

Temporary Professional Staff Services 2

Questions and Responses

PROPOSALS ARE DUE NO LATER THAN MARCH 13, 2025 BY 5:00 PM CDT

RFP13379

BUYER: State of South Dakota

POC: Kirsten Blachford
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Q1: Can DSS extend the deadline by two weeks?

*Due to the brief time between Q&A submission and responses to those questions prior to response due date, can we respectfully request a two-week extension to provide a thorough response once those answers are obtained?

*Could the State please grant an extension on the due date?

A1: No.

Q2: Is there an incumbent on this contract? If so will DSS provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract?

*Is the incumbent eligible to bid on this project?

*How many Vendors were awarded under the previous RFP8461 Contract?

*Is this a new RFP, or does the State have an incumbent vendor currently fulfilling this requirement?

*Are there incumbent Vendors from a previous contract? If so who and how many?

*Are you able to share an incumbent list?

*Can DSS provide historical spending data for similar contracts?

*What is the revenue breakdown per service category from the previous contract?

*Please provide information regarding any incumbents currently providing similar services to the County? Can we have access to the incumbents pricing and proposals?

*Could the State please confirm the incumbent names of this contract? Could the State please share incumbent rates and proposal?

*What has been the contract spend over the past three years? Is this a new initiative? If not, could the State please provide the incumbent information?

*Is this a newly initiated project, or is it a continuation of an existing one? If it is ongoing, kindly provide the names of the current service providers/incumbent vendors? Could you provide details on the previous expenditure associated with this contract? Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?

A2: No incumbent for RFP13379. This RFP is not intended to replace RFP8461 Temporary Professional Staff Services or the contracts currently in place. The intent is to allow other/new vendors the opportunity to submit proposals. See RFP – Register of Proposals for contract information. <https://open.sd.gov/rfp.aspx?RFPNumber=8461>*****

Here you can click the different Vendors Contracts. All base contracts are the same. If awarded a Work Order this will be attached as Work Order#. Amendments will also be found attached. If the Work Order you are looking for hasn't been attached do the following: Copy the Contract number and go back to Contracts/Grants and choose Contract/Grant search. Choose Social Services for the Department, and paste in the Contract number on the line Contract/Grant Number contains. Click Search. You will see a list of any awarded Work Orders associated with each Vendor. If no search records appear, that Vendor does not have any awarded Work Orders under the Master Agreement.

Q3: Has DSS determined a budget for this contract? If so, could you please share the budget amount?

*What is the overall budget allocated for this RFP?

*Could you please provide the budget assigned for this RFP?

*What is the estimated budget for this RFP?

*What is the estimated budget allocated for the services outlined in this RFP?

*Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor? If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?

*What is the total not-to-exceed (NTE) budget for this contract?

A3: Budget allocations are based on the Division requesting a Work Order. If the dollar amount of a work order requires adjustment that can be completed through amending the work order.

Q4: Is US citizenship required to work on this project, or will Green Card and H1 VISA holders be allowed to work on this project?

*Does the State accept offshore resources to work on this engagement?

A4: No

Q5: Can the work be performed remotely?

*Does the State accept remote resources to work on this engagement? Does the State prefer on-site resources to execute this engagement?

A5: Work Orders may require staff of the qualified Vendor(s) selected to be on-site. This will be spelled out in each Work Order sent.

Q6: We are not currently registered in the State of South Dakota. Are we still eligible to bid on this contract?

A6: Please see Attachment A, Contulant Contract for required terms and conditions for entities awarded under this RFP.

Q7: Can the offeror obtain and maintain all necessary licenses/permits after the contract is awarded, or is pre-registration a mandatory requirement?

A7: Before contracts can be executed, vendors will need to provide all required certificates of insurance and other necessary documentation.

Q8: Section 1.1 of the RFP states that this solicitation is not intended to replace RFP8461 but allows new vendors to submit proposals. How many new vendors does DSS anticipate selecting/awarding under this RFP?

*How many Vendors will be awarded?

*Will multiple Vendors be awarded per category?

*How many Vendors the County intends to award contracts to for the services specified in this RFP?

A8: There is not a limit to the number of vendors being awarded.

Q9: Given that this RFP does not replace RFP8461, will the existing vendors under RFP8461 need to submit a response for RFP13379 to continue providing services?

A9: No.

Q10: Is there any preference given to local firms (i.e., vendors registered in the State of South Dakota)?

*Is the State giving preference to local vendors?

*Is there any local preference? Is it mandatory for the vendor to have a local office in South Dakota?

