

ADDENDUM 3

(please sign and return with the submittal)

DELETE

1. Delete Section 2. Instructions, Subparagraph 2.10. Licenses of the Solicitation in its entirety.

DELETE AND REPLACE:

1. Delete Section 2. Instructions, Subparagraph 2.19. Minimum Qualifications opening paragraph only of the Solicitation and replace with the following:

2.19. Minimum Qualifications: Offeror must meet all minimum qualifications listed below. Should an Offeror fail to meet one or more of the minimum qualifications, the Offer will be deemed non-responsive and rejected. Offeror must demonstrate proof of meeting minimum qualifications by providing supporting documentation for each requirement. **Firms that do not believe they meet the minimum qualifications may partner with other firms to help them meet the minimum qualifications. The City will be the sole judge in determining whether firms meet the minimum qualifications.**

2. Delete Section 2. Instructions, Subsection 2.19. Minimum Qualifications, Item no. 4. and replace with the following:

4. Offeror must have **successfully placed** 75% of the Core Positions, as listed in this Scope of Work, within the last five (5) years.

3. Delete Section 4. Evaluation Process, Item No. 1, Qualifications and Experience of Firm, second paragraph only with the sentence that states, "Offeror must provide three (3) references relevant to this Scope of Work" and replace with the following:

Offeror must provide three (3) references relevant to this Scope of Work **with at least one (1) reference being from a public sector organization. Each reference must include the organization name, contact person name and title, phone number, and email address. Each reference must also include details from the reference's scope of work, years of service provided by the Offeror, and any other relevant information.**

4. Delete Attachment B – Required Submittal Documents and replace with Attachment B – Required Submittal Documents – REVISION 1.
5. Delete Attachment C – Sensitive Security Information Acknowledgement Form and replace with Attachment C – Sensitive Security Information Acknowledgement Form – REVISION 1.

6. Paragraph 1.4 Timeline, Schedule of Events, is amended by deleting the Offer Due Date and Offer Opening lines and replacing with the following:

Offer Due Date	July 9, 2024 at 11:00 AM
Offer Opening	July 9, 2024 at 11:15 AM Meeting Link: https://cityofphoenix.webex.com/cityofphoenix/j.php?MTID=m104826f3b10650a1eb6ab8107b80bbe1 Via phone: +1-415-655-0001 US Toll Access Code: 2633 046 0348

QUESTIONS AND RESPONSES:

Note: Questions received are shown exactly as submitted by the prospective offerors.

No.	Question	Response
1.	Is it possible to share the incumbent vendor's proposal and pricing? If yes, please share.	The current contracts and pricing are located at: https://www.phoenix.gov/cityclerk/services/public-records-search . Once there, you may locate each contract by entering the current contract numbers: 150930, 150929, 150932, 150935, 150934, 150933, and 150931.
2.	What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?	Currently, there's no estimated budget for the upcoming contracts. Approved spending ordinances (S-45995 and S-49444) for the current contracts can be found by searching the public records website at https://www.phoenix.gov/cityclerk/services/public-records-search .
3.	Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?	The City is looking for staffing firms to perform necessary due diligence in filtering and qualifying candidates prior to sending resumes to the City for consideration. Currently, some IT staffing firms are unable to satisfactorily fulfill the needs for higher-skilled engineering positions that the City occasionally needs.
4.	How many vendors would be awarded?	The number of awarded contracts is dependent upon the number of responsive, responsible offerors that reach the competitive range established by the evaluation panel.
5.	Is there a mandatory subcontracting goal? If yes, what is the percentage?	There are no subcontracting goals.
6.	Is there any preference for the local vendor?	There is no local preference.
7.	What will be the contract staffing process? The requirement will be sent to all the awardees at the same time or vendors will be chosen randomly to send the requirement.	When a resource is needed, the recruitment notification and position description will be sent via email to all awarded Contractors.
8.	What is the work location and the working hours?	Work location and hours vary depending on position assignment, but the primary working location is the Aviation Department Headquarters located at 2485 East Buckeye Road, Phoenix, AZ 85034.
9.	What are the overtime terms and orientation process if required for any role?	Please see Section 3.8. Work Schedule in the Solicitation.
10.	What is the conversion Price for any temp staff moving to a permanent role?	Please see Section 6.24. Hiring of Each Other's Personnel.
11.	Please share the type of background check and drug test required.	Please see Section 6. Special Terms and Conditions, Paragraphs 6.40., 6.41., 6.42., and 6.43. in the Solicitation.
12.	What are the invoicing terms and the point of contact for invoicing?	Please see Section 3. Scope of Work, Paragraph 3.10. Payments of the Solicitation. Payment terms should be selected by the Offeror in Attachment B - Required Submittal Documents on the Costs and Payments page.

