See Attachment 6 for Background Check Requirements. Describe your requirements and process regarding background checks for your employees (both W-2 and 1099). Does your company include arrangements for additional background checks or security checks based on individual custom requirements?
	[insert here]
5.	Describe your quality standards and guarantees of service. Describe other quality assurance processes in place.
	[insert here]
6.	Does your company have a process in place to receive and respond to customer feedback? Describe how feedback is provided, response time, etc.
	[insert here]
7.	Company Financial Information This section must include a notarized statement from a Certified Public Accountant demonstrating the company's financial stability for the two (2) most recently completed fiscal years. If the

**COMPANY NAME:** \_\_\_\_\_

	statements being provided by the Proposer is that of a parent or holding company, additional certification must be provided for the entity/organization directly responding to this RFP.
	[insert here]
8.	<p><b>Integrity of Company Structure and Financial Reporting</b></p> <p>This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services.</p> <p>The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.</p>
	[insert here]
9.	<p><b>Registration to do Business</b></p> <p>If awarded the contract, the Proposer will be required to be registered, and be in good standing, with the various states in which it is or will be performing the contractual services. The Proposer must indicate the states in which it is registered and the status of registration, if applicable, in this section of the proposal.</p>
	[insert here]
10.	<p><b>Provide authorizing documentation:</b> Proposer personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.</p>
	[insert here]
11.	<p><b>Provide a detailed list of all areas of contingent workforce expertise and experience. Provide current subcontractor for each area specified.</b></p>
	[insert here]
12.	<p><b>Provide your company's formal disaster recovery plan.</b></p>
	[insert here]

**IT VMS PROVIDERS**  
**RFP 14PSX0036**  
**Attachment 2, Mandatory Business Questionnaire**  
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**COMPANY NAME:** \_\_\_\_\_

13.	Describe your company's experience serving customers of a similar size and scope to this procurement. Provide specific clients and detailed examples.
	[insert here]
14.	Is Proposer willing to provide the pricing proposal included in this RFP response to Other Governmental Bodies (as defined in Sections 1.2 and 1.4.1 of the RFP)? Will Proposer actively solicit these Other Governmental Bodies and encourage them to purchase on this contract? Please provide a yes/no response and an explanation of how your company intends to accomplish this objective.
	[insert here]
15.	Provide three (3) examples in which your vendor management program has delivered hard cost savings to your customers. Please include statistical information on total spend and hard savings, including the calculation methodology used for determining these savings. If these examples are not from references listed previously, please include contact information for the client organization.
	[insert here]
16.	How would you assist the Participating Entities in quantifying cost savings associated with this contract? How would you help the Participating Entities identify ongoing opportunities for additional savings during the life of the contract?
	[insert here]
17.	Describe how you would provide information for requests forwarded to you by the Participating Entities under open/public records law, while honoring service provider companies' rights to limit specific detailed information on resumes.
	[insert here]
18.	How long has your company been delivering the services and technologies proposed in this RFP for contingent workforce management?
	[insert here]
19.	What do you feel are your firm's top competitive advantages?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

20.	Please identify your proposed business model to deliver a contingent workforce management solution to the Participating Entities.
	<b>[insert here]</b>
21.	What unique value-adds, innovations, or process knowledge does your firm bring and how can it benefit the Participating Entities?
	<b>[insert here]</b>
22.	How will you manage our account? Please indicate the position, job functions, and responsibilities associated with your management teams.
	<b>[insert here]</b>
23.	Describe how you will present your company's performance management review.
	<b>[insert here]</b>
24.	Where will the account management team be located?
	<b>[insert here]</b>
25.	How do you measure your account management team's performance?
	<b>[insert here]</b>
26.	What elements of this team are most critical to its success?
	<b>[insert here]</b>
27.	How would you facilitate the regularly scheduled contract review meetings? What elements and issues do you believe should be included in these discussions?
	<b>[insert here]</b>
28.	Provide a detailed training plan for all users including customer end users, suppliers, and contract employees, including the methods used (instructor led, distance learning, "train the trainer", CBT, online tutorial, etc.), locations, and frequency of offerings. Identify the standard training and any customized training that is available to reflect individual department or institution needs, and include any limitations such as class sizes, locations, and time limits.

**IT VMS PROVIDERS**  
**RFP 14PSX0036**  
**Attachment 2, Mandatory Business Questionnaire**  
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**COMPANY NAME:** \_\_\_\_\_

	<b>[insert here]</b>
29.	Describe the ongoing support available to end users, including hot line or toll free numbers, day and time availability, and any restrictions.
	<b>[insert here]</b>
30.	Identify the amount of staffing and the funds as a percent of revenue that are devoted to customer support.
	<b>[insert here]</b>
31.	How do you provide help-desk support? What specific help-desk services are offered? Please list any websites used for support purposes.
	<b>[insert here]</b>
32.	Provide a narrative outlining your supplier relationships. Give an example of an exceptional supplier partnership.
	<b>[insert here]</b>
33.	What process, if any, do you use to recruit and attract Minority and Women’s Business Enterprises service suppliers?
	<b>[insert here]</b>
34.	What process do you use to recruit and attract emerging technology IT Professionals and/or suppliers?
	<b>[insert here]</b>
35.	What process do you use to recruit and attract legacy technology IT Professionals and/or suppliers?
	<b>[insert here]</b>
36.	What percentage of staffing suppliers have refused to participate in your supplier management/contingent workforce management program?
	<b>[insert here]</b>

**IT VMS PROVIDERS****RFP 14PSX0036****Attachment 2, Mandatory Business Questionnaire****Page 12 of 19****COMPANY NAME:** \_\_\_\_\_

37.	Please describe your staffing supplier management program – is it a tiered program or an all-inclusive broadcast program?
	<b>[insert here]</b>
38.	How many staffing suppliers work within your network?
	<b>[insert here]</b>
39.	What benefits do suppliers achieve from participating in your programs?
	<b>[insert here]</b>
40.	What services does your organization provide the staffing suppliers who participate?
	<b>[insert here]</b>
41.	What are the steps used to qualify and add new suppliers? When and why do you terminate suppliers?
	<b>[insert here]</b>
42.	Describe your process for determining supplier rates.
	<b>[insert here]</b>
43.	Describe the back office operations of the Vendor Management System program that your company offers.
	<b>[insert here]</b>
44.	Do you have a contracts and legal group to review all supplier agreements and insurance requirements and if so please describe this group?
	<b>[insert here]</b>
45.	Describe your candidate on-boarding and off-boarding processes.
	<b>[insert here]</b>
46.	Describe your procedures for resolving employee relations issues.



COMPANY NAME: \_\_\_\_\_

	<b>[insert here]</b>
47.	How do you ensure that quality and service levels are maintained by the supplier community?
	<b>[insert here]</b>
48.	How do you ensure that RFP requirements on background/reference checks are properly carried out from your staffing suppliers? Please provide an example of how you have monitored these requirements for a current client.
	<b>[insert here]</b>
49.	Describe your company's position and philosophy regarding the concerns of co-employment
	<b>[insert here]</b>
50.	What current policies or procedures do you have in place with other clients regarding co-employment? Please discuss how you protect your clients from co-employment issues.
	<b>[insert here]</b>
51.	List your company's Senior Management as well as their time spent with the company and their relevant experience.
	<b>[insert here]</b>
52.	What percentage of your staff has been with your company for more than 5 years?
	<b>[insert here]</b>
53.	What is the average rate of year-over-year growth in sales for Products and Services for the whole company for the last 5 years?
	<b>[insert here]</b>
54.	Is your company currently profitable? If not, when is the company expected to become profitable.
	<b>[insert here]</b>

**COMPANY NAME:** \_\_\_\_\_

55.	Does your firm specialize in IT Professional workforce management? If not, what is your primary line of business?
	[insert here]
56.	Does your firm specialize in hiring for certain industries? If so, which?
	[insert here]
57.	Does your firm specialize in recruiting for a specific type of customer, or do you provide IT Professional staff for all types of customers?
	[insert here]
58.	How does your firm offer insight into the type of IT Professional that Participating Entities should be looking for?
	[insert here]
59.	How does your firm make sure that you understand the needs of your customers?
	[insert here]
60.	How would you describe the types of customers you primarily work with?
	[insert here]
61.	What measures do you take to keep your staffs' qualifications up to date?
	[insert here]
62.	What professional experience does your consulting and administrative team have?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

63.	What is the education level of your staff?
	[insert here]
64.	What specialized skills do you require your employees to possess for designing, implementing or modifying IT systems?
	[insert here]
65.	What is the average tenure of your employees?
	[insert here]
66.	How do you keep your wage costs under control while still ensuring staff quality?
	[insert here]
67.	How does your staff stay up to date with changing regulation in the IT Professional workforce market?
	[insert here]
68.	How do you ensure the quality of the IT Professionals you provide?
	[insert here]
69.	What is the average turnover rate of IT Professionals you provide?
	[insert here]
70.	Do you verify IT Professionals credentials?
	[insert here]
71.	What is the average retention rate among your customers?

