

ADDENDUM NO. 1

NOV 30 2017

TO: ALL PROSPECTIVE OFFERORS
REFERENCE: RFP 2000002384
FOR: Information Technology (IT) Network Technical Consulting
CLOSING DATE/TIME: December 19, 2017 @ 2:00 p.m. EST.

RFP MODIFICATION:

The referenced Request for Proposal is amended as follows:

1. Closing date has been revised from December 12, 2017 to **December 19, 2017** at 2:00 p.m. EST.
2. Special Provisions, paragraph 7.7. has been updated to read:

Contractors are responsible for completing the tasks including but not limited to what is outlined in this section **as it pertains to the specific labor category and subsequent SOW** from contract award through contract completion.

3. Special Provisions, paragraph 9.6. has been updated to read:

TAB 4: RESPONSE TO TASKS TO BE PERFORMED

The Offeror must provide detailed description of **the approach to handling 7.1 to 7.7, and how to manage** and fulfill each of the labor categories in Special Provisions, Paragraph 7.8.

RFP CLARIFICATIONS:

The following are responses to questions received via e-mail and at the pre-proposal conference held on November 20, 2017.

- Q1.** I wanted to check and see if Federal Government experience qualifies a company to meet the minimum qualifications, if the Federal Government experience meets the number of user criteria, in place of county government.
- A1.** Per Special Provisions, paragraph 2.2, Offerors must have experience providing technical support services to K-12 school districts greater than 70,000 students and/or a county government with a population of greater than 360,000.
- Q2.** My firm, is potentially interested in section 7. 7. A.5, information security consulting services, and 7.7.A.14, disaster recovery planning. Having that said, there are a few labor categories associated with these tasks. In 7.1 it states "proposals must address each task identified in this section," which sounds as though you are looking for contractors who can provide a wide variety of services, which we cannot. Our focus is strictly security and disaster recovery, which is a subset of security. Can vendors just bid on a section of the bid or do you have to be able to provide everything as stated?

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11-30-17

A2. The RFP is broken down into 6 main labor categories and FCPS anticipates a multiple award by labor category.

- A.** Administrative:
- B.** Network Support (DATA)
- C.** Voice over IP (VOIP)
- D.** Cloud Architecture, Data Security And Disaster Recovery
- E.** PC Peripheral Support
- F.** Service Desk/NOC Support

Per Special Provisions, paragraph 1.5 of the RFP:

Offerors must indicate which labor category(ies) they can supply. Offerors may submit a proposal for one or more categories. Not all categories need to be addressed in order to be considered for a contract award

Q3. Would the county consider giving points to prime contractors who utilize a Small, Woman Owned and Minority (SWaM) entities as a subcontractor under the evaluation criteria?

A3. FCPS doesn't give additional points to SWaM vendors or when you work with SWaM subcontractors. However, this information should be listed on (DPSM32).

Q4. We have some questions on these.

- 2.2. The Offeror must have been in business for at least five (5) years, and is required to have, at least three (3) years continuous successful experience in providing technical support services to K-12 school districts greater than 70,000 students and/or a county government with a population of greater than 360,000.
- 2.3. Offerors must provide a minimum of three references from K-12 school district and/or government agencies. At least one of these references must be from a County or School district greater than 70,000 students or a county government with a population of greater than 360,000 (Ref. Appendix D. References).

Our company have extensive experience / Past performance in Fed Gov. (DHS, DOJ, FDA and SBA) projects and not have much experience in K-12 or County. In this case, do we still qualify to bid with our Fed Gov. experience or only the companies who have K-12/Counties qualify?

A4. Offerors must meet the minimum criteria to be qualified for this RFP as stated in paragraph 2.

Q5. How does the Evaluation Criteria in paragraph 19.6 map back to how to complete proposal response?

A5. Please refer to Special Provisions, paragraph 9 and 10 for Proposal Instructions using tabs indicated.

Q6. If a spin-off or subsidiary company has less than 5 years' experience, how is that handled?