13.	Will there be a kick-off meeting once the contract is awarded?	Yes, a post-award conference will be conducted.
14.	Could you please specify the type of submission required for sending the response?	Please see Section 2. Instructions, Paragraph 2.12. Submission of Offer in the Solicitation.
15.	Can you please provide us with an estimated or NTE budget allocated for this contract?	Please see the response to question 2.
16.	Could you please share the previous spending on this contract, if any?	As of May 29, 2024, Aviation has spent \$13,515,809.03 on the current IT Staffing Services contracts.
17.	Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	The only resumes required in the offer submittal are those in Section 4. Evaluation Process, Item. 1 Qualifications and Experience of Firm of the Solicitation. Those must be actual resumes.
18.	Are hourly rate ranges acceptable?	Offeror must submit both minimum and maximum hourly rates for all core positions listed. Please see Section 4. Evaluation Process, Item No. 3. Fee Schedule of the solicitation.
19.	Please provide a copy of the proposal of the previous vendors providing temporary staffing, including rate/cost sheets.	Please see the response to question 1.
20.	Please share the incumbent vendors current pricing.	Please see the response to question 1.
21.	How many incumbents are going to be hired from each position.	The City's IT staffing needs can change based on the business and operational needs and, therefore, the number of anticipated incumbents hired from each position cannot currently be anticipated.
22.	Could you please let us know the length of the contract.	Please see Section 6. Special Terms and Conditions, Paragraph 6.1. Term of Contract in the Solicitation.
23.	There is any local preferences ?	Please see the response to question 6.
24.	Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	No, this is not a new initiative. The current contractors are Intratek Computer Inc., OST Inc., Solu Technology Partners Inc., Lancesoft Inc., Beacon Systems Inc., 22nd Century Technologies Inc., and Acro Service Corp.
25.	Can you please let us know the previous spending of this contract?	Please see the response to question 16.
26.	Please confirm if we can get the proposals or pricing of the incumbent(s).	Please see the response to question 1.
27.	Are there any pain points or issues with the current vendor(s)?	Please see the response to question 3.
28.	Please confirm the anticipated number of awards.	Please see the response to question 4.
29.	Please confirm if there is any preference for the local vendors.	Please see the response to question 6.
30.	Do you want us to submit the actual resume for all the core positions at the time of bid submission?	Please see the response to question 17.
31.	Who is the incumbent?	Please see the response to question 24.