*Is it mandatory for the vendor to have prior business experience within the State of South Dakota? How will it affect the evaluation of the proposal?

<p>*Could the the State please confirm if there is any local vendor preference? *Is there any preference or priority given to local vendors for this contract?</p>
<p><i>A10: No.</i></p>
<p>Q11: Does DSS determine the job titles and job descriptions for Sections 3.1-3.7 of the RFP? If so, can DSS provide a list of required job titles and descriptions for this effort?</p>
<p><i>A11: Job descriptions are listed in 3.1-3.7.</i></p>
<p>Q12: What is the anticipated volume of work or number of Work Orders expected under this contract?</p> <p>*How many positions does the state usually fill using temporary labor each year? *How many personnel are currently providing services under this contract? *What is the expected number of personnel needed for this RFP? *Are there specific roles that DSS anticipates will require higher staffing levels? *Where are the historical utilization rates for services provided under the previous contract? *Can you clarify the expected number of awards for this solicitation?</p>
<p><i>A12: Work Orders to acquire Professional Services will be created on an as needed basis. See RFP – Register of Proposals for contract information. https://open.sd.gov/rfp.aspx?RFPNumber=8461+++++ Since contract inception (August 2023) there have been a total of 15 Work Orders. Categories have included: Analyst, Consultant, Project Management, Request for Proposal Preparation, Subject Matter Expert, Statement of Work Preparation, Testing, and Training.</i></p>
<p>Q13: Are there any existing challenges or pain points that the State is currently facing with its Professional Staff Services that we should be aware of? *Are there any specific challenges or issues currently being faced with the existing vendors?</p>
<p><i>A13: No.DSS is seeking to expand the available resource pool for any needed task orders.</i></p>
<p>Q14: Are the consultants required for this opportunity able to be subbed out at the start, pending they are equally qualified as those portrayed in the response resumes?</p>
<p><i>A14: DSS will evaluate individual proposed candidates in conjunction with the responses to specific task orders.</i></p>
<p>Q15: Does the State have an estimated number of people required to complete the requirements per the RFP?</p>
<p><i>A15: No.</i></p>
<p>Q16: What major stakeholders would we be working with to complete these assessments? *How many departments will benefit from the MSA? Could you please share the list of those departments?</p>
<p><i>A16: The MSA applies to all programs within the Department of Social Services.</i></p>
<p>Q17: Would the State consider using the GSA to procure these services?</p>
<p><i>A17: Vendors interested in opportunities to provide services under this RFP should submit proposals.</i></p>
<p>Q18: Will the State share the evaluation scorecard each vendor receives?</p>
<p><i>A18: Only the response of the vendor awarded work becomes public. Responses to work orders for vendors not selected and the evaluation criteria and scoring for all proposals are not public. Vendors may submit a redacted copy with the full proposal as stated in Section 1.12 Proprietary Information. SDCL 1-27-1.5 and See SDCL 1-27-1.5 and 1-27-1.6.</i></p>

Q19: Can we submit financials separately due to confidentiality?

A19: The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

Q20: What percentage of the evaluation criteria will be based on price?

*Could you provide further details on the weightage assigned to each of the evaluation criteria (such as cost, commitment, experience, references) in the selection process? Will any criteria be weighted more heavily than others?

A20: Evaluation criteria is based on highest level of knowledge and experience in the category.

Q21: Will key personnel that are doing the requested work need to be identified in the response?

*For key personnel, does DSS require actual resumes at the time of proposal submission, or just general qualifications?

*Referring to Attachment C - Area: 1 – Information Systems - Number of current staff/consultants that can provide service in this area, Overview of staff qualifications. Please confirm what does staff/consultant refers to here? Do we need to provide information about the actual live staff that will be provided to the State or we need to provide information about our key personnel? Referring to Attachment C - Area: 1 – Information Systems, A - Project design and development analysis - Summary of the abilities of the staff you have that provide services in this area, and Number of current staff available to provide services in this area. Please confirm what does staff/consultant refers to here? Do we need to provide information about the actual live staff that will be provided to the State or we need to provide information about our key personnel?

A21: While specific staff resumes are not required, vendors should outline company and staff qualifications and experience in their response. DSS will require resumes and other related staff information for each work order.

Q22: Will this contract have cooperative purchasing language so other entities can buy off it?

A22: No

Q23: Are there any terms for buyout included? For instance, if the state wanted to hire a temporary employee after 3 months, would their employer receive a buyout fee?

A23: No

Q24: Will awarded companies be able to speak with state employees directly when gathering information on open positions and upcoming positions?

A24: All questions for this procurement will go through the RFP POC Kirsten Blachford. Once a Vendor is awarded they can start working with the Division directly.

Q25: Will all openings go to all awards vendors, or can state employees choose to work with only certain awarded vendors?

A25: Generally all openings will go to all awarded Vendors.

Q26: What format would they like exceptions to be listed?

<p><i>A26: All awarded vendors must accept the terms and conditions outlined in the RFP and Attachments</i></p>
<p>Q27: Are Contractors able to add labor categories to this opportunity? *Can companies add in additional benefits they offer even if it is not asked for?</p> <p><i>A27: Vendors seeking to add other labor categories can do so by including an optional proposal.</i></p>
<p>Q28: Given the level of detail requested for each area of work and subcategory requested in response to RFP section 5.2.3.3.3, as outlined in Attachment C Sample Response Format, please clarify the expectations for bidder responses to 5.2.3.2, which asks for a point-by-point response to the same work areas and sub-categories (requirements 3.1 through 3.7). Is DSS looking for similar information in response to both 5.2.3.2 and 5.2.3.3.3? OR, can we respond solely to 5.2.3.3.3 Attachment C? *Referring to Page No. 11, Section...(Q5-10)</p> <p><i>A28: 5.2.3.2 is asking for general qualifications of possible staff you intend to use for the Work Orders. 5.2.3.3 is explaining expertise in the area.</i></p>
<p>Q29: Can a Vendor be awarded work in multiple categories simultaneously?</p> <p><i>A29: Yes. Offerors can respond to any combination of work areas and sub-categories. Offerors must use the chart in Attachment B: Areas of Work to indicate what areas they are proposing to provide services in.</i></p>
<p>Q30: What level of detail is expected in the cost proposal? *Should Vendors provide separate pricings for different levels of expertise within each category? *Should pricing include estimated overhead and administrative costs? *Could you confirm whether the Services List spreadsheet should contain only the hourly rates/costs associated with the proposed services, or should it also include a description of the Vendor's capability to provide each service? Please confirm if the Services List spreadsheet is intended to serve as the cost proposal for the RFP? *Referring to Section – 7. Cost Proposal...(Q11-13) *Under Section 7.0 – “Cost Proposal,” point 7.1 states, “Offerors shall submit the hourly rate for each professional resource topic area responded to 3.1-3.7.” Could the State please provide the list of resources required for each category? Could the State please confirm if there is any pricing format? If yes, please share. *Could the State please confirm if the hourly rates, as requested in the cost proposal, are all-inclusive rates?</p> <p><i>A30: See Attachment D: SAMPLE Professional Services Pricing Schedule within the RFP, or https://open.sd.gov/rfp.aspx?RFPNumber=8461 ++++++ for RFP8461 winning Vendor contracts pricing schedules.</i></p>
<p>Q31: How many key personnel are required?</p> <p><i>A31: This would be dependent upon how many Areas of Work the Vendor applied for and will vary by each requested work order.</i></p>
<p>Q32: Are there any areas where DSS has experienced staffing shortages under the current contract?</p> <p><i>A32: No.</i></p>
<p>Q33: Could the state please confirm that under this contract do we need to provide temporary staff on an hourly rate basis or professional services on a firm fixed price task orders?</p> <p><i>A33: Please provide temporary staff on an hourly rate basis.</i></p>
<p>Q34: Is this a temporary staffing services contract?</p>

<p>*Is the State looking for staffing services?</p> <p><i>A34: Yes, DSS is looking for temporary staffing and consulting services through this RFP</i></p>
<p>Q35: Could the State please confirm if we need to separately provide response to the evaluation factors or these factors are inclusive in the proposal format provided by the State? * Could the State please confirm what information is requested through section 6.1.4 – “Availability to the project locale;”?</p> <p><i>A35: If evaluation factor responses are not answered in the proposal format in Section 5, they will need to be added.</i></p>
<p>Q36: Could the State please confirm, if we need to provide hourly rate for each sub-category, do we need to provide possible no. of job titles and then hourly rates for all those Job titles? For e.g. Under the Area 3.6 Administrative Support – Subcategory: Clerical Support, do we need to provide list of separate job titles such as Sr. Administrative Clerk, Jr. Clerk, Mid-level Clerk and then hourly rates for all those job titles?</p> <p><i>A36: Yes.</i></p>
<p>Q37: In case, vendor need to provide hourly rates for each of the sub-categories mentioned in the area 3.1 to 3.7, could the state please clarify how to provide rates for the sub-categories such as “Area 1 – Information Systems – Sub categories - 3.1.13 Implementation Plan/Project Plan Development and 3.1.14 Knowledge of Federal Requirements for DSS Divisions covered under this RFP in section 1.1”?</p> <p><i>A37: Section 1 is meant to be a summary of the RFP. Use Attachment D: Sample Professional Services Pricing Schedule to provide rates.</i></p>
<p>Q38: Referring to Attachment B, Could the State please confirm, under which proposal section do we need to submit Attachment B? *Could the State please confirm if vendors have to include within the response Attachment B: Areas of Work? in which section?</p> <p><i>A38: 5.2.3</i></p>
<p>Q39: Referring to Attachment C – Do we need to provide 3 references for each particular sub-categories? (Q20-21) *Section 4.3 states, “Provide the following information related to at least three previous and current service/contracts performed by the offeror’s organization, which are similar to the requirements of this RFP.” Could the State please confirm if the firm needs to provide three previous and current services/contracts for each proposed category? For example, if a firm is proposing services for three categories, the firm needs to provide nine contracts. *Can Can we disregard a response to section 4.3.1-4.3.3 which is asking to provide 3 previous current service/contracts performed by the offeror’s organization and the description of services. In 5.2.3.3 Sample Response Format Attachment C Sample Response “provide a reference from at least 3 of the clients listed.” Will that be sufficient.</p> <p><i>A39: References are noted in Section 4.3. This would be for the overall RFP, not specifically Attachment C.</i></p>
<p>Q40: If a vendor doesn’t have experience within the State of South Dakota, can the vendor showcase its experience with other statewide contracts and similar experience with other clients?</p> <p><i>A40: Yes.</i></p>
<p>Q41: Referring to section 5.2.3.3.9 on page no. 11, as per our understanding we need to provide our retention rate for the areas 3.1 to 3.7. Please confirm if we need to showcase any other information in this section.</p>

<i>A41: No other information needed.</i>
Q42: Referring to section 5.2.3.3.15 on page no. 11, could the state please confirm do we need to provide number of our key employees who will handle this contract or do we need to provide no. of candidate pool we have to assign at work for state projects?
<i>A42: Provide candidate pool.</i>
Q43: Could the State please confirm if vendors have to be included in the response Attachment A? If yes, in which section?
<i>A43: If awarded under this RFP Attachment A would then be completed.</i>
Q44: Are electronic signatures allowed?
<i>A44: Digital signatures are allowed.</i>
Q45: Are there scores for the evaluation criteria? If yes, could you please disclose it? *Can Can you provide more details about this requirement? The offeror must submit information which may include examples of the criteria listed in 6.1.1-6.1.8. Can you clarify if section 4 requires a response? Most of this information is covered in the detailed response requirements in section 5.2.3.
<i>A45: Section 4.0 explains the requirements and qualifications needed, Section 5.0 explains the response format, and Section 6.0 explains the evaluation and award process.</i>
Q46: Could the State please confirm the required forms that must be submitted with the proposal? Could the State please provide clarification on the appropriate section within the response where vendors should include the forms?
<i>A46: See section 5.0 Proposal Response Format.</i>
Q47: Are the vendors allowed to subcontract at the Task Order Level?
<i>A47: The Contractor may not use subcontractors to perform the services described herein without the express prior written consent of the State. The Contractor will include provisions in its subcontracts requiring its subcontractors to comply with the applicable provisions of this Agreement, to indemnify the State, and to provide insurance coverage for the benefit of the State in a manner consistent with this Agreement. The Contractor will cause its subcontractors, agents, and employees to comply, with applicable federal, state and local laws, regulations, ordinances, guidelines, permits and requirements and will adopt such review and inspection procedures as are necessary to assure such compliance.</i>
Q48: Could the State please confirm if vendors have to submit their proposals via email using the SFTP folder?
<i>A48: See section 1.5 Submitting your Proposal</i>
Q49: Is there there a specific format for the proposal response (font size, font type, spacing, etc.)?
<i>A49: No.</i>
Q50: Are firms required to pay Holidays, PTO, Sick Leaves, health benefits, etc., to the consultants placed?
<i>A50: Vendor provided benefit, holiday, and other pay is the responsibility of the vendor to determine.</i>
Q51: Are commercial references accepted? Are ongoing contract references accepted?
<i>A51: References must be provided in accordance with Section 4.3 of the RFP.</i>
Q52: Is the State looking for firms to recruit the requested positions or for firms to provide in-house personnel to perform the services?

A52: The State is requesting firmst to provide personnel to perform the services.

Q53: How many hours are the consultants expected to work? Will there be any overtime involved? Will the State pay us for the overtime?

A53: There is no guarantee of work. Work orders to acquire professional services will be created on an as needed basis.

Q54: Is it mandatory for the firms to provide support for all mentioned projects (i.e., Information systems, administrative support, etc.) in the RFP Document? Also, do we need to provide candidates or in-house personnel to provide these services?

A54: Offerors can respond to any combination if work areas and sub-categories.

Q55: Under Section 4.0 – “Proposal Requirements and Company Qualifications,” point 4.6 states, “The offeror must submit information which may include examples of the criteria listed in sections 6.1.1-6.1.8.” Could the State please confirm if the firm needs to provide the response for each project (i.e., Information systems, administrative support, etc.)? Also, please confirm if the firm can provide the response in general, considering the projects/ categories for which services will be provided.

A55: The firm can provide the response in general.

Q56: Under section 5.2.3 – “Detailed Response,” it states, “This section should constitute the major portion of the proposal and must contain at least the following information for the areas the offeror proposes to offer services in:” Could the State please confirm if the firm needs to provide the response per category? Please confirm if the firm is going to provide services for two categories out of all mentioned categories. The firms need to provide two responses for this section.

*Do you require individual narratives for each Service the offerors proposes? “A complete narrative of the offeror’s assessment of the work to be performed, the offeror’s ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror’s understanding of the desired overall performance expectations.” Please clarify if you need a specific point by point response for each subcategory as requested in 5.2.3.2 in addition to ALL the required responses in 5.2.3.

A56: Only one response is needed and should encompass all areas.

Q57: Under section 5.2.3.2 – “A specific point-by-point response, in the order listed (3.1-3.7 including sub-categories), to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.” Could the State please confirm if the firm needs to acknowledge these requirements or needs to provide responses for these? Section 5.2.3.2 states, “A specific point-by-point response, in the order listed (3.1-3.7 including sub-categories), to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.” Could the State please confirm what information is requested through each subcategory?

A57: The response should address all areas/categories the Vendor is intending to apply for.

Q58: Could the State please confirm if there is any page limit for the response?

A58: There is no specific page limit, but should be under 100 pages if possible.

Q59: Could the State please confirm what information is requested through section 5.2.3.3.9 - List retention statistics if available.?

A59: Offerors should provide information regarding expertise, number of, and availability of staff.

Q60: Under section 3.4 Project Management Support you say Section 3.1.4 is intended to encompass a wide variety of project management activities. If you are not bidding on the

Information System service area 3.1, will you be considered an award for the Project Management 3.4 Support Service?

A60: It should state: Proven project management experience for both large scale and smaller scale implementation efforts, and is intended to encompass a wide variety of project management activities.

Q61: Is the State willing to negotiate the terms and conditions of the standard contract and/or exhibits attached thereto? If so, can the State please provide further direction on the “form and manner” in which exceptions to terms and conditions can be submitted, including whether they need to be included in the proposal submission.

A61: The state is unable to negotiate standard terms and conditions. All vendors awarded under the RFP will utilize the contract outlined the RFP.

Q62: If you are Proposing services in ALL subcategories in one Area, do you require a Sample Response for Each subcategory OR can it be a longer summary covering all subcategories?

A62: A longer summary covering all sub-categories.

Q63: Can you please confirm if the sample pricing schedule needs to be priced by each Area of Work and not by subcategory.

A63: The pricing schedule should encompass the sub-categories.

Q64: The Sample Pricing Schedule refers to RFP8461. Is there another Pricing Sample for RFP 13379?

A64: No they would be the same sample.

Q65: The length of the contract is noted as starting on May 1, 2025 and ending May 31, 2023. Attachment A notes the period of performance as June 1, 2024, and shall end in May 31, 2025. For qualifying Vendors will Work Orders be issued until the contract end date of May 31, 2026? It states Offerors may submit multiple cost proposals. Is that for the time period of May 1, 2025 and ending May 31, 2026 only? Can a separate cost proposal be submitted for the period of performance noted in Attachment A of June 1, 2024 and ending on May 31, 2025?

A65: Attachment A is included to show the Offerors what the contract looks like. Dates are not necessarily specific to the RFP. Contracts for this RFP are starting May 1, 2025, and ending May 31, 2026.

Q66: Please clarify in Exhibit A, the liability limit amounts for Cyber Liability Insurance (currently blank).

A66: The default for The Bureau of Information and Telecommunications is \$3,000,000, but possibly negotiable depending upon the type of data and access a Vendor may have.