**COMPANY NAME:** \_\_\_\_\_

	[insert here]
72.	Have you had any major complaints from past customers? How have you dealt with these complaints?
	[insert here]
73.	How many current customers do you have in my industry? How does this impact your ability to source IT Professionals due to conflicts of interest and an inability to contact current employees of your other customers?
	[insert here]
74.	What is your customer renewal or repeat business rate? Why do companies renew their contract with your business?
	[insert here]
75.	How do you evaluate customer satisfaction, and how frequently do you do so? Is this made available to all customers?
	[insert here]
76.	How have you changed your service in response to customer complaints and suggestions?
	[insert here]
77.	If you encounter issues or your customers is not satisfied, what steps do you take to address the issue?
	[insert here]
78.	What are your hours of operation?
	[insert here]
79.	How many customers do you have for every IT consultant you have on staff? How might this affect your availability?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

80.	Are you looking to expand your service offerings during the next three years? How so?
	[insert here]
81.	Do you offer IT Professional workforce management services for IT Professionals located outside of the country?
	[insert here]
82.	What additional services do you offer?
	[insert here]
83.	How do you establish pricing? What portion of this price goes directly to IT Professional wages?
	[insert here]
84.	Will purchasing a greater number of services result in price discounts?
	[insert here]
85.	How accurate are your time estimates for the hiring of IT Professionals?
	[insert here]
86.	What are your primary metrics for measuring the timeliness of IT Professional placements?
	[insert here]
87.	What is your rate of on-time placements?
	[insert here]
88.	What are your primary metrics for internal quality measurement regarding timeliness? Is this data available to customers?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

89.	How often do you experience problems with the timeliness of service completion?
	[insert here]
90.	What checks and balances are in place to ensure that work is completed on time without sacrificing quality?
	[insert here]
91.	What avenues do you use to find new IT Professionals?
	[insert here]
92.	What avenues do you use to find IT Professionals with niche or hard-to-find qualifications?
	[insert here]
93.	Do you use generic job postings or are they specific to only those positions needed?
	[insert here]
94.	Do you actively seek out IT Professionals for specific positions or do you primarily try to fill positions with workers that you already have in your database?
	[insert here]
95.	Do you perform psychological evaluations in addition to personal interviews and skills testing?
	[insert here]
96.	Can my company submit interview questions for IT Professionals in order to play a part in the selection process?
	[insert here]
97.	How many IT Professionals do you have in your database?
	[insert here]

COMPANY NAME: \_\_\_\_\_

98.	How often is the average IT Professional used?
	[insert here]
99.	How long has the average IT Professional been in your database?
	[insert here]
100.	Do you ever have problems finding IT Professionals within your database to fit the needs of customers? If so, how long can Participating Entities expect to wait for a suitable IT Professional?
	[insert here]
101.	How long have you had your longest-serving customers?
	[insert here]
102.	What do you see as the most significant benefit from developing long-term relationships with customers?
	[insert here]

COMPANY NAME: \_\_\_\_\_

	<b>TECHNICAL</b> The Proposer must address all of the following items. If including an attachment, cross reference attachment and section.
	<b>GENERAL</b>
1.	Is Proposer willing to provide the pricing proposal included in this RFP response to Participating Entities (i.e. colleges, school districts, counties, cities, nonprofit organizations, etc.)? Will Proposer actively solicit these entities and encourage them to purchase on this contract? Please provide a yes/no response and an explanation of how your company intends to accomplish this objective.
	[insert here]
2.	Provide three (3) examples in which your vendor management program has delivered hard cost savings to your customers. Please include statistical information on total spend and hard savings, including the calculation methodology used for determining these savings. If these examples are not from references previously listed, please include contact information for the client organization.
	[insert here]
3.	How would you assist the Participating Entities in quantifying cost savings associated with this contract? How would you help the Participating Entities identify ongoing opportunities for additional savings during the life of the contract?
	[insert here]
4.	Describe how you would provide information requested under Freedom of Information Acts/laws while honoring service provider companies' rights to limit specific detailed information on resumes.
	[insert here]
	<b>STRATEGIC AND COMPETITIVE DIFFERENTIATION</b>
5.	How long has your company been delivering the services and technologies proposed in this RFP for IT Professional workforce management?
	[insert here]
6.	What do you feel are your firm's top competitive advantages?
	[insert here]
7.	Please identify your proposed business model to deliver an IT Professional workforce management solution to users of the resulting contract.



COMPANY NAME: \_\_\_\_\_

	[insert here]
8.	What unique value-adds, innovations, or process knowledge does your firm bring and how can it benefit the Participating Entities?
	[insert here]
	<b>ACCOUNT MANAGEMENT</b>
9.	How will you manage Participating Entities accounts? Please indicate the position, job functions, and responsibilities associated with your management teams.
	[insert here]
10.	Describe how you will present your company's performance management review.
	[insert here]
11.	Where will the account management team be located for each area?
	[insert here]
12.	How do you measure your account management team's performance?
	[insert here]
13.	What elements of this team are most critical to its success?
	[insert here]
14.	How would you facilitate the regularly scheduled contract review meetings? What elements and issues do you believe should be included in these discussions?
	[insert here]
15.	Describe the ongoing support available to end users, including hot line or toll free numbers, day and time availability, and any restrictions.
	[insert here]
16.	Identify the amount of staffing and the funds as a percent of revenue that are devoted to customer support.
	[insert here]
17.	How do you provide help-desk support? What specific help-desk services are offered? Please list any websites used for support purposes.
	[insert here]

COMPANY NAME: \_\_\_\_\_

	<b>SUPPLIER RECRUITMENT</b>
18.	Provide a narrative outlining your supplier relationships. Give an example of an exceptional supplier partnership.
	[insert here]
19.	What process, if any, do you incorporate to recruit and attract Minority and Women’s Business Enterprises service suppliers?
	[insert here]
20.	What percentage of suppliers have refused to participate in your managed IT Professional workforce program?
	[insert here]
21.	Please describe your supplier management program – is it a tiered program or an all-inclusive broadcast program?
	[insert here]
22.	How many suppliers work within your network?
	[insert here]
23.	What benefits do suppliers achieve from participating in your programs?
	[insert here]
24.	What are the steps used to qualify and add new suppliers? When and why do you terminate suppliers?
	[insert here]
25.	Describe your process for determining supplier rates.
	[insert here]
26.	Describe the back office operations of the Vendor Management System program that your company offers.
	[insert here]
27.	Do you have a contracts and legal group to review all supplier agreements and insurance requirements and if so please describe this group?
	[insert here]
28.	Describe your candidate on-boarding and off-boarding processes.

COMPANY NAME: \_\_\_\_\_

	[insert here]
29.	Describe your procedures for resolving employee relations issues.
	[insert here]
30.	How do you ensure that quality and service levels are maintained by the supplier community?
	[insert here]
31.	Describe your company's position and philosophy regarding the concerns of co-employment
	[insert here]
32.	What current policies or procedures do you have in place with other clients regarding co-employment? Please discuss how you protect your clients from co-employment issues.
	[insert here]
	<b>METRICS AND REPORTING</b>
33.	What metrics, key performance indicators, or service level agreements are you willing to provide on a quarterly basis to demonstrate the value you add and the savings you provide the Participating Entities? Please provide a sample of scorecard.
	[insert here]
34.	Are you willing to put money at risk if your service level agreements are not met? If so, can you please describe how this program would work?
	[insert here]
35.	Satisfaction Surveys - Describe the types of company satisfaction metrics you use. Do you provide satisfaction surveys or other methods to measure same? Please provide a sample of a survey.
	[insert here]
36.	Describe the different quality programs that you utilize and any quality projects that your company has completed to better its programs or the operations of a client site.
	[insert here]
37.	Describe the elements or process improvements your program delivers to reduce our indirect expenses and the associated reporting.
	[insert here]
38.	How will your program manage and track the performance of our approved vendors and their compliance with our requirements?
	[insert here]
39.	Does your system support user-defined reporting at the multi-state, statewide, agency, and program unit levels? Can labor rates be reported on by such factors as skill set and position title?
	[insert here]