32.	Is there any local preference?	Please see the response to question 6.
33.	What is total Budget?	Please see the response to question 2.
34.	Is subcontracting allowed?	Please see Section 3. Scope of Work, Subsection 3.23. Subcontracting of the Solicitation.
35.	Is this onsite or remote opportunity?	Please see Section 3. Scope of Work, Subsection 3.15. Telework of the Solicitation.
36.	Can you accept the subcontractor references and resumes?	No, subcontractors cannot be used as references. Regarding resumes, please see the response to question 17.
37.	Is the submission Hard copy or electronic. Please clarify?	Please see the response to question 14.
38.	Can we utilize subcontractor to fulfill the minimum qualification?	Please see item 1 in the <u>DELETE AND REPLACE</u> section within this addendum.
39.	Is this a new solicitation? If not, are there any incumbents for this contract?	Please see the response to question 24.
40.	If there are incumbents, are there any pain points with the current contractor(s)?	Please see the response to question 3.
41.	How many contractors will be selected to be a vendor for this contract?	Please see the response to question 4.
42.	What is the yearly project amount of spend for this project?	Please see the response to question 2.
43.	Is there a projected amount of workers needed for each position listed?	Please see the response to question 21.
44.	How will The City notify the Contractor when they will need workers for different positions?	Please see the response to question 7.
45.	Will The City consider Not-for-profit Health Systems as a public sector organization?	To be considered public sector, an organization must be controlled by a government or public agency.
46.	Will the City consider qualified Canadian organizations who engaged in IT Staffing services with the Offeror as valid?	Offeror must meet the minimum qualifications and comply with the terms and conditions of the solicitation for an Offer to be evaluated.
47.	If an Offeror has provided IT Staffing Services to 3 public sector organizations and several large private sector clients, would the Evaluation Committee still consider the Proposal?	No, this scenario would not be acceptable, per Subsection 2.19. Minimum Qualifications, Item 2. Offeror must meet all minimum qualifications to be further evaluated.
48.	Is it mandatory to submit proof of business registration in Arizona along with the RFP submission, or can it be completed once awarded?	Registration with the Arizona Corporation Commission can be completed upon public notice of award recommendation. Please also Section 2. Instructions, Subsection 2.9. Business in Arizona for additional information.

49.	If we only submit the RFP via email and don't send a hard copy, will our response be considered unresponsive? Can we choose between mailing it in or emailing it, or do we have to do both?	Only one submission method (hard copy or electronic) is necessary. Please do not submit using both methods.
50.	Are government references required for the IT staffing services provided to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years, or are references from any public sector organization acceptable?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
51.	Do the references provided for placing a minimum of ten (10) contracted IT staff within each of the Offeror's any two (2) contracts within the last five (5) years need to be from government contracts specifically, or are references from any public sector contracts acceptable?	For minimum qualification #3, the two contracts are not required to be from a public sector organization.
52.	Do we need to bid for all the positions listed in the RFP submission, or can we choose which positions to include in our offer?	Please see the response to question 18.
53.	Is there any mandatory SBE or DBE participation goal for this RFP?	Please see Section 6. Special Terms and Conditions, Paragraph 6.17. SBE / DBE Utilization in the Solicitation.
54.	If we're certified as a Small Business Enterprise (SBE) in a state other than Arizona, will we still meet the SBE goal requirement for this RFP?	Please see the response to question 53.
55.	Are references from the aviation industry required, or are references from other industries also acceptable for this RFP?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
56.	Is there any set budget for this RFP?	Please see the response to question 2.
57.	Is there any incumbent available for this RFP?	Please see the response to question 24.
58.	About section 2.19 Minimum Qualifications: Is it a minimum mandatory criteria for the bidders to qualify? If we do not qualify for any one of these criteria will we qualify to bid for the RFP?	Please see Section 2. Introductions, Paragraph 2.19. Minimum Qualifications of this Solicitation. Should an Offeror fail to meet one or more of the minimum qualifications, the Offer will be deemed non-responsive and rejected.