A6. If the main corporation has more than 5 years' experience, it is acceptable. Please indicate with a special note.

Q7. Does the pricing summary on page 51 take in account for holiday/ sick time?

A7. No, please price according to exact hours worked.

Q8. What is the main focus purpose of this RFP? Labor or parts?

A8. Labor categories. Per Special Provisions, paragraph 1.5, Offerors must submit labor category pricing to be considered for product portion of the contract award.

Q9. How should mergers and acquisitions be addressed?

A9. Please indicate a special note under the manufacturer name.

Q10. Is there a preference given to VARs (Volume Account Resellers)

A10. No preference is given to VARs, FCPS has multiple VARs.

Q11. What is the timeline for contract award?

A11. Our current contract(s) expire April 30, 2018. An award is anticipated by that date.

Q12. How many vendors were awarded on previous contract?

A12. Nine (9) contracts are currently available under the previous RFP.

Q13. Where can I view the current contracts?

A13. Current contracts can be viewed on the Fairfax County contract register.

<https://www.fairfaxcounty.gov/cregister/>. Search: Network Technical

<https://www.fairfaxcounty.gov/cregister/ContractResultList.aspx?vendorName=&filterType=Contains&contractNumber=&contractType=&contractFY=&commodity=Network%20Technical&NIGPCode=&orderBy=2&buyerCode=>

Q14. Is this the only for network/ technical support? Does this include software development?

A14. This RFP is for labor categories, not for software development.

Q15. Is there a preference for local presence?

A15. No. However, for specific SOWs/projects FCPS will require local meetings.

Q16. Is the price firm- fixed pricing for 5 years? Do you want to see an escalation rate?

A16. Yes, please price rates for 5 year period. Request for escalation throughout the contract will need to be requested and approved through future amendments.

Q17. Are there any big IT project in the pipeline?

A17. FCPS will continue to expand its use of cloud infrastructure and services. In addition, we will continue to look for ways to enhance our overall data security program to ensure we are following best practices, and, in compliance with applicable federal, state and industry mandates. The implementation of a new Web Filtering System and Security Information and Event Management System are planned in the near future among others.

Q18. Is there a page limit for the technical proposal?

A18. Please be informative, but concise and to the point.

Q19. Do we have to be participating in the E-rate program at time of proposal submission?

A19. No, the E-rate program is preferred not mandatory.

Q20. Does paragraph 36, HIPAA compliance pertain to this RFP? If so, please explain.

A20. Paragraph 36, HIPAA applies only if the contractor/contractor's employees will be handling/have access to protected health information.

Q21. Does the School reference have to be in Virginia?

A21. No.

Q22. Is there a minimum requirement for county/work references? Will you accept Federal references?

A22. Please reference paragraph 2.3 of the RFP. At least **one** of these references must be from a County or School district greater than 70,000 students or a county government with a population of greater than 360,000.

Q23. Are resumes to be included with the proposal submittal?

A23. Yes, per paragraph 8.7 of the RFP. While FCPS recognizes that firms may not retain the same employees through the term of the resultant contract, resumes of current staff that would meet the requirements of this RFP is required. Resumes may be marked confidential if necessary.

Q24. Is this RFP primarily for Staff Augmentation or will you be using this for Infrastructure consulting?

A24. Both and it will depend on the project. FCPS is looking for IT staffing companies as opposed to a head hunter.

Q25. Is FCPS looking to convert employees to be FCPS employees

A25. No.

Q26. In regarding to references, are you looking for work examples or references to call?

A26. Please refer to Appendix D, page 53 of the RFP.

Q27. The Labor Categories referenced in the RFP with which we are asked to respond with price quotes are of course relevant to "Network Technical Support". We were curious about software engineering related positions, database engineering, software quality assurance, etc.

Many of the current IT Staff Augmentation Providers referenced in the link below provide for the above labor categories in their contracts.