COMPANY NAME: \_\_\_\_\_

40.	Provide a complete list of all of the standard reports. Describe the electronic formats the reports can be delivered in. Describe the system's ability to preview reports online, including customized reports from live data. Describe how security and authorization system features apply to reporting. Describe how reports are printed by an end user of the proposed VMS.
	[insert here]
41.	List and describe the various types of management reports your company can provide. Please indicate whether these reports can be manipulated or sorted by the customer. Is the data available for download by Participating Entities? Describe the export and data transfer technology that would be used.
	[insert here]
42.	Please provide printed examples of your most frequently used reports.
	[insert here]
43.	Please explain your system's capability to generate custom or ad hoc reports.
	[insert here]
44.	Is ad hoc reporting accomplished using the current data set or are reports run against a reporting database (are reports run against an extract of your database that is updated)? Please describe how often data is updated.
	[insert here]
45.	Please provide printed copies of the below reports as they exist in your system Standard Order Summary by Supplier Requisitions Pending Approval Standard Headcount Executive Management and Strategy Standard Audit Standard Exceptions (Invoice Payment, Process/History/Tracking Cumulative Annual Time by Resource, Skill Set, Supplier, Supplier groups, etc
	[insert here]
46.	Can the system generate and distribute reports on a set schedule via e-mail, fax, or web reporting?
	[insert here]
47.	Can reports be generated to view supplier trends (i.e. spend volume, increases/decreases over time, etc.)?
	[insert here]
48.	Does your system enable enterprise-wide reporting for aggregate totals of orders by type over a specified period?
	[insert here]
49.	Can a report be generated by requisition including line item detail for a specified period of time?
	[insert here]
<b>VENDOR MANAGEMENT SYSTEM</b>	
50.	This RFP requires a system that is accessible by end users through a standard web browser. The application must reside on a secure server. Please describe how your system meets this objective.
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

51.	What is your approach to the application of software technology in a Vendor Management System?
	[insert here]
52.	Describe how you can assure data is secure. Who owns the data?
	[insert here]
53.	What is your transition plan at Contract Termination, company reorganization or buy out?
	[insert here]
54.	Describe the requisition approval process and explain how users/approvers are alerted of the need to approve/disapprove a requisition.
	[insert here]
55.	How will Participating Entities be notified of incoming resumes?
	[insert here]
56.	How are resumes short-listed/screened?
	[insert here]
57.	Does the system factor in both qualifications and rate as part of the selection criteria?
	[insert here]
58.	How does your request form accommodate project description, skill narrative, and itemized skills covering both IT skills and types of projects worked on?
	[insert here]
59.	Can your system incorporate IT job classifications, qualifications, and experience so agencies can request clearly defined IT Professionals?
	[insert here]
60.	Describe the process by which your system can add, update, or delete IT job classifications.
	[insert here]
61.	How do you determine which suppliers receive solicitations?
	[insert here]
62.	Assuming that response time starts when the Participating Entity submits a work request to you, what is your standard response time for providing resumes for potential staff to clients for the work requests they submit through your system?
	[insert here]
63.	Describe your communication process, the method used, and the frequency of status updates to your clients regarding your ability/inability to fill positions within the desired timeframe.
	[insert here]
64.	What procedure do you use to address replacement coverage for no shows or cancellations? What provisions are in place to protect the Participating Entity if/when this occurs?
	[insert here]
65.	How does your system accept and process a time extension of contracted staff?
	[insert here]
66.	Please describe your company's processes for compliance with government worker policies that IT Professionals must also comply with.
	[insert here]

**IT VMS PROVIDERS**  
**RFP 14PSX0036**  
**Attachment 3, Mandatory Technical Questionnaire**  
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**COMPANY NAME:** \_\_\_\_\_

67.	Please describe the processes your company follows for suppliers to submit candidates to fulfill work requests.
	[insert here]
68.	Please describe the processes your company follows in approving candidates submitted by suppliers.
	[insert here]
69.	Is there a different process when requesting hourly assignments versus SOW projects? Please detail both and provide examples.
	[insert here]
70.	Does your company's vendor management system allow requests for specific individuals or team members?
	[insert here]
71.	Please describe your company's methodology for selecting suppliers and candidates for work requests.
	[insert here]
72.	What is the average and what is the average time for IT Professional deployment. Provide detailed information by position and skill level.
	[insert here]
73.	Does your system have the ability to send requisitions to all selected suppliers simultaneously, based on job description/code, skill sets, location, etc.?
	[insert here]
74.	Does your system have flexible approval hierarchies?
	[insert here]
75.	Does your system have the ability for approvers to edit requisitions?
	[insert here]
76.	Does your system have the ability to attach documents to requisitions?
	[insert here]
77.	Does the system have the ability to create requisitions for selected job description/code based upon IT Professional position title?
	[insert here]
78.	Does your system have the ability to create and save templates for future re-use?
	[insert here]
79.	Does your system have the ability to auto generate requisition numbers?
	[insert here]
80.	Does your system generate requisition status update e-mails to all concerned parties?
	[insert here]
81.	Does your system capture start date and assignment details and manage start logistics?
	[insert here]
82.	Does your system allow the hiring manager to select their preferred supplier?
	[insert here]

**IT VMS PROVIDERS****RFP 14PSX0036****Attachment 3, Mandatory Technical Questionnaire****Page 8 of 22****COMPANY NAME:** \_\_\_\_\_

83.	Can hiring managers view candidate qualifications and select candidates online after your company's recommendations have been made?
	[insert here]
84.	Does your system/tool have the ability to systematically rate candidates based on skills, bill rates, etc.?
	[insert here]
85.	Does your system have the capability of identifying candidates that were previously considered undesirable?
	[insert here]
86.	Does your system have the ability for the supplier and/or hiring manager to view the status of the requisition?
	[insert here]
87.	Does your system automatically notify suppliers of status change?
	[insert here]
88.	Does your system have the ability to view transaction histories of requisitions?
	[insert here]
89.	If the cost of a requisition is outside of predefined parameters, does your system have the ability to re-route requisitions through a separate approval hierarchy?
	[insert here]
90.	Does your system capture confirmation of completed drug screenings from suppliers?
	[insert here]
91.	Is online help available to assist a new or infrequent user in the requisitioning process?
	[insert here]
92.	Can your system track and store resume formats for at least two (2) years?
	[insert here]
93.	Does your system capture the employment status of each candidate (i.e., W2 employee, subcontract, independent contractor, etc.)?
	[insert here]
94.	Does your system have the ability to measure IT Professional performance?
	[insert here]
95.	Does your system have the ability to measure supplier performance? If so, provide detailed information as to how supplier performance is measured and specifically what is measured.
	[insert here]
96.	Does your system provide standardized formats for electronic resumes?
	[insert here]
97.	Does your system allow resumes to be provided to hiring managers without reference to the supplier?
	[insert here]
98.	Does your system have the ability to view and track the history of the IT Professional while on assignment?
	[insert here]

**IT VMS PROVIDERS****RFP 14PSX0036****Attachment 3, Mandatory Technical Questionnaire****Page 9 of 22****COMPANY NAME:** \_\_\_\_\_

99.	Can your system/tool track and send notifications to managers and suppliers regarding assignments due to expire?
	[insert here]
100.	Can managers extend IT Professional assignments?
	[insert here]
101.	Can the system accept time entry feeds from legacy systems?
	[insert here]
102.	Does your system/tool have the ability to report and track disputes over payments?
	[insert here]
103.	Can notifications/alerts be sent to specified persons when thresholds are approached, met, or exceeded?
	[insert here]
104.	Does your system/tool have the ability to validate and/or establish for each <u>Participating Entity, if required</u> project costing and associate a Project ID or work order with each resource and/or Purchase Order? Is there user customization ability with project costing?
	[insert here]
105.	Does your system offer a Web-based time entry system for your Suppliers? If so, how does it work? What sort of PC and/or Internet access is required in order to use the system?
	[insert here]
106.	How does your system handle the ability to retract time approvals? How are such retractions tracked?
	[insert here]
107.	The RFP requires separate invoicing by agency and by purchase order number. Please describe how your billing system will accommodate this level of detail.
	[insert here]
108.	Payment regulations vary state to state. Prompt Payment law may be require to vendors within thirty-five (35) days of an invoice unless a good faith dispute of the invoice is filed. Describe your payment cycle for your suppliers. How do you invoice for the services of your suppliers? How would you accommodate invoices to multiple agencies under this contract?
	[insert here]
109.	Describe how your system handles a single IT Professional working two (2) or more jobs, each with a different rate, within an agency or multiple agencies.
	[insert here]
110.	How does your system accommodate hourly, daily and weekly rate submittal and/or fixed price project quotes?
	[insert here]
111.	How does your system accommodate rates inclusive and exclusive of expenses?
	[insert here]
112.	Describe how your system accommodates scope of work requests and how your company's system verifies when deliverables are completed and billable.
	[insert here]