59.	What specific type of proof or documentation is the city seeking to demonstrate that the Offeror has provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years?	It's at the Offeror's discretion to determine the type of documentation/information to submit to prove each minimum qualification is met. The City will be the sole judge in determining if the minimum qualifications are met.
60.	Is it mandatory to submit proof of business registration in Arizona along with the RFP submission, or can it be completed once awarded?	Please see the response to question 48.
61.	If we only submit the RFP via email and don't send a hard copy, will our response be considered unresponsive? Can we choose between mailing it in or emailing it, or do we have to do both?	Please see the response to question 49.
62.	Are government references required for the IT staffing services provided to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years, or are references from any public sector organization acceptable?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
63.	Do the references provided for placing a minimum of ten (10) contracted IT staff within each of the Offeror's any two (2) contracts within the last five (5) years need to be from government contracts specifically, or are references from any public sector contracts acceptable?	Please see the response to question 51.
64.	Do we need to bid for all the positions listed in the RFP submission, or can we choose which positions to include in our offer?	Offeror must submit minimum and maximum hourly rates for all core positions listed. Please see Section 4. Evaluation Process, Item No. 3. Fee Schedule of the Solicitation for details.
65.	Is there any mandatory SBE or DBE participation goal for this RFP?	Please see the response to question 53.
66.	If we're certified as a Small Business Enterprise (SBE) in a state other than Arizona, will we still meet the SBE goal requirement for this RFP?	Please see the response to question 53.
67.	Are references from the aviation industry required, or are references from other industries also acceptable for this RFP?	Please see the response to question 55.
68.	Is there any set budget for this RFP?	Please see the response to question 2.

69.	Is there any incumbent available for this RFP?	Please see the response to question 24.
70.	About section 2.19 Minimum Qualifications Is it a minimum mandatory criteria for the bidders to qualify? If we do not qualify for any one of these criteria will we qualify to bid for the RFP?	Please see the response to question 58.
71.	What specific type of proof or documentation is the city seeking to demonstrate that the Offeror has provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years?	Please see the response to question 59.
72.	Do we need to submit resumes along with the response? If yes, do they need to be actual resumes?	Please see the response to question 17.
73.	Could we use commercial experience as references or does it solely need to be from government/public sectors?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
74.	Is the vendor required to be registered in the State of AZ before it can conduct any business?	Please see the response to question 48.
75.	Is there a local vendor preference on this bid?	Please see the response to question 6.
76.	Is this a new initiative? If not, who are the current vendors? Please share their pricing file.	Please see the response to question 1.
77.	Is the vendor required to submit all job titles?	Please see the response to question 18.
78.	Is there driving, lodging or travelling involved?	Driving may be needed on rare occasions. Such activity will only be within the Airport premises to access other IT facilities or customer locations. Lodging and traveling are not anticipated. Please also see Section 3. Scope of Work, Subsection 3.20. Operation of City Vehicles of the Solicitation.
79.	What are the historical annual spending volumes in the project?	Please see the response to question 16.
80.	What is the estimated budget for this project?	Please see the response to question 2.

81.	Minimum Qualifications: 3- Offeror must have placed a minimum of ten (10) contracted IT staff within each of the Offeror's any two (2) contracts within the last five (5) years. Can these contracts be either public or commercial?	Please see the response to question 51.
82.	Minimum Qualifications: 4- Offeror must have experience staffing 75% of the Core Positions, as listed in this Scope of Work, within the last five (5) years. How can we show proof of the 75% of the core positions?	Please see the response to question 59.
83.	Do we need to register with procure PHX prior of the submission due date?	Please see Section 2 - Instructions, Subsection 2.2 City's Vendor Self-Registration and Notification of the solicitation.
84.	How do we submit the proposal via Hard copy or email or via both the methods?	Please see the response to question 49.
85.	What would be the number of awards you intend to give (approximate number)?	Please see the response to question 4.
86.	Please provide us with an estimated NTE budget allocated for this contract.	Please see the response to question 2.
87.	What is the work location of the proposed candidates?	Please see the response to question 8.
88.	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?	Please see responses to questions 1 and 24. Current contractors are eligible to submit offers.
89.	Are there any pain points or issues with the current vendor(s)?	Please see the response to question 3.
90.	Could you please share the previous spending on this contract, if any?	Please see the response to question 16.
91.	Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	There are no subcontracting requirements or goals.
92.	How many positions were used in the previous contract?	There are 29 contracted IT staff positions fulfilled on the current contracts.
93.	How many positions will be required per year or throughout the contract term?	Please see the response to question 21.

