FORMAL RESPONSES
to
REQUESTS FOR CLARIFICATION
regarding the
REQUEST FOR PROPOSALS
for
Information Technology
Professional Consultant Services
Requests for Clarification and Formal Responses

Q1. We are a company registered in Tampa FL, Are we eligible to respond this RFP?
   **Response:** Yes

Q2. Is there a set aside for minority, women owned business?
   **Response:** No

Q3. Are there any registration of the state that we have to meet?
   **Response:** New York State may require that you be registered to do business in the state, if you are not a domestic corporate entity. You should consult with your attorney to determine whether such registration is necessary.

Q4. Azavea has performed GIS design and development services for government clients around the country. We have performed these services remotely in our Philadelphia offices to mitigate travel costs for our clients. We are then available, if needed, for initial client consultation meetings and to perform onsite installation and/or training, though these services are also provided remotely in many cases. Would Westchester County consider this approach for the following items from your list of services, or does the County require that the consultant be on site in Westchester County for all services, regardless of duration?
   - Item 74: Design and develop web applications
   - Item 72: Provide GIS Support
   **Response:** As specified in Section II(C)(5), all services are to be performed at the County’s site.

Q5. What is the RFP number for this? I was unable to locate it in the document.
   **Response:** There is no RFP number.

Q6. Can you elaborate on what this response means in the “frequently asked questions” section? “How many vendors will be chosen from the procurement process? Response: A maximum of one vendor will be selected per service.”
   **Response:** For each service, only one vendor will be selected. For example, for skill #111 Project Management, the Westchester County Department of Information Technology will be selecting only one vendor to provide the service.

Q7. If we are a returning vendor do you need all the forms again, or will an update pricing spreadsheet suffice?
   **Response:** This is a new RFP. All requirements of this RFP must be met.

Q8. Please clarify item below from Section VI List of Frequently Asked Questions. Will there be only one vendor chosen per category in the RFP?
   **Response:** See response to Q6.

Q9. How many vendors will be chosen from the procurement process?
Q10. Under “VI. List of Frequently Asked Questions,” question number 6 states that the County is selecting a maximum of one vendor per service. Does that mean that, for example in the “Professional Consultant Services Response Sheet”, for Service number 3--“Java/JSP/J2EE for Health and Human Services team and related County Projects”, that only one vendor will be selected to staff the entire team?

Response: See response to Q6.

Q11. Within the Executive Summary, the RFP is requesting a list of each of the services specified in Section VII that the proposer is proposing to provide and the approach to be applied in providing each service. Our question is, may we bundle the services in the executive summary by category such as “Programming”, “Infrastructure”, “Networking”, etc…or do we have to list each skill within each category and the approach taken for each skill set?

Response: No you may not bundle the service categories. Please refer to Section II(C)(1), which requires that you specify “the approach to be applied in providing each service.”

Q12. Within the Personal Resumes section, it states that if a proposer is proposing to provide more than one of the services listed in Section VII, the proposer must specify relevant experience for each of the services that the proposer is proposing to provide. Our question is, may we bundle the services in the resume that we have each serviced in our background by category such as “Programming”, “Infrastructure”, “Networking”, etc…or do we have to list each of the individual skill sets within each category?

Response: No, you may not bundle the service categories. Please refer to Section II(C)(2), which requires that you provide the required information for each service you are proposing to provide.

Q13. For the electronic PDF copy of the proposal, if we included a resume for each skill set along with the other requested information as well as our tax returns, the single file would most likely be too large to send through email.

a. How would you like us to email our completed proposal?

Response: Per Section I(B), submit the one (1) electronic copy (Microsoft Word or PDF format) to RFP-2012DoITProSvc@westchestergov.com

b. Is there a size limit where we can break the document into multiple pdfs?

Response: There is a 150 MB size limitation. If there is a need to split the attachments, please note in your correspondence that the attachments have been split. Please also make sure the attachments and the e-mail are clearly labeled/numbered (e.g. Part 1 of 5).

Q14. For our tax returns… may we include our tax returns from 2009 and 2010, or must we have our 2011 tax return complete and submitted?

Response: There is no requirement for tax returns as part of this RFP.
Q15. In section IIIG where it is referring to contents of proposal and freedom of information law,
   a. We don’t have any proprietary information other than our tax returns. Do we still need to insert the notice mentioned in that section in the response.
      **Response:** Per Section III(G), only “[p]roposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law” must include that notice.
   b. Also, if we do need to insert the notice, do we also need to clearly identify the pages with asterisks on our tax returns?
      **Response:** Please refer to Q14.
   c. May we punch holes in the response to submit in a binder?
      **Response:** Yes.

Q16. With respect to the RFP for IT services, we were informed of the RFP by email on February 26. Because a completed response to this RFP can result in an excess of 700 pages of formatted resumes. please advise if the due date will be extended beyond March 7, 2012.
   **Response:** There will be no extension of the RFP deadline.

Q17. The proposal content section (Section C), indicates: "Please note that if a proposer is proposing to provide more than one of the services listed in Section VII, the proposer must specify relevant experience (as described above) for each of the services that the proposer is proposing to provide."
   a. Please clarify how this is to be presented. For example, if the company submits a bid on 100 of the 122 service categories formalized descriptions of part performance for each item be submitted or can this requirement be satisfied by the vendor submitting one a candidate’s resume for each of the selected service areas?
      **Response:** For each service you are proposing to provide, you must specify relevant experience as described in Section II(C)(2). How exactly you specify that relevant experience is up to you, as long as the requirements of Section II(C)(2) are met. Please note that this is not a bid. It is an RFP.

Q18. In section C.) Proposal Content, 2.) We understand that if the proposer is a company we will supply the details of the proposer’s project team which is made up of the proposer’s staff.
   a. For section C Proposal Content 3) In addition to all of the foregoing, each proposer’s proposal must also contain:
      We are responding as a company (not an individual providing the service) we are listing information related to our company, years of service and describing the team of people that will be responding to your request for resources. This includes company references, staff such as recruiters, account managers, billing/payroll, etc... The confusion is in this section C) 3.) c) where you are looking for samples of work for each person for each service. What exactly are you looking for, our office staff that will be recruiting for these positions or proposed technical resources that we could potentially bid?
Can you provide an example of what you are looking for please.

Response: Please refer to Section II(C)(3)(c), which specifies “samples of relevant work”. How you determine what is relevant and what samples to provide is in your discretion. Please note that this is not a bid. It is an RFP.

Q19. Do we have to provide detailed description of the Services as per Section VII or a brief about our core competencies?

Response: Please see Section II(C) for requirements for proposal content. Section VII is the list of services being solicited by this proposal.

Q20. Do we have to provide proof of corporate financial position or just a statement or company incorporation or good standing certificate?

Response: It is in your discretion to decide how you want to articulate (or, if you desire, demonstrate) your financial position.

Q21. What do you mean by project Management Experience, is this related to staff or contract manager to be involved with Agency Program Manager.

Response: In that section, “project management experience” means experience managing a project. This refers to the project management experience of the individuals (whatever their titles or roles) who will responsible for managing the project.

Q22. What do you mean by.. Any difference in those items(e.g project management experience) between the different services specified in section VII that the proposer is proposing to provide must be specified? Can you please state with an example.?

Response: For “project management experience” (for example), this means that if you are proposing that Person A will manage Service 1 and Person B will manage Service 2, you should specify Person A’s “project management experience” for your proposal for Service 1 and Person B’s “project management experience” for your proposal for Service 2. Continuing the example, if Person A will manage both Service 1 and Service 2, there is no need to provide additional information since there will not be “any difference in” that item.

Q23. Overall understanding of the country’s need for each services specified in section VII that the proposer is proposing to provide? Can you please explain? Companies those who have been working in staff augmentation with government need to specify what?

Response: The County would expect the proposer to have a general understanding of Westchester County, the services it provides, and what needs the County would have a result of providing those services.

Q24. Do you need the resume of the contract manager/ supervisor assigned to work with the agency?

Response: Resumes for supporting team members (sales leads, account managers, etc.) are not necessary to include. Resumes for supervisors who are supervising the work being provided should be included.
Q25. Can we bid for positions we are comfortable with or all the positions?

**Response:** A respondent may submit a proposal for any or all services that they feel they are qualified in. Please note that this is not a bid. It is an RFP.

Q26. What is a project team as per RFP, 1) Company Staff Included like Contract Manager assigned to the Agency or 2) Does it include all the team like project manager, business analyst, architect, programmer, QA Tester etc or resumes of all the resources.

**Response:** The project team includes all individuals proposed to provide a given service listed in Section VII. The project team does not include supporting team members (sales leads, account managers, etc.) who are not providing the actual service, except for those individuals who are supervising the people providing the service.

Q27. Do you need sample resumes of all the resources with rates like 1 Year/2 Years/3 Year or Sample resumes limited to 1 each or more, Please explain?

**Response:** If you are proposing different individuals for different levels of experience, yes, you must include a resume for each such individual, and you may note each individual’s level of experience if you wish (but it should be clear from their resume).

Q28. Is it mandatory to add resumes for all positions?

**Resume:** For a company, a resume must be submitted for “each project team member.” Please see Section II(C)(2).

Q29. Can there be 1 resume for multiple positions?

**Response:** Yes. Only one resume is required to be submitted for each person, even if the person is qualified for more than one service. However, please be sure to reference, for each service, where each person’s resume can be found if it is included elsewhere in your proposal.

Q30. Can the company provide proof of government work-orders or contracts?

**Response:** There is no requirement to provide “proof of government work-orders or contracts”. If you wish to provide such information as “Additional Information Regarding the Proposer’s Qualifications”, pursuant to Section II(C)(4), you may do so.

Q31. Can the company provide proof of minority certification and will it help?

**Response:** If you wish to provide such information as “Additional Information Regarding the Proposer’s Qualifications”, pursuant to Section II(C)(4), you may do so. However, each proposer must already complete and submit Schedule "B" (Questionnaire Regarding Business Enterprises Owned and Controlled by Women or Persons of Color) as part of its proposal. There is no preference given to minority- or women-owned businesses.
Q32. Full names, email addresses and physical addresses of each individual, company or entity to be involved in providing the service(s) .. Are these company details or individual consultants details?

Response: Please see Section II(C)(3)(a), which says that this information is required for “each individual, company or entity to be involved in providing the service(s) proposed to be provided....”

Q33. The number of years of relevant experience of the proposer( for an individual, his or her number of years of experience; for a company; the number of years of experience has been in existence) and, if the proposer is a company, the structure of the company and the primary market served... Is this overall experience + organization chart?

Response: Please see Section II(C)(3)(b). For a company, you must provide years of relevant experience, the structure of your company, and the primary markets served. How exactly you provide that information is in your discretion.

Q34. Samples of the relevant work by the individual or, in the case of the company, by each individual proposed to work on the project team? Can you please explain in detail?

Response: Please refer to Section II(C)(3)(c), which specifies “samples of relevant work”. How you determine what is relevant and what samples to provide is in your discretion.

Q35. Resumes should have work experience but do you need in separate pages?

Response: The exact format of the resumes submitted is in your discretion.

Q36. Names, addresses and telephone numbers of three references for whom the proposers has performed similar services. Can we provide more than 3?

Response: Section II(C)(3)(d) only requires three (3) references. You may provide more if you would like to do so.

Q37. What do you mean be..The size of the organization relative to the county.. Example if its state of NJ or state of PA, how can we document it with respect to county?

Response: You must obtain information about the County’s size and then draw the comparison between the County and the entities involved in your references.

Q38. What do you mean be ..Proposed versus actual budget/Cost.??

Response: You must provide the proposed budget for the work performed for each reference and also provide the actual total cost for the work performed for each reference.

Q39. What additional info can be beneficial like? Example please.

Response: As specified in Section II(C)(4), such additional information submitted can be anything the proposer “deems necessary to enable the County to evaluate its ability to provide the service(s) it proposes to provide.”
Q40. In Section VII, “Professional Consultant Services Response Sheet,” please provide additional details about the scope of work/type of services that would be required for:

   Item 89: Design, engineering and support of wireless data network – what type of “support” activities are expected?
   **Response:** The scope of work involves primarily troubleshooting and implementation support on our existing Cisco Wireless Network.

   Item 114: Trunked Radio Technical Specialist – what type of services would this person be expected to provide?
   **Response:** The scope of work involves assisting with the planning, engineering licensing, testing, enhancement, support, and management of public safety and government mobile radio systems. Supervise work on new projects and existing systems in order to ensure high reliability. Work with County agencies and manage radio site tenants in order to ensure proper utilization and operation of County radio sites and systems.

Q41. Section VII: Professional Consultant Services Response Sheet: Will specific requirements specify the "year experience rate" to be used or will the years of experience of the proposed consultant determine ceiling rates? Also, is this applicable with certifications?
   **Response:** In your response, you must provide “pricing for a minimum of three levels of experience: 1 year experience, 3 years of experience, and 5 years of experience,” as explained in Section II(C)(5). The rates you propose for each level of experience should be your best pricing.

Q42. Section VI: List of Frequently Asked Question, #6: Could you please reaffirm that only one vendor will be selected per service category or if a list of responsible vendors will be established for future requirements?
   **Response:** A maximum of one vendor will be selected per service.

Q43. In Section II.B you indicate that there are 122 services. In C.2 we must specify a project team for each service. Should we interpret that to mean that, if we elect to bid on all 122 services, we would specify project teams for each of the 122 services? Alternatively, could we specify a project team for a category if we plan to bid on all services in the category. (e.g., could we provide a response to the “Infrastructure category” that would apply to services 36 – 55)?
   **Response:** If you elect to submit a proposal for all 122 service, yes, you would specify a project team for each of the 122 services. You must specify a project team for each service. You may not specify a project team by “category.” Please note that this is not a bid. It is an RFP.

Q44. Will each service be fulltime, part-time or on-call?
**Response:** Services are to be provided at an hourly rate, as needed, as indicated in the RFP. Based upon the County’s current needs, it is anticipated that the required hours of services for most services will roughly equate to “full-time” work, during the County’s hours of business.

Q45. How many positions/persons are needed per service?
   **Response:** You must determine how many individuals you need in order to provide each service you propose to provide. Historically, the County has generally not required more than one person on-site to provide each service.

Q46. Will there be any travel involved?
   **Response:** No.

Q47. What are the schedule and shifts for each service?
   **Response:** Please see Q44.