<https://www.fairfaxcounty.gov/cregister/ContractResultList.aspx?vendorName=&filterType=Contains&contractNumber=&contractType=&contractFY=&commodity=IT%20Staff%20Augmentation&NIGPCode=&orderBy=2&buyerCode=>

Is there another procurement forthcoming that address the above referenced positions within IT Staffing? Or do you plan to amend the RFP to include these types of positions?

A27. FCPS uses the IT Staff Augmentation contract stated above. RFP2000002384 is for the labor categories stated in the RFP.

Q28. In section 3 regarding E-RATE, it states "It is highly recommended that Offerors participate in the E-rate program" but in Pre-Proposal it was mentioned that it is "not required". Will lack of current participation with E-Rate work against us in proposal scoring and award?

A28. No, as it is not a mandatory requirement.

Q29. In Section 3.2, Clauses B & D reference SPIN #.

B. Contractor shall be a service provider as defined by the E-Rate Program.

D. Contractor shall submit with its proposal a Service Provider Identification Number ("SPIN")

As above, if we do not currently participate in E-RATE, it is correct that we can respond without providing SPIN number?

A29. Yes.

Q30. In 7.1, it states that Offerors are encouraged to submit a proposal outlining the "methods in which the requirements and/or specifications herein will be met or exceeded". It also states that "Proposal must address each task identified in this section. Are you looking for us to write a "technical approach"?

A30. Per Special Provisions, paragraph 7.1, proposals must address each task identified in this section, including additional products and services which Offerors feels may best benefit FCPS. Certain paragraphs in this section will require a technical approach.

Q31. What are the tasks? Where are they defined? Is this referring to Labor Categories listed in Section 7.8?

A31. Please provide a response to each section in paragraph 7.

Q32. In Section 8, Offeror's Qualifications, it asks Offerors to , 8.1 asks for resumes of proposed staff referencing Paragraph 7.8 under Special Provisions, 8.5 mentions "Personnel: Full-time and part-time staff per hourly and/or monthly proposed consultants and subcontractors who may be assigned direct work on this projected should be identified:

Also in Section 8.9, Staffing Plan, it asks for "A staffing plan is required which describes the Regarding the Technical Proposal response:

Offeror's proposed staff distribution to accomplish this work. The staffing plan should indicate a chart that partitions the time commitment of each professional staff member across the proposed tasks and a timeline for the project. It is mandatory that this section identify the key personnel who are to work on the project, their relationship to the contracting organization, and amount of

time to be devoted to the project. This includes Consultants as well as regular employees of the Offeror, if relevant."

Tab 4 under Section 9.6, Response to Tasks To Be Performed, it states "The Offeror must provide detailed description of how to manage and fulfill each of the labor categories in Special Provisions, Paragraph 7.8.

Also, Tab 5 under Section 9.6, Response to Offeror Qualifications, it states the "The statement of Qualifications must include a description of organization and staff experience and resumes of proposed staff.

Are you looking for us to include "representative resumes" or resumes of actual folks we plan to staff at FCPS? How are we to respond to this question when we don't even know what the "requests" will be. Most of our consultants and contractors are billable and assigned and not matrixed. Can you elaborate on what you are looking for here?

- A32.** Reference Special Provisions, paragraph 8.7 of the RFP. While FCPS recognizes that firms may not retain the same employees through the term of the resultant contract, resumes of current staff that would meet the requirements of this RFP is required. Resumes may be marked confidential if necessary.
- Q33.** Is our "Technical Proposal" to address and respond to all of section 8 as they also relate to Labor Categories listed in 7.8?
- A33.** Please respond to all labor categories that you will be proposing.
- Q34.** Can the county provide some back ground on the SIEM solution that is in place?
- A34.** Fairfax County Public Schools does not have a SIEM solution at this time.
- Q35.** Does the county accept remote support or does all work have to be performed locally at a designated county facility?
- A35.** This will depend on the specific project and will be defined in the specific SOW.
- Q36.** Section 7.7/ 16. Contractor shall provide enterprise-wide virus protection and security solutions: Does the county want vendors to propose an antivirus service, if so can the county provide the number of licenses required?
- A36.** Fairfax Public Schools already uses an antivirus service. The contractor shall be familiar with antivirus services.
- Q37.** Section 7.7: Special Provisions/Installation: Does the county want vendors to propose managed security services, or is it assumed that these only apply if the county procures the associated labor category? For example a VOIP engineer wouldn't typically be responsible for installing and maintaining a FW.
- A37.** Fairfax County Public Schools does not want vendors to propose managed security services. It applies to the associated labor category.