COMPANY NAME: \_\_\_\_\_

CONVERSION AND IMPLEMENTATION SERVICES	
113.	Describe how the company would handle implementation of the program if awarded a portion of the resulting contract, addressing each item: <ol style="list-style-type: none"> <li>1. Explain how your company would handle IT professionals in existing assignments that the Participating Entity wanted to retain (e.g. resource wishes to transition from existing employer to your company, resource does not wish to leave existing employer, etc.).</li> <li>2. Provide a work plan with a timeline for implementation/transition which addresses all aspects of executing such a program.</li> <li>3. Provide examples of how your company has executed similar programs, along with the issues faced, lessons learned, pitfalls to avoid, and key success factors.</li> </ol>
	[insert here]
114.	Provide an overview of your implementation strategy. Specifically, how would you propose to implement a VMS for Participating Entities?
	[insert here]
115.	Provide an estimated implementation/delivery timetable.
	[insert here]
116.	Describe how your organization will assist in the development and planning of strategies for the implementation of the new system.
	[insert here]
117.	What consulting services are included during system implementation? Demonstrate through documented experiences and/or client references successful use of these services.
	[insert here]
118.	What are the critical components of a VMS implementation? Summarize the roles of the Contractor and using entity staff during the implementation process.
	[insert here]
119.	Describe how the problems that arise during the implementation process will be identified and solved.
	[insert here]
120.	Provide a comprehensive plan including the timeline showing how you will transition all existing staffing suppliers into the new vendor management model.
	[insert here]
121.	Provide a transition plan for incorporating and continuing current projects and staff.
	[insert here]
122.	Detail your companies experience including number of times you have integrated your Vendor Management System with People Soft.
	[insert here]
123.	Describe the pros and cons of integration and any increases to timelines for implementation and costs.
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

124.	Please describe your company's process (implementation plan, timeframes, services available (at no charge), etc.) to expand IT Professional services (add positions).
	[insert here]
125.	The Proposer must include a draft of the proposed Project Implementation Plan. The Project Implementation Plan may be at a High level presented in a project tool format with tasks, timeline, deliverables, and milestones. Microsoft Project is the preferred format.
	[insert here]
126.	Explain any third party Contractor relationships utilized during implementation.
	[insert here]
127.	Is there a major release of the proposed system planned that may impact the implementation schedule? If so, explain the impact.
	[insert here]
128.	Identify the estimated implementation duration for the VMS program:
	[insert here]
129.	How many VMS programs has the Proposer implemented in the last three years?
	[insert here]
130.	Provide a detailed training pan for all users including customer end users, suppliers, and contract employees, including the methods used (instructor led, distance learning, "train the trainer", CBE, online tutorial, etc.), locations, and frequency of offerings. Identify the standard training and any customized training that is available to reflect individual department or institution needs, and include any limitations such as class sizes, locations and time limits.
	[insert here]
131.	What methods of training are available with your proposed implementation (Examples: onsite instructor, self paced, recorded webinars/videos and distance learning)?
	[insert here]
132.	During post implementation, will self-paced, online training curriculums/materials be available to support new employees?
	[insert here]
133.	The proposal must include the ability for Application administrator level users to have direct contact with level 2 or higher support post implementation. Does your company's proposal include this ability?
	[insert here]
134.	What is your average pay rate mark up for the rates supplied in the "On Site Hourly Rates" Worksheet, Columns D/E?
	[insert here]
135.	What is the average retention period for resources?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

136.	What is the average time to placement?
	[insert here]
137.	What is the average number of candidates before a successful placement?
	[insert here]
138.	Explain your company's approach to determination of resources from your company vs. subcontractors vs. other.
	[insert here]
139.	Explain your company's approach to Participating Entity staff resource needs for management or SME staff throughout the duration of the contract.
	[insert here]
140.	Explain how your company manages competing requests for resources.
	[insert here]
141.	List your company's most recent Product milestones.
	[insert here]
142.	What are the top three (3) selling points of the proposed solution?
	[insert here]
143.	What are the top two (2) development features scheduled for the next major release of the solution?
	[insert here]
144.	What are the top two (2) new features released to the proposed solution in the last 2 years?
	[insert here]
145.	What is the average development lead time needed to introduce new Services and upgraded features.
	[insert here]
146.	Has the proposed solution gone through a third party security analysis of security roles and permissions, source code, program functions, files or database tables? Provide the dates and summary of the analysis.
	[insert here]
147.	Explain how your company's development team uses automated testing tools as part the development process and how each client environment is replicated for testing.
	[insert here]
148.	What are your company's standard support hours?
	[insert here]
149.	What is the level and experience of your company's user support staff?
	[insert here]

**COMPANY NAME:** \_\_\_\_\_

150.	Provide an attached example of the proposed Service Level Agreement (SLA) with your company's response.
	[insert here]
151.	If your company fails to meet the terms of the SLA, what compensation methods are available?
	[insert here]
152.	Provide your company's proposed calculation for failed SLA terms.
	[insert here]
153.	How extensive is your knowledge of the regulations affecting the security of information within my industry?
	[insert here]
154.	What is your evaluation process when developing an IT Professional workforce plan?
	[insert here]
155.	How do you customize solutions for individual customers?
	[insert here]
156.	What is the average Return on Investment (ROI) of your customers? How do you measure it?
	[insert here]
157.	Do you use any proprietary software or technology? If not, do you have a preferred technology?
	[insert here]
158.	Is it required that my company use your proprietary/preferred software?
	[insert here]
159.	What are the advantages of using your software as opposed to internal systems or another provider's technology?
	[insert here]
160.	Does your software need to be licensed on an ongoing basis?
	[insert here]
161.	If this relationship comes to an end, is the technology transferable to another MSP?
	[insert here]
162.	Do you offer an emergency line to call in case of network problems that occur outside your normal hours of operation? If so, do you charge an additional fee for emergency services?
	[insert here]

COMPANY NAME: \_\_\_\_\_

163.	Do you have any partnerships you can leverage to ensure support services if your staff is unavailable?			
	[insert here]			
164.	Can you create a timeline of steps involved in the development and implementation of an IT Professional workforce plan for my company?			
	[insert here]			
165.	Have you ever encountered setbacks in the implementation of an IT Professional workforce program? What were they and how did you solve them?			
	[insert here]			
166.	<div>Provide the number of all:<ul style="list-style-type: none"><li>• Software bugs discovered in the last 12 months after code was released for user testing by severity (Critical, High, Medium, Low)</li><li>• Number of Minor Releases</li></ul></div> <table border="1"><tr><td>Severity: Critical _____ High _____ Medium _____ Low _____</td><td>Volume: Number of Minor Releases: _____</td></tr></table>		Severity: Critical _____ High _____ Medium _____ Low _____	Volume: Number of Minor Releases: _____
Severity: Critical _____ High _____ Medium _____ Low _____	Volume: Number of Minor Releases: _____			
167.	<div>Provide the number of:<ul style="list-style-type: none"><li>• Software bugs discovered in the last 2 Years after code released for user testing by severity (Critical, High, Medium, Low)</li><li>• Major releases in the last 3 years (New Functionality)</li></ul></div> <table border="1"><tr><td>Severity: Critical _____ High _____ Medium _____ Low _____</td><td>Volume: Number of Major Releases: _____</td></tr></table>		Severity: Critical _____ High _____ Medium _____ Low _____	Volume: Number of Major Releases: _____
Severity: Critical _____ High _____ Medium _____ Low _____	Volume: Number of Major Releases: _____			