94.	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?	Please see Section 2. Instructions, Subsection 2.20. Award of Contract, Paragraph A, Item. 2 of the Solicitation. Additionally, any candidate under consideration will need to be interviewed and evaluated by the Aviation Department.
95.	Can we provide hourly rate ranges for the given positions?	Please see the response to question 18.
96.	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?	Please see the response to question 35.
97.	Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?	Please see the response to question 17.
98.	Do we need to provide resumes for candidates or internal key personnel?	Please see the response to question 17.
99.	Are there any mandated Paid Time Off, Vacation, etc.?	Please see the response to question 9.
100.	Do the resumes have to include recruiter full names versus "First Name only" or "Recruiter 1, Recruiter 2 etc."?	Recruiter resumes requested in Evaluation Criteria No. 1, Qualifications and Experience of Firm should contain recruiter names.
101.	Do the recruiter names have to match and be found on the Org Chart? Or can we submit a generic Org Chart w/out detailed names of recruiters?	For the Qualifications and Experience of Firm evaluation criteria, the organizational chart should contain names of proposed key personnel, recruiters, executives, and any other relevant personnel.
102.	In the call you mentioned that we find the pricing of all the IT awarded vendors on the City of Phoenix website. Could you please let us know where can find this information.	Please see the response to questions 1 and 24.
103.	Exhibit A – Supplemental Terms & Conditions; do we have to submit Exhibit A with our response? If so, does it count toward 20 page limit?	No, Exhibit A does not need to be submitted with your offer. Please see Section 9. Submittals, Subsection 9.2. Solicitation Response Checklist of the solicitation for the offer submittal format.

<p>104. Qualifications & Experience; “ 6) demonstrated ability to satisfy client IT staffing requirements in the three (3) most recent contracts within the last five (5) years in the following two areas: average response rate of at least 75% (percentage of client staffing requests that the Offeror has responded to by providing qualified candidate resumes), and average placement rate of at least 50% (percentage of client staffing requests that the Offeror has formally met by providing successful candidates”; please define what 3 most recent contracts means? Does 3 most recent contracts refer to 3 most recent job position solicitations and the results or does it refer to client contracts for IT Services like a QVL; for example, If we have 50+ active client accounts and working daily with them over the past 5 years, can we pull 3 solicitations from any 3 of them?</p>	<p>No, this does not refer to the three most recent job position solicitations. This references the three most recent contracts executed within the last five years in the areas listed.</p>
<p>105. Please confirm that the total page limit of 20 pages is “ONLY” for the Method of Approach section and not our entire response including Qualifications & Experience and Attachments?</p>	<p>Correct, the 20-page limitation is for the Method of Approach evaluation criterion only.</p>

106.	<p>For Attachment B, we are not able to complete the entire form electronically due to form not working correctly starting on page 7. The first 7 pages include electronic check boxes and digital signatures. Please confirm that if we fill out the first 7 pages electronically, then print the entire Attachment B, complete the remaining sections manually or by type entry, then scan the entire document back into a .pdf and submit as one file this will be compliant b/c now the electronic signatures will show as if “copied” versus a live link/signature? Apologies Kyle, u answered a similar question earlier, but I didn’t clarify the intent of the digital signatures now appearing as scanned back in like when you “copy” a document.</p>	<p>Regarding Attachment B – Required Submittal Documents – REVISION 1, it is acceptable to print the document, fill it out entirely or partially by hand, and submit either a hard copy or an electronic version.</p>
107.	<p>References. City is asking for 3 references. Since we are an incumbent vendor to City Aviation, is it ok to provide 3 additional references for a total of 4 or would that be non-compliant or should we just submit 2 plus the City Aviation as our third?</p>	<p>Only three references are necessary. It is acceptable to use the City of Phoenix as a reference.</p>
108.	<p>For references, is the employee count requested, the employee count of the public sector client or is it the employee count that we have staffed at the client? There is only one line for “employee count”</p>	<p>Regarding Attachment B - Required Submittal Documents, Proof of Minimum Qualifications, Minimum Qualification #2, the employee count refers to the number of employees of the entire public sector organization.</p>
109.	<p>We are a Florida-based IT staffing company; do we need to register for tax purposes in Arizona to participate in this RFP?</p>	<p>Registration with the Arizona Corporation Commission is required upon public notice of award recommendation.</p>
110.	<p>Could you please provide an explanation of the license requirements specified in the RFP?</p>	<p>Please see item 1 in the <u>DELETE</u> section within this addendum.</p>
111.	<p>Could you please confirm if it is acceptable to submit our offer solely electronically, as allowed by the RFP, or if a hardcopy submission is also required?</p>	<p>Please see the response to question 49.</p>

<p>112.</p>	<p>Regarding the minimum qualification criteria, we have extensive experience providing IT staffing solutions to Federal, Commercial & Local healthcare clients managing healthcare systems that offer health insurance to all Federal Government employees including US Postal services for over a decade with 9500 employees and contractors, serving 3.5 million members.</p> <p>Additionally, our organization has over a decade of experience in the transit industry. We have supported Capital Transit System customizing their SCADA (Supervisory Control and Data Acquisition) applications for Silver Line Phase 1 and Silver Line Phase 2. & also, we have been providing IT Staff Augmentation services to National Railroad Passenger Corporation since 2015.</p> <p>Would you please confirm if you would consider this experience with commercial clients similar to Aviation for points 1 and 2 of the minimum qualification criteria and for point no. 3.1 of the evaluation criteria?</p>	<p>Based on the content of your question, your firm would meet minimum qualification 1. Minimum qualification 2 would be met as long as your firm has provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last five (5) years.</p>
<p>113.</p>	<p>Could you please confirm if there is a budget limit for the proposal?</p>	<p>Please see the response to question 2.</p>
<p>114.</p>	<p>Is this a new RFP or an incumbent contract? If it is an incumbent contract, could we have the details of the previous contractor and the contract value?</p>	<p>Please see the responses to questions 1 and 24.</p>
<p>115.</p>	<p>Is there any incumbent for this opportunity?</p>	<p>Please see the responses to questions 1 and 24.</p>
<p>116.</p>	<p>If there is an incumbent then why you are looking for other companies? Are you not happy with them?</p>	<p>The current contract term is ending, and the City is re-soliciting services as required by the Phoenix City Code.</p>
<p>117.</p>	<p>If there is an incumbent then are they bidding for this opportunity?</p>	<p>Incumbent contractors are allowed to submit offers.</p>
<p>118.</p>	<p>Will remote candidates have an advantage if they are presented at a lower rate?</p>	<p>No. Please see Section 3. Scope of Work, Subsection 3.14. Remote Access to City Networked Assets and Subsection 3.15. Telework.</p>

119.	Are contracts awarded with varying levels, such as Platinum, Gold, or Silver?	No, there will be no contract tiers.
120.	How many positions were awarded to contracted agencies in the last five years?	The City does not currently have this information available. There are currently 29 contracted IT staff.
121.	What was the revenue generated towards IT Staffing in 2023?	The Aviation Department's Technology Division does not generate revenue from contracted IT staff.
122.	Is it necessary to submit resumes with the proposal or do we have to submit post-award?	Please see the response to question 17.
123.	Will there be a Point of Contact (POC) available to address questions or concerns that may arise during recruitment?	Please see Section 3. Scope of Work, Subsection 3.3. Aviation Department Representative (ADR) of the solicitation.
124.	Could you please specify the average time to expect an interview after the submission of a candidate?	The expectation is five (5) business days.
125.	Is this a new initiative?	Please see the response to question 24.
126.	If not, can we request the incumbent proposals including price proposal?	Please see the responses to questions 1 and 24.
127.	We have provided service to government agencies with staff of more than 1000, can the number of organizations be reduced to from 5 to 3 or 4?	Currently, there are no plans to adjust the minimum qualifications.
128.	Can we include a subcontractor to fill one or two minimum requirements?	Please see the response to question 38.
129.	Is there a subcontracting goal?	Please see the response to question 5.
130.	Do we require actual or sample