Q38. Regarding Appendix C titled PRICING SUMMARY, IT Network Technical Consultant Services. The list has Labor Categories of I, II and III. Can our company respond to only 1 of these levels? For example, price only category III and not offer pricing for the other two levels?

A38. Yes.

Q39. As technology evolves and core competencies within an organization expand, will there be an opportunity for the awardees to add services that would benefit FCPS post award?

A39. Yes, future needs will be addressed through contract amendments.

Q40. In reference to 7.7 Contractors are responsible for completing the tasks including but not limited to what is outlined in this section from contract award through contract completion.

Technical support, are the items listed from 1-17. Is FCPS asking for contractors to agree to ALL numbers in this section as a help desk solution requiring SOW or independent to be considered in the per hour pricing structure? (See A 7. As an example needing staffing 24X7.)

A40. Paragraph 7.7 is modified as follows: "Contractors are responsible for completing the tasks including but not limited to what is outlined in this section as it pertains to the specific labor category and subsequent SOW from contract award through contract completion".

Q41. In reference to 7.7 A. Technical Support

Can FCPS define its standard operating system or policy for PC and networking environments?

A41. FCPS uses the Microsoft Windows operating system for PC's and Cisco for the networking environment.

Q42. Can FCPS define its standard operating system or policy for management and monitoring of PC and networking environments?

A42. The FCPS Help Desk responds to PC related incidents and the Network Operations Center monitors the networking environment.

Q43. Can FCPS define its virtual or off premise policy for management and monitoring of PC and networking environments?

A43. The FCPS Network Operations Center monitors all systems and is responsible for internal or external notifications.

Q44. In reference to 7.8 Labor Categories:

Page 13, F. Service Desk/NOC Support questions 1, 2., and 3.

Can FCPS define its policy on virtual or off premise Multi-Tier Help Desk, Service Desk and NOC Support?

A44. The FCPS Network Operations Center monitors all systems and is responsible for internal or external notifications.

Q45. In reference to: Page 16 Tab 6.

Although the specifications in the requirements sections represent FCPS' anticipated needs, there may be instances in which it is in FCPS' best interest to permit exceptions to specifications and accept alternatives. It is extremely important that Offerors clearly state where exception is taken to the specifications and how alternatives will be provided. Therefore, exceptions, conditions, or qualifications to the provisions of FCPS' specifications must be clearly identified as such, together with the reasons, and inserted in this section of the proposal. If the Offeror does not make it clear that an exception is taken, FCPS will assume the proposal is responding to and will meet the specification as written. Can you please provide an example of a previous exception that might clarify the highlight?

A45. We currently do not have an example of a previous exception.

Q46. We understand that contracts will be offered under a TO arrangement. Will each vendor have the ability to "pass" (not respond) on each Task Order?

A46. Reference A2 above, Offerors may submit a proposal for one or more categories. Not all categories need to be addressed in order to be considered for a contract award.

Q47. Will FCPS consider continuous labor contracts at either a local county in excess of 2 years or current work with multiple local municipalities, in lieu of a 3 year minimum?

A47. The minimum qualifications will remain as stated in Special Provisions, paragraph 2.2.

Q48. Please allow for a combination of length of service to include "*total accumulated time*" serving counties with greater than 360,000 in population in excess of three (3) years. For Example: County A, 2.5 years of continuous experience + County B, 1 year of continuous experience = 3.5 years of total qualified experience with counties.

A48. The minimum qualifications will remain as stated in Special Provisions, paragraph 2.2.

Q49. Please confirm subcontractor past performance(s) may be included as part of Offeror responses.

A49. Subcontractors may be included as part of Offerors response to the RFP. However, the subcontractors past performance may not be used to meet minimum qualifications as stated in Special Provisions, paragraph 2.

Q50. Can you let us know the average yearly spend off of the first generation of this contract? How many positions were filled using this vehicle over the last 3-5 years? Can you provide a breakdown per category per year over year for last 3-5 years?

A50. The previous RFP resulted in multiple award to several vendors. We do not have a breakdown of usage by position as these contract are available for use by all departments within FCPS and Fairfax County Government.

Q51. Is the current IT staff contracted or gov't employees?

A51. FCPS has approximately 470 staff members in the IT department.

Q52. If contracted, how many positions are currently working on this project?

A52. FCPS does not have one specific project. This will depend on the number of SOW's and future need.

Q53. How many per labor category do you forecast?

A53. Contract award(s) will depend on number of qualified Offerors and their proposals.

Q54. If contracted, are you unhappy with their services?

A54. No.

Q55. If contracted, who is the incumbent and how long have they been there?

A55. Current contracts can be viewed on the Fairfax County contract register.
<https://www.fairfaxcounty.gov/cregister/>. Search: Network Technical

Q56. How many support cases do you get on avg. per month?

A56. It varies, depending on the need.

Q57. How many times were there projects/tasks that were after business hours in the past year?

A57. Rarely, depending on the need.

Q58. Can you describe some upcoming projects?

A58. Reference answer to Q17.

Q59. How will hardware, hardware support be ordered?

A59. Hardware support will be ordered through Purchase Order (PO) and related SOW.

Q60. # of SW, routers, FW, laptops, desktops, cell phones?

A60. This information is not available. The RFP is primarily for labor categories and products related to specific SOW's. FCPS has multiple contracts to purchase routers, FW, laptops, desktops, and cell phones. We do not have exact numbers.

Q61. High level network design?

A61. Information not available.

Q62. High level server/AD design?

A62. Information not available.

Q63. Will the IT services be 100% be contracted or will there be a hybrid contractor/government mix?

A63. FCPS uses their own staff for the majority of work. This contract will be used for additional consulting and expertise.

Q64. How much work will include travel to any of the 250 schools vs at the FCPS HQ on Gatehouse?

A64. This will depend on the specific SOW. However the majority of work will be through FCPS IT offices.

Q65. Will there be any travel outside the Fairfax County area?

A65. No.

Q66. Will there be any cabling work?

A66. This RFP is primarily for IT Network Technical Consulting services, unless required by a SOW.

Q67. How will remote vs on-site be determined?

A67. Remote vs. on-site will be determined through the SOW.

Q68. Will FCPS provide contractors with tools (laptop, cell phones, console cables)?

A68. No.

Q69. Will there be a single POC on the FCPS side or will there 3 different individuals per office (ITSS, ITO, EISA)?

A69. POC will be determined by specific SOW/project.

Q70. Will there be an admin POC and a technical POC?

A70. POC will be determined by specific SOW/project.

Q71. Fairfax County Public Schools eRate Form 470 for FY 2018 says you are looking for bids on Cisco Switches and Routers, Aruba Access Points and Blue Coat products but no where can I find what Part# they are specifically requesting. On that form it says refer to attached RFP which I see and am responding to but do not see Part #s (FC18-RFP-2000002384).

FCPS did not include exact part numbers as the part portion of this RFP is percentage discount off manufacturer list price. Offerors must submit labor category pricing to be considered for product portion of the contract award.

All other terms and conditions remain unchanged.



Laila Sultan
Supervisor, Contract Administration

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

Name of Firm

(Signature)

(Date)

RETURN A SIGNED ORIGINAL AND COPIES AS REQUESTED IN THE SOLICITATION.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED