ADDENDUM NUMBER ONE

August 10, 2023

IFB#23-910-36
IT PROJECT AND STAFF AUGMENTATION

THIS ADDENDUM IS BEING ISSUED TO INCORPORATE THE FOLLOWING IN THE REFERENCED REQUEST FOR PROPOSALS.

***Please note: Answers are in red.**

Is there local preference for Bidders?
No, there is no local preference for Bidders. The selection process is based solely on the evaluation criteria outlined in the Request for Quotation (RFQ) document.

- Are there specific MBE/SBE/DBE/MWBE preference or mandatory subcontracting requirements for this solicitation? If yes, is there any specific subcontracting goal?
No, there are no specific MBE/SBE/DBE/MWBE preference or mandatory subcontracting requirements for this solicitation. There is no specified subcontracting goal associated with this project.

- Please provide the names of the Incumbent vendors for this contract. Can you please provide incumbent bid tabulation and/or pricing contract?
No, this is the first time that this contract has been solicited, and there are no incumbent vendors or previous bid tabulation and pricing contracts available.

- How many active contractors are working on this contract currently? Do you intend to move these contractors to new vendors, if the incumbents are not awarded again?
Information regarding the number of active contractors currently working on this contract is not available, as this is the first time that this contract has been solicited. The decision to move contractors to new vendors, if the incumbents are not awarded again, has not been determined.

- What are any challenges or pain points with the present contract vendors?
As this is the first time this contract has been solicited, there are no present contract vendors and therefore no challenges or pain points to report.

- Can you please provide a copy of the proposals for the incumbents from the current contract?
As this is the first time this contract has been solicited, there are no present contract vendors and therefore no challenges or pain points to report.

- What is the new budget for year for this RFP?
That information is not available for disclosure.

- Kindly specify total number of FTE's working and current $ value spent.
That information is not available for disclosure.

- What is the turnaround time to fill the requested positions?

The turnaround time to fill the requested positions will depend on several factors, including the complexity of the roles, the specific skill sets required, and the current availability of qualified candidates.

•What is the turnaround time to fill the requested positions?

Our approach to response times is structured within a Service Level Agreement (SLA) framework. We classify response times as 'critical,' 'urgent,' or 'general' based on the nature of the tasks and projects. This allows us to align our services with the level of urgency required for each specific situation and can vary depending on the complexity of the tasks, the specific skill set required, and the urgency of the agency's needs.

• Are the roles you are looking to fill able to work remotely/onsite/hybrid?

The resource needs will vary based on project requirements. For most roles, tasks and projects can be handled remotely. Staff augmentation for Help Desk Technician will require onsite assistance.

Database Administrator: Remote

SQL Reporting Services Developer: Remote

Project Manager: Remote

Help Desk: Onsite

PowerBI Administrator/Sharepoint Specialist: Remote

PowerBI/Sharepoint Developer: Remote

PowerBI Analyst: Remote

Information Technology Trainer: Hybrid

How many roles do you anticipate recruiting for yearly during this contract?

The resource needs will vary based on project requirements. The agency may require resources at different times depending on the nature and scope of the projects. This contract is designed to secure sources for these events.

• Are vendors required to bid on all positions/categories?

No.

•Will you award the contract to lowest responsive bidder?

The awarding of the contract will not be solely based on the lowest bid. Evaluation criteria such as demonstrated knowledge and experience, staffing qualifications, proposed approach/work plan, Section 3 and MBE/WBE participation, and service level agreements will also play a significant role in the selection process.

•Do you require Resumes of candidates or resumes of the key personnel attached to the RFP submission? If yes, do we need to submit actual resumes for selected candidates or sample resume?

Relevant experience is part of the scoring process.

• How many vendors do you intend to award?

The intention is to award one bidder per skill set, based on the nine hourly rates requested. It's possible for a single bidder to win multiple awards, each aligned with the different skill sets. The final number of vendors to be awarded will depend on the evaluation results and the alignment of bidder qualifications with the specified skill sets.

• Please provide the list of all the certifications/Licensure which is necessary to attach in the proposal

N/A

•Does the bidder need to be registered with Secretary of State to submit response?
You must have a Certificate of Good Standing from the state of your business.

•Do you accept out of state Good Standing letter and business certifications?
Yes

•   What is the interview process like when accepting resumes?
N/A

•How many interviews happen prior to offer? How long does it take from submitted a resume to interview to offer?
NA

•How will the job requests be shared among multiple awarded contractors?
One vendor selected per specialty.

•What is the tentative start date of this engagement?
After the contract is executed, the department will schedule a kick-off meeting to decide on a date.

•If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skills?
N/A

What are the payment terms?
NET 30 once the Finance department receives the PO, invoice(s) and the department completes receiving.

• Will you need all of these resources at the same time?
The resource needs will vary based on project requirements. The agency may require resources at different times depending on the nature and scope of the projects.

• Is there an incumbent? If no incumbent, how do you do this work today?
No, there is no incumbent for this contract. This is the first time this contract has been solicited, and there are no existing vendors for this work.

• What type of SLAs do you anticipate with a staff augmentation contract?
Our approach to Service Level Agreements (SLAs) is structured to ensure timely response and delivery of services. We categorize SLAs as 'critical,' 'urgent,' or 'general,' based on the nature of tasks and projects. This allows us to align our response times with the urgency of the agency's needs.

• Do the resources need to be onsite?
For most roles, tasks and projects can be handled remotely. However, staff augmentation for Help Desk Technicians may require onsite assistance.

• Do the resources need to be US Citizens?
While US Citizenship is preferred, the specific requirements for resources may vary based on project needs and security considerations. It's recommended to refer to the position descriptions in the RFQ document for detailed eligibility criteria.

•What is the anticipated budget for this requirement?
The anticipated budget for this requirement is not disclosed at this time.

•Is there any incumbent providing these services? If yes, please share the incumbent details.
No, there is no incumbent providing these services. This is the first time this contract has been solicited, and there are no existing vendors for this work.

•What is the anticipated contract award date?

The anticipated contract award date is not specified in the RFQ document. Please refer to the RFQ timeline or contact the designated procurement officer for more information.

•Will there be a possibility of remote work for the proposed candidates or any hybrid environment?

Yes, there is a possibility of remote work for most roles. The specific work arrangement will depend on the nature of the tasks and projects. Some roles may require onsite assistance, while others can be handled remotely or in a hybrid environment.

•On page No. 8, "As detailed within Section 4.1, Evaluation Factor No. 1, herein the proposer's QUALIFICATIONS, provide the organization's skills and knowledge in the required services. Provide resumes of personnel with relevant experience, education, certifications, and expertise in the required services". Do we need to submit the actual candidates to perform the services? Or are you looking for our in-house key personnel responsible for recruiting the required staff?

We are looking for the resumes of personnel with relevant experience, education, certifications, and expertise in the required services. You do not need to submit actual candidates to perform the services at this stage. The focus is on demonstrating your organization's qualifications and the skills of the individuals who will potentially be part of the project.

•How many requirements are anticipated to be released annually?

The anticipated number of requirements to be released annually is not specified in the RFQ document.

•How many awards are to be made under this contract?

The number of awards to be made under this contract is not specified in the RFQ document. Please consult the RFQ or contact the relevant procurement personnel for more details.

•On average, how many temporary IT staff are deployed at any given time?

The average number of temporary IT staff deployed at any given time may vary based on project needs. However, the exact number is not provided in the RFQ document. The actual deployment will depend on the agency's requirements.

•What is the expected lead time for a vendor to provide the requested contracted staff?

The expected lead time for a vendor to provide the requested contracted staff is not explicitly mentioned in the RFQ. It is recommended to refer to the RFQ timeline or communicate with the procurement officer for specific timeframes.

•What is the minimum duration of each contract position or task order?

The minimum duration of each contract position or task order is not specified in the RFQ. The contract duration may vary based on the specific role and project requirements. It's advisable to consult the RFQ or communicate with the relevant authority for more information.

•How many task orders can we expect for each vendor?

The number of task orders that can be expected for each vendor is not provided in the RFQ document. The task orders will depend on the agency's project needs and requirements.

•Can you please tell us what is your Requirement issuing channel?

The requirement issuing channel is not mentioned in the provided information. It would be best to refer to the RFQ document for details on how requirements will be issued or contact the relevant procurement personnel for this information.

•In Page 8 of this RFP under Section 3.1.4.1, "Provide resumes of personnel with relevant experience, education, certifications, and expertise in the required services." – Are you requesting the resume of the proposed candidate or the resume of our Organization's Staff who will be in major charge of this project?

In this context, the RFQ is requesting the resumes of personnel who will be providing the actual services related to the project. This refers to the proposed candidates who will be fulfilling the roles described in the RFQ. The focus is on the qualifications and expertise of individuals who will contribute directly to the project tasks and deliverables.

•Are there any pain points or issues with the current vendor(s)?

The RFQ indicates that one bidder will be awarded per skill set, but a bidder may win multiple awards based on the hourly rates requested.

•Please provide us with an estimated NTE budget allocated for this contract.

The estimated Not-To-Exceed (NTE) budget allocated for this contract will be provided by Procurement.

•Is this an old contract or a new contract?

This is a new contract, as mentioned in the RFQ.

•What is the work location of the proposed candidates?

The work location of the proposed candidates may vary depending on the specific role. Tasks and projects can be handled remotely, while some roles may require onsite presence, such as the Help Desk Technician.

•What would be the number of awards you intend to give (approximate number)?

This is a new contract and there are no incumbents, as stated in the RFQ.

•Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

As this is a new contract, there are no current vendors and no pain points or issues to report.

•Could you please share the previous spending on this contract, if any?

As this is a new contract, there are no previous spending on this contract.

•Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

Procurement will provide information on any mandatory subcontracting requirement and associated goals.

•How many positions were used in the previous contract?

Information about the number of positions used in the previous contract is not available, as this is a new contract.

•How many requisitions will be required per year or throughout the contract?

The number of requisitions required per year or throughout the contract will be determined by the agency's needs.

•If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

The agency's policy on providing replacement personnel with similar or more skill sets will be determined by Procurement.

•Can we provide hourly rate ranges for the given positions?

Hourly rate ranges for the given positions can be provided as part of the proposal, if applicable.

•Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

The work arrangement can vary. Tasks and projects can be handled remotely, while some roles may require onsite presence. The specific work arrangement for each role will be outlined in the contract.

•Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for the proposed candidates or can we submit the sample resumes?

The RFQ may require resumes to be submitted for the proposed candidates. The specific requirements for resume submission will be outlined in the RFQ document.

•Could you please provide the list of holidays?

New Years Day, MLK Day, Presidents Day, Mardi Gras, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day

•Are there any mandated Paid Time Off, Vacation, etc.?

No.
•Can you share which roles are onsite and/or remote work?
The work arrangement for each role is specified in the RFQ. For example, Database Administrator, SQL Reporting Services Developer, Project Manager, PowerBI Administrator/Sharepoint Specialist, PowerBI/Sharepoint Developer, and PowerBI Analyst roles are mentioned as remote positions. Help Desk Technician is specified as an onsite role.
•What is the expectation of the State for on-site versus remote resources for this contract?
The RFQ will provide details about the state's expectations regarding onsite versus remote resources for this contract.
•If the contract is "remote" can required travel be billed?

If the contract is categorized as "remote," the ability to bill for required travel will be specified in the terms of the contract.
•Is a local office or a local representative required? If yes, how often is the local representative expected to be onsite? Any hourly time requirements?
The requirement for a local office or local representative, if any, and the frequency of onsite presence will be specified in the RFQ.
•Is there a local preference for this contract?
No, there is no local preference for this contract.
•Can we submit our response for a single category or for all categories?
The RFQ will specify whether you can submit responses for a single category or for multiple categories.
•Once awarded, how do you release your requirements? Is it through portal or email?
The RFQ will provide information on how requirements are released, whether through a portal or email.
•What is the estimated budget for this contract?
The estimated budget for this contract will be provided by Procurement.
•How many requirements are anticipated to be released annually?
The anticipated number of requirements to be released annually will be outlined in the RFQ.
•Is there an incumbent for this contract? If yes, can you share the name of the incumbent, or historical data on spending?
As stated in the RFQ, this is a new contract and there are no incumbents.
•What evaluation criteria will be used to evaluate the cost proposal?
The specific evaluation criteria for the cost proposal will be detailed in the RFQ document.
•Would you confirm if resumes are required with proposal submission?
The requirement for submitting resumes with the proposal will be outlined in the RFQ.
•Are financial statements required if we are a privately owned company?

The requirement for financial statements, if applicable, will be detailed in the RFQ.

•Will you accept a statement of financial stability instead of requiring the sharing of confidential company finance documents?

The acceptance of a statement of financial stability instead of confidential company finance documents will be determined by the agency's policies, as specified in the RFQ.

•Will you accept a statement of compliance related to securely handling data instead of sharing our proprietary, internal processes for evaluation?

The acceptance of a statement of compliance related to securely handling data instead of sharing proprietary internal processes will be determined by the agency's policies, as specified in the RFQ.

•Will you accept a statement that we comply with requirements for ensuring personnel have appropriate experience and training instead of sharing our proprietary internal processes for evaluation?

The acceptance of a statement of compliance with requirements for personnel experience and training instead of sharing proprietary internal processes will be determined by the agency's policies, as specified in the RFQ.

•What is the minimum/maximum number of clients experience you want to see in each IT category?

The minimum/maximum number of client experiences required for each IT category, if applicable, will be outlined in the RFQ.

Proposals must be received by the Housing Authority of New Orleans (HANO) in the Office of Procurement and Contracts by 4:00 p.m., local time on Monday, August 28, 2023. All terms and conditions shall remain as stated in the original Request for Quotes. **All addenda must be acknowledged.**

END OF ADDENDUM NUMBER ONE