COMPANY NAME: \_\_\_\_\_

168.	Describe how your company manages and secures PII or other information that is regulated and/or restricted (i.e. SSN, Birth Dates, Driver's Licenses, Passport data, etc.)	
	[insert here]	
169.	Describe your company's notification in the event of a breach with respect to regulated and/or restricted data. Who gets notified and when. Do they indemnify any individuals in the system who were impacted (i.e. Credit and Fraud protection)?	
	[insert here]	
170.	Describe how your company's VMS is hosted and the location of the data. Is that data maintained in the CONUS?	
	[insert here]	
171.	Describe how your company's solution manages its security and access. Each Participating Entity would operate independently, therefore, each would need to have their own secure area. Is this also accessible by an Administrator or Contract Manager, or both?	
	[insert here]	
172.	The Contractor shall demonstrate a high level of quality control standards and service. The Proposer is required to describe its quality standards and guarantees of service, background check processes and other quality assurance processes, and its response to resources that are not performing to quality standards.	
	[insert here]	
173.	The Contractor shall develop and maintain a customized web based system exclusively for use by PE's using this Contract. The web based system shall be available with the below required functionality. Please note your solutions' <u>current</u> capabilities on the following website/solution features:	
YES <input type="radio"/> NO <input type="radio"/> Current Capability	Electronically viewable Position Titles, descriptions, experience levels and appropriate rates	
YES <input type="radio"/> NO <input type="radio"/> Current Capability	A fillable SOW template that allows for electronic submission to Contractor and internal approvers.	
YES <input type="radio"/> NO <input type="radio"/> Current Capability	The fillable SOW populates the Position Title Position Titles, descriptions, experience levels and Contractor rates	

**IT VMS PROVIDERS****RFP 14PSX0036****Attachment 3, Mandatory Technical Questionnaire****Page 16 of 22****COMPANY NAME:** \_\_\_\_\_

YES <input type="radio"/> NO <input type="radio"/> Current Capability	SOW submission allows for PE hierarchical review and approval
YES <input type="radio"/> NO <input type="radio"/> Current Capability	Email notification of pending SOW submissions by requestor, reviewer, and approver
YES <input type="radio"/> NO <input type="radio"/> Current Capability	Email notification of confirmation of Contractor's receipt of SOW
YES <input type="radio"/> NO <input type="radio"/> Current capability	Email notification of status and action level of pending/approved SOW
YES <input type="radio"/> NO <input type="radio"/> Current Capability	Email notification to PE when Contractor submits documents in response to a request
YES <input type="radio"/> NO <input type="radio"/> Current capability	Contractor can electronically send the PE resumes and/or PE can electronically view/receive same
YES <input type="radio"/> NO <input type="radio"/> Current capability	Contractor feedback capability
YES <input type="radio"/> NO <input type="radio"/> Current Capability	Reporting functionality at all user levels, including all user access administrator reporting capability
YES <input type="radio"/> NO <input type="radio"/> Current capability	Website has links or electronic versions of Contractor's SLAs, escalation policy and emergency contact information, procedure; contact information
YES <input type="radio"/> NO <input type="radio"/> Current capability	Website has links or electronic versions of the Contract and approved changes

COMPANY NAME: \_\_\_\_\_

Provide the proposed Service Level for each category:				
Level	Response time Goal:	Assignment Goal:	Status Reporting Goal:	Resolution Goal:
Minor Cosmetic or Low impact error in a limited process with a workaround available.				
Major Multiple users are impacted. Where an alternative method may be available the method could involve many individuals.				
High Performance has degraded or specific functions are not operating correctly. There is not a workaround.				
Critical The system is inoperable or is substantially not working.				



COMPANY NAME: \_\_\_\_\_

Provide your company's service performance results for the past 2 years for each reference provided:

Level	Client Reference Name	Number of Incidents	% met Response time Goals	Average days to Resolution	Longest days to Resolution	Number unresolved
Minor Cosmetic or Low impact error in a limited process with a workaround available.						
Major Multiple users are impacted. Where an alternative method may be available the method could involve many individuals.						
High Performance has degraded or specific functions are not operating correctly. There is not a workaround.						
Critical The system is inoperable or is substantially not working.						

COMPANY NAME: \_\_\_\_\_

Web-Based Applications Accessibility Compliance Evaluation Template		
Criteria	Compliant? (Yes / No)	Exceptions to Standard
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation		
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.		

COMPANY NAME: \_\_\_\_\_

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.		
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		

The above shall be interpreted as: Paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

COMPANY NAME: \_\_\_\_\_

Functional Performance Criteria Accessibility Compliance Evaluation Template		
Criteria	Compliant? (Yes / No)	Exceptions to Standard
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		

COMPANY NAME: \_\_\_\_\_

Information, Documentation, and Support Criteria Accessibility Compliance Evaluation Template		
Criteria	Compliant? (Yes / No)	Exceptions to Standard
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

**PROPOSER NAME:** \_\_\_\_\_

<b>PAYMENT TERMS:</b>	<b>PROMPT PAYMENT</b>	<b>ACH/EFT DISCOUNT:</b>	<b>VOLUME DISCOUNT:</b>	<b>OTHER DISCOUNT:</b>
	<b>DISCOUNT:</b>			
NET _____ DAYS	_____	_____	_____	_____

**Describe below, in detail, how the proposed MSP fee fixed price in Product & Pricing Schedule, Attachment 5, was determined:**

**Portion of Proposers' own staffing resources (W-2 employees) anticipated to be used in fulfilling the requirements of this contract. (Example: 10% W-2 employees; 90% 1099 or other)**

Percentage of Proposers direct employees to fulfill IT Professional workforce. (Also include any affiliated subs/suppliers direct employees.):

0%

Percentage of 1099 employees to fulfill IT Professional workforce:

0%

Percentage of Proposers subcontractors/suppliers to fulfill IT Professional workforce:

0%

	Region	States included in Region (does not denote participation)	Indicate and confirm region(s) Proposer can <u>guarantee</u> coverage	VMS Fee for Spend = \$0 to \$2.5	VMS Fee for Spend = \$2.6 to \$5.0	VMS Fee for Spend = \$5.1 to \$7.5	VMS Fee for Spend = \$7.6 to \$10.0	VMS Fee for Spend = \$10.1 to \$12.5	VMS Fee for Spend = \$12.6 to \$15.0	VMS Fee for Spend = \$15.1 and over	Portion of business to Micro/Small Business/Minority/Woman Owned Suppliers Proposer commits to:
1	New England	Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont	YES  _____ (Initials)								
2	Northeast & Caribbean	New Jersey New York Virgin Islands Puerto Rico	YES  _____ (Initials)								
3	Mid-Atlantic	Delaware Maryland Pennsylvania Virginia West Virginia	YES  _____ (Initials)								
4	Southeast Sunbelt	Alabama Florida Georgia Kentucky Mississippi North Carolina South Carolina Tennessee	YES  _____ (Initials)								
5	Great Lakes	Illinois Indiana Ohio Michigan Minnesota Wisconsin	YES  _____ (Initials)								
6	Heartland	Iowa Kansas Missouri Nebraska	YES  _____ (Initials)								

	Region	States included in Region (does not denote participation)	Indicate and confirm region(s) Proposer can <i>guarantee</i> coverage	VMS Fee for Spend = \$0 to \$2.5	VMS Fee for Spend = \$2.6 to \$5.0	VMS Fee for Spend = \$5.1 to \$7.5	VMS Fee for Spend = \$7.6 to \$10.0	VMS Fee for Spend = \$10.1 to \$12.5	VMS Fee for Spend = \$12.6 to \$15.0	VMS Fee for Spend = \$15.1 and over	Portion of business to Micro/Small Business/Minority/Woman Owned Suppliers Proposer commits to:
7	Greater Southwest	Arkansas Louisiana New Mexico Oklahoma Texas	YES  _____ (Initials)								
8	Rocky Mountain	Colorado Montana North Dakota South Dakota Utah Wyoming	YES  _____ (Initials)								
9	Pacific Rim	Arizona California Nevada Hawaii	YES  _____ (Initials)								
10	Northwest Arctic	Alaska Idaho Oregon Washington	YES  _____ (Initials)								
11	National Capital	Washington, DC	YES  _____ (Initials)								



**PROPOSER NAME:** \_\_\_\_\_

Instructions:

- 1.) Proposers must submit this sheet for each region proposed. Proposers must submit rates on all positions.
- 2.) Proposers are reminded that these rates are to be inclusive of all charges and fees, including training, implementation, service and VMS fee.
- 3.) Enter competitive hourly "not to exceed" rates in the yellow shade portion. These will serve as ceiling rates (i.e. "not to exceed" rates) for any contractual work.
- 5.) Do not include other notations. It is critical that the Contractor does not change the format of these templates and that pricing and information be submitted exactly as requested for the Contractor's bid to be considered properly responsive.
- 7.) The Contractor shall complete this worksheet. Failure to submit proposed pricing for each IT Professional Position Title shall be considered non-responsive and Proposal will not be scored.

		LEVELS: 1: <2 yrs exp. 2: 2-5 yrs exp 3: 6-8 yrs exp 4: >9 yrs exp	
Position Title	EXPERIENCE		
Application Developer	Level 1		
Application Developer	Level 2		
Application Developer	Level 3		
Application Developer	Level 4		
Application Systems Analysis/Programming Manager	Level 1		
Application Systems Analysis/Programming Manager	Level 2		
Application Systems Analysis/Programming Manager	Level 3		
Application Systems Analysis/Programming Manager	Level 4		
Application Systems Analyst/Programmer	Level 1		
Application Systems Analyst/Programmer	Level 2		
Application Systems Analyst/Programmer	Level 3		
Application Systems Analyst/Programmer	Level 4		
Application Systems Analyst/Programming Supervisor	Level 1		
Application Systems Analyst/Programming Supervisor	Level 2		
Application Systems Analyst/Programming Supervisor	Level 3		
Application Systems Analyst/Programming Supervisor	Level 4		
Architect	Level 1		
Architect	Level 2		
Architect	Level 3		
Architect	Level 4		

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Business Analyst	Level 1	
Business Analyst	Level 2	
Business Analyst	Level 3	
Business Analyst	Level 4	
Business Subject Matter Expert	Level 1	
Business Subject Matter Expert	Level 2	
Business Subject Matter Expert	Level 3	
Business Subject Matter Expert	Level 4	
Business Systems Consultant	Level 1	
Business Systems Consultant	Level 2	
Business Systems Consultant	Level 3	
Business Systems Consultant	Level 4	
Business Systems Consultant Manager	Level 1	
Business Systems Consultant Manager	Level 2	
Business Systems Consultant Manager	Level 3	
Business Systems Consultant Manager	Level 4	
CADD/GIS Administrator	Level 1	
CADD/GIS Administrator	Level 2	
CADD/GIS Administrator	Level 3	
CADD/GIS Administrator	Level 4	
Client Technologies Specialist	Level 1	
Client Technologies Specialist	Level 2	
Client Technologies Specialist	Level 3	
Client Technologies Specialist	Level 4	
Communications Analyst	Level 1	
Communications Analyst	Level 2	
Communications Analyst	Level 3	
Communications Analyst	Level 4	
Computer Operations Manager	Level 1	
Computer Operations Manager	Level 2	
Computer Operations Manager	Level 3	
Computer Operations Manager	Level 4	
Computer Operator	Level 1	
Computer Operator	Level 2	
Computer Operator	Level 3	
Computer Operator	Level 4	
Computer Operator Supervisor	Level 1	
Computer Operator Supervisor	Level 2	
Computer Operator Supervisor	Level 3	
Computer Operator Supervisor	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Computer Scheduler	Level 1	
Computer Scheduler	Level 2	
Computer Scheduler	Level 3	
Computer Scheduler	Level 4	
Configuration Management Specialist	Level 1	
Configuration Management Specialist	Level 2	
Configuration Management Specialist	Level 3	
Configuration Management Specialist	Level 4	
Data Administrator	Level 1	
Data Administrator	Level 2	
Data Administrator	Level 3	
Data Administrator	Level 4	
Data Architect	Level 1	
Data Architect	Level 2	
Data Architect	Level 3	
Data Architect	Level 4	
Data Entry Operator	Level 1	
Data Entry Operator	Level 2	
Data Entry Operator	Level 3	
Data Entry Operator	Level 4	
Data Processing Operator	Level 1	
Data Processing Operator	Level 2	
Data Processing Operator	Level 3	
Data Processing Operator	Level 4	
Data Warehousing Administrator	Level 1	
Data Warehousing Administrator	Level 2	
Data Warehousing Administrator	Level 3	
Data Warehousing Administrator	Level 4	
Data Warehousing Analyst	Level 1	
Data Warehousing Analyst	Level 2	
Data Warehousing Analyst	Level 3	
Data Warehousing Analyst	Level 4	
Data Warehousing Programmer	Level 1	
Data Warehousing Programmer	Level 2	
Data Warehousing Programmer	Level 3	
Data Warehousing Programmer	Level 4	
Data/Voice Communications Manager	Level 1	
Data/Voice Communications Manager	Level 2	
Data/Voice Communications Manager	Level 3	
Data/Voice Communications Manager	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Database Administrator	Level 1	
Database Administrator	Level 2	
Database Administrator	Level 3	
Database Administrator	Level 4	
Database Analyst	Level 1	
Database Analyst	Level 2	
Database Analyst	Level 3	
Database Analyst	Level 4	
Database Architect	Level 1	
Database Architect	Level 2	
Database Architect	Level 3	
Database Architect	Level 4	
Database Manager/Administrator	Level 1	
Database Manager/Administrator	Level 2	
Database Manager/Administrator	Level 3	
Database Manager/Administrator	Level 4	
Deputy/Assistant IT Director	Level 1	
Deputy/Assistant IT Director	Level 2	
Deputy/Assistant IT Director	Level 3	
Deputy/Assistant IT Director	Level 4	
Disaster Recovery Administrator	Level 1	
Disaster Recovery Administrator	Level 2	
Disaster Recovery Administrator	Level 3	
Disaster Recovery Administrator	Level 4	
Disaster Recovery Analyst	Level 1	
Disaster Recovery Analyst	Level 2	
Disaster Recovery Analyst	Level 3	
Disaster Recovery Analyst	Level 4	
Enterprise Architect	Level 1	
Enterprise Architect	Level 2	
Enterprise Architect	Level 3	
Enterprise Architect	Level 4	
Functional Architect	Level 1	
Functional Architect	Level 2	
Functional Architect	Level 3	
Functional Architect	Level 4	
Graphic Artist	Level 1	
Graphic Artist	Level 2	
Graphic Artist	Level 3	
Graphic Artist	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Graphic Designer	Level 1	
Graphic Designer	Level 2	
Graphic Designer	Level 3	
Graphic Designer	Level 4	
Help Desk Analyst	Level 1	
Help Desk Analyst	Level 2	
Help Desk Analyst	Level 3	
Help Desk Analyst	Level 4	
Help Desk Coordinator	Level 1	
Help Desk Coordinator	Level 2	
Help Desk Coordinator	Level 3	
Help Desk Coordinator	Level 4	
Help Desk Manager	Level 1	
Help Desk Manager	Level 2	
Help Desk Manager	Level 3	
Help Desk Manager	Level 4	
Help Desk Service Specialist	Level 1	
Help Desk Service Specialist	Level 2	
Help Desk Service Specialist	Level 3	
Help Desk Service Specialist	Level 4	
Help Desk Technician	Level 1	
Help Desk Technician	Level 2	
Help Desk Technician	Level 3	
Help Desk Technician	Level 4	
IBM Specialty Software Architect	Level 1	
IBM Specialty Software Architect	Level 2	
IBM Specialty Software Architect	Level 3	
IBM Specialty Software Architect	Level 4	
IBM Specialty Technical Specialist	Level 1	
IBM Specialty Technical Specialist	Level 2	
IBM Specialty Technical Specialist	Level 3	
IBM Specialty Technical Specialist	Level 4	
Independent Verification &Validation	Level 1	
Independent Verification &Validation	Level 2	
Independent Verification &Validation	Level 3	
Independent Verification &Validation	Level 4	
Information Security Analyst	Level 1	
Information Security Analyst	Level 2	
Information Security Analyst	Level 3	
Information Security Analyst	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Information Security Manager	Level 1	
Information Security Manager	Level 2	
Information Security Manager	Level 3	
Information Security Manager	Level 4	
Information Security Project Manager	Level 1	
Information Security Project Manager	Level 2	
Information Security Project Manager	Level 3	
Information Security Project Manager	Level 4	
Information Systems Auditor	Level 1	
Information Systems Auditor	Level 2	
Information Systems Auditor	Level 3	
Information Systems Auditor	Level 4	
Information Systems Security Compliance Manager	Level 1	
Information Systems Security Compliance Manager	Level 2	
Information Systems Security Compliance Manager	Level 3	
Information Systems Security Compliance Manager	Level 4	
Information Technology Director	Level 1	
Information Technology Director	Level 2	
Information Technology Director	Level 3	
Information Technology Director	Level 4	
LAN Administration Manager	Level 1	
LAN Administration Manager	Level 2	
LAN Administration Manager	Level 3	
LAN Administration Manager	Level 4	
LAN Administration Supervisor	Level 1	
LAN Administration Supervisor	Level 2	
LAN Administration Supervisor	Level 3	
LAN Administration Supervisor	Level 4	
LAN Administrator	Level 1	
LAN Administrator	Level 2	
LAN Administrator	Level 3	
LAN Administrator	Level 4	
LAN Support Technician	Level 1	
LAN Support Technician	Level 2	
LAN Support Technician	Level 3	
LAN Support Technician	Level 4	
Linux System Administrator	Level 1	
Linux System Administrator	Level 2	
Linux System Administrator	Level 3	
Linux System Administrator	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Microsoft Specialty Principal Consultant	Level 1	
Microsoft Specialty Principal Consultant	Level 2	
Microsoft Specialty Principal Consultant	Level 3	
Microsoft Specialty Principal Consultant	Level 4	
Microsoft Specialty Technician	Level 1	
Microsoft Specialty Technician	Level 2	
Microsoft Specialty Technician	Level 3	
Microsoft Specialty Technician	Level 4	
Mobile Specialist	Level 1	
Mobile Specialist	Level 2	
Mobile Specialist	Level 3	
Mobile Specialist	Level 4	
Network Engineer	Level 1	
Network Engineer	Level 2	
Network Engineer	Level 3	
Network Engineer	Level 4	
Oracle Policy Automation Functional Consultant	Level 1	
Oracle Policy Automation Functional Consultant	Level 2	
Oracle Policy Automation Functional Consultant	Level 3	
Oracle Policy Automation Functional Consultant	Level 4	
Oracle UPK Technical Administrator	Level 1	
Oracle UPK Technical Administrator	Level 2	
Oracle UPK Technical Administrator	Level 3	
Oracle UPK Technical Administrator	Level 4	
Oracle/PeopleSoft Administrator	Level 1	
Oracle/PeopleSoft Administrator	Level 2	
Oracle/PeopleSoft Administrator	Level 3	
Oracle/PeopleSoft Administrator	Level 4	
Oracle/Peoplesoft Customer Experience Consultant	Level 1	
Oracle/Peoplesoft Customer Experience Consultant	Level 2	
Oracle/Peoplesoft Customer Experience Consultant	Level 3	
Oracle/Peoplesoft Customer Experience Consultant	Level 4	
ORACLE/PEOPLESOFT DBA	Level 1	
ORACLE/PEOPLESOFT DBA	Level 2	
ORACLE/PEOPLESOFT DBA	Level 3	
ORACLE/PEOPLESOFT DBA	Level 4	
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 1	
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 2	
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 3	
Oracle/PeopleSoft EPM Business Intelligence Analyst	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 1	
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 2	
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 3	
Oracle/PeopleSoft EPM Business Intelligence Architect	Level 4	
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 1	
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 2	
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 3	
Oracle/PeopleSoft EPM Business Intelligence Developer/Administrator	Level 4	
Oracle/PeopleSoft EPM Technical Analyst	Level 1	
Oracle/PeopleSoft EPM Technical Analyst	Level 2	
Oracle/PeopleSoft EPM Technical Analyst	Level 3	
Oracle/PeopleSoft EPM Technical Analyst	Level 4	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 1	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 2	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 3	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Developer	Level 4	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 1	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 2	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 3	
Oracle/PeopleSoft Financial (FIN/SCM/ESA) Functional Consultant	Level 4	
Oracle/PeopleSoft HRMS Functional Consultant	Level 1	
Oracle/PeopleSoft HRMS Functional Consultant	Level 2	
Oracle/PeopleSoft HRMS Functional Consultant	Level 3	
Oracle/PeopleSoft HRMS Functional Consultant	Level 4	
Oracle/PeopleSoft Human Resource Developer	Level 1	
Oracle/PeopleSoft Human Resource Developer	Level 2	
Oracle/PeopleSoft Human Resource Developer	Level 3	
Oracle/PeopleSoft Human Resource Developer	Level 4	
Oracle/PeopleSoft Project Manager	Level 1	
Oracle/PeopleSoft Project Manager	Level 2	
Oracle/PeopleSoft Project Manager	Level 3	
Oracle/PeopleSoft Project Manager	Level 4	
Oracle/PeopleSoft Security Analyst/Engineer	Level 1	
Oracle/PeopleSoft Security Analyst/Engineer	Level 2	
Oracle/PeopleSoft Security Analyst/Engineer	Level 3	
Oracle/PeopleSoft Security Analyst/Engineer	Level 4	
Oracle/PeopleSoft Systems Analyst/Designer	Level 1	
Oracle/PeopleSoft Systems Analyst/Designer	Level 2	
Oracle/PeopleSoft Systems Analyst/Designer	Level 3	
Oracle/PeopleSoft Systems Analyst/Designer	Level 4	



**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Oracle/Peoplesoft Technical Architect	Level 1	
Oracle/Peoplesoft Technical Architect	Level 2	
Oracle/Peoplesoft Technical Architect	Level 3	
Oracle/Peoplesoft Technical Architect	Level 4	
Oracle/Peoplesoft Testing Consultant	Level 1	
Oracle/Peoplesoft Testing Consultant	Level 2	
Oracle/Peoplesoft Testing Consultant	Level 3	
Oracle/Peoplesoft Testing Consultant	Level 4	
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 1	
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 2	
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 3	
PeopleSoft Functional/Technical Planning & Budgeting Resource	Level 4	
PeopleSoft Oracle DBA	Level 1	
PeopleSoft Oracle DBA	Level 2	
PeopleSoft Oracle DBA	Level 3	
PeopleSoft Oracle DBA	Level 4	
Product Specialist	Level 1	
Product Specialist	Level 2	
Product Specialist	Level 3	
Product Specialist	Level 4	
Production Control Manager	Level 1	
Production Control Manager	Level 2	
Production Control Manager	Level 3	
Production Control Manager	Level 4	
Programmer	Level 1	
Programmer	Level 2	
Programmer	Level 3	
Programmer	Level 4	
Project Controller	Level 1	
Project Controller	Level 2	
Project Controller	Level 3	
Project Controller	Level 4	
Project/Program Manager	Level 1	
Project/Program Manager	Level 2	
Project/Program Manager	Level 3	
Project/Program Manager	Level 4	
Quality Assurance Analyst	Level 1	
Quality Assurance Analyst	Level 2	
Quality Assurance Analyst	Level 3	
Quality Assurance Analyst	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Quality Assurance Manager	Level 1	
Quality Assurance Manager	Level 2	
Quality Assurance Manager	Level 3	
Quality Assurance Manager	Level 4	
Quality Assurance Specialist	Level 1	
Quality Assurance Specialist	Level 2	
Quality Assurance Specialist	Level 3	
Quality Assurance Specialist	Level 4	
QUALITY ASSURANCE TESTING MANAGER	Level 1	
QUALITY ASSURANCE TESTING MANAGER	Level 2	
QUALITY ASSURANCE TESTING MANAGER	Level 3	
QUALITY ASSURANCE TESTING MANAGER	Level 4	
SAN Administrator	Level 1	
SAN Administrator	Level 2	
SAN Administrator	Level 3	
SAN Administrator	Level 4	
Senior Quality Assurance Analyst	Level 1	
Senior Quality Assurance Analyst	Level 2	
Senior Quality Assurance Analyst	Level 3	
Senior Quality Assurance Analyst	Level 4	
Software Engineer	Level 1	
Software Engineer	Level 2	
Software Engineer	Level 3	
Software Engineer	Level 4	
Software Process Engineer	Level 1	
Software Process Engineer	Level 2	
Software Process Engineer	Level 3	
Software Process Engineer	Level 4	
Solution Architect	Level 1	
Solution Architect	Level 2	
Solution Architect	Level 3	
Solution Architect	Level 4	
System Administrator	Level 1	
System Administrator	Level 2	
System Administrator	Level 3	
System Administrator	Level 4	
System Engineer	Level 1	
System Engineer	Level 2	
System Engineer	Level 3	
System Engineer	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
System Specialist	Level 1	
System Specialist	Level 2	
System Specialist	Level 3	
System Specialist	Level 4	
Systems Administrator	Level 1	
Systems Administrator	Level 2	
Systems Administrator	Level 3	
Systems Administrator	Level 4	
Systems Administrator Manager	Level 1	
Systems Administrator Manager	Level 2	
Systems Administrator Manager	Level 3	
Systems Administrator Manager	Level 4	
Team Lead	Level 1	
Team Lead	Level 2	
Team Lead	Level 3	
Team Lead	Level 4	
Technical Architect	Level 1	
Technical Architect	Level 2	
Technical Architect	Level 3	
Technical Architect	Level 4	
Technical Architecture Specialist	Level 1	
Technical Architecture Specialist	Level 2	
Technical Architecture Specialist	Level 3	
Technical Architecture Specialist	Level 4	
Technical Specialist	Level 1	
Technical Specialist	Level 2	
Technical Specialist	Level 3	
Technical Specialist	Level 4	
Technical Writer	Level 1	
Technical Writer	Level 2	
Technical Writer	Level 3	
Technical Writer	Level 4	
Telecom Engineer	Level 1	
Telecom Engineer	Level 2	
Telecom Engineer	Level 3	
Telecom Engineer	Level 4	
Tester	Level 1	
Tester	Level 2	
Tester	Level 3	
Tester	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Testing Manager	Level 1	
Testing Manager	Level 2	
Testing Manager	Level 3	
Testing Manager	Level 4	
Trainers	Level 1	
Trainers	Level 2	
Trainers	Level 3	
Trainers	Level 4	
TRAINING DEVELOPER/TRAINER	Level 1	
TRAINING DEVELOPER/TRAINER	Level 2	
TRAINING DEVELOPER/TRAINER	Level 3	
TRAINING DEVELOPER/TRAINER	Level 4	
Training Developers	Level 1	
Training Developers	Level 2	
Training Developers	Level 3	
Training Developers	Level 4	
Unisys Specialty Architectural Specialist	Level 1	
Unisys Specialty Architectural Specialist	Level 2	
Unisys Specialty Architectural Specialist	Level 3	
Unisys Specialty Architectural Specialist	Level 4	
Unisys Specialty Equipment Operator	Level 1	
Unisys Specialty Equipment Operator	Level 2	
Unisys Specialty Equipment Operator	Level 3	
Unisys Specialty Equipment Operator	Level 4	
Unisys Specialty Production Control Operator	Level 1	
Unisys Specialty Production Control Operator	Level 2	
Unisys Specialty Production Control Operator	Level 3	
Unisys Specialty Production Control Operator	Level 4	
Unisys Specialty Service Delivery Specialist	Level 1	
Unisys Specialty Service Delivery Specialist	Level 2	
Unisys Specialty Service Delivery Specialist	Level 3	
Unisys Specialty Service Delivery Specialist	Level 4	
UPK TECHNICAL ADMINISTRATOR	Level 1	
UPK TECHNICAL ADMINISTRATOR	Level 2	
UPK TECHNICAL ADMINISTRATOR	Level 3	
UPK TECHNICAL ADMINISTRATOR	Level 4	
Video Conference Specialist	Level 1	
Video Conference Specialist	Level 2	
Video Conference Specialist	Level 3	
Video Conference Specialist	Level 4	

**LEVELS:**  
1: <2 yrs exp.  
2: 2-5 yrs exp  
3: 6-8 yrs exp  
4: >9 yrs exp

Position Title	EXPERIENCE	Hourly Rate
Voice/Data Engineer	Level 1	
Voice/Data Engineer	Level 2	
Voice/Data Engineer	Level 3	
Voice/Data Engineer	Level 4	
Web Content Designer	Level 1	
Web Content Designer	Level 2	
Web Content Designer	Level 3	
Web Content Designer	Level 4	
Windows 2003/2008/VMWare ESX System Administrator	Level 1	
Windows 2003/2008/VMWare ESX System Administrator	Level 2	
Windows 2003/2008/VMWare ESX System Administrator	Level 3	
Windows 2003/2008/VMWare ESX System Administrator	Level 4	
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 1	
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 2	
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 3	
WINDOWS 2008/VMWARE ESX SYSTEM ADMINISTRATOR	Level 4	

**PROPOSER NAME:** \_\_\_\_\_

Instructions:

Proposers must complete this document of all successful placements by Position Title made each month for the prior 12 month period.

A W-2 Employee is a direct employee on your payroll

A 1099 is a consultant that is NOT a direct employee/W-2.

A Corp to Corp would cover any placement not defined by W-2 or 1099

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]



**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

Position Title	Experience Level	TOTAL Available/Potential	TOTAL Available/Potential	TOTAL Available/Potential	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17		Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
		W-2/ Employee Resources (average)	1099/ Non-W2 Resources (average)	Corp to Corp (Non-1099 /Non-W2) Resources (average)																									
Data Warehousing Programmer	2																												
Data Warehousing Programmer	3																												
Data Warehousing Programmer	4																												
Data/Voice Communications Manager	1																												
Data/Voice Communications Manager	2																												
Data/Voice Communications Manager	3																												
Data/Voice Communications Manager	4																												
Database Administrator	1																												
Database Administrator	2																												
Database Administrator	3																												
Database Administrator	4																												
Database Analyst	1																												
Database Analyst	2																												
Database Analyst	3																												
Database Analyst	4																												
Database Architect	1																												
Database Architect	2																												
Database Architect	3																												
Database Architect	4																												
Database Manager/Administrator	1																												
Database Manager/Administrator	2																												
Database Manager/Administrator	3																												
Database Manager/Administrator	4																												
Deputy/Assistant IT Director	1																												
Deputy/Assistant IT Director	2																												
Deputy/Assistant IT Director	3																												
Deputy/Assistant IT Director	4																												
Disaster Recovery Administrator	1																												
Disaster Recovery Administrator	2																												
Disaster Recovery Administrator	3																												
Disaster Recovery Administrator	4																												
Disaster Recovery Analyst	1																												
Disaster Recovery Analyst	2																												
Disaster Recovery Analyst	3																												

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

Position Title	Experience Level	TOTAL Available/Potential W-2/Employee Resources (average)	TOTAL Available/Potential 1099/Non-W2 Resources (average)	TOTAL Available/Potential Corp to Corp (Non-1099 /Non-W2) Resources (average)	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17		Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Information Systems Security Compliance Manager	2																												
Information Systems Security Compliance Manager	3																												
Information Systems Security Compliance Manager	4																												
Information Technology Director	1																												
Information Technology Director	2																												
Information Technology Director	3																												
Information Technology Director	4																												
LAN Administration Manager	1																												
LAN Administration Manager	2																												
LAN Administration Manager	3																												
LAN Administration Manager	4																												
LAN Administration Supervisor	1																												
LAN Administration Supervisor	2																												
LAN Administration Supervisor	3																												
LAN Administration Supervisor	4																												
LAN Administrator	1																												
LAN Administrator	2																												
LAN Administrator	3																												
LAN Administrator	4																												
LAN Support Technician	1																												
LAN Support Technician	2																												
LAN Support Technician	3																												
LAN Support Technician	4																												
Linux System Administrator	1																												
Linux System Administrator	2																												
Linux System Administrator	3																												
Linux System Administrator	4																												
Microsoft Specialty Principal Consultant	1																												
Microsoft Specialty Principal Consultant	2																												
Microsoft Specialty Principal Consultant	3																												
Microsoft Specialty Principal Consultant	4																												
Microsoft Specialty Technician	1																												
Microsoft Specialty Technician	2																												
Microsoft Specialty Technician	3																												
Microsoft Specialty Technician	4																												

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL**  
**PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]



**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]

**PROPOSER NAME:** \_\_\_\_\_

**GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

**NON-GOVERNMENTAL  
PLACEMENTS FOR POSITION TITLE**

[illegible]














**ATTACHMENT 9**

RFP 14PSX0338

States with Intent to Participate

Page 1 of 2

***Additional Participating States and Specific Terms and Conditions***








<b>Intent to Participate</b> <i>To view the document, double click on the icon</i>	<b>State</b>	<b>Estimated Annual Spend</b>
 Alaska ITP.PDF	Alaska	n/a
 California ITP w_Ts n Cs.pdf	California	n/a
(Lead State)	Connecticut	\$ 4,000,000.00
 Delaware ITP.pdf	Delaware	\$ 15,300,000.00
 Hawaii ITP.pdf	Hawaii	n/a
 Idaho ITP.pdf	Idaho	n/a
 Illinois ITP w_Ts n Cs.pdf	Illinois	n/a
 Indiana ITP.pdf	Indiana	\$ 40,000,000.00
 Iowa ITP.pdf	Iowa	n/a
 Louisiana ITP.pdf	Louisiana	n/a
 Mississippi ITP.pdf	Mississippi	n/a
 Montana ITP w_Ts n Cs.pdf	Montana	\$ 1,100,000.00

**ATTACHMENT 9**

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States with Intent to Participate

Page 2 of 2

 NJ ITP w_Ts n Cs.pdf	New Jersey	\$ 40,000,000.00
<b>Intent to Participate</b> <i>To view the document, double click on the icon</i>	<b>State</b>	<b>Estimated Annual Spend</b>
 North Dakota ITP.pdf	North Dakota	\$ 700,000.00
 Oregon ITP w_Ts n Cs.pdf	Oregon	\$ 6,000,000.00
 Rhode Island ITP w_Ts n Cs.pdf	Rhode Island	n/a
 South Dakota ITP.pdf	South Dakota	n/a
 Utah ITP.pdf	Utah	\$ 2,156,424.00
 Vermont ITP w_Ts n Cs.pdf	Vermont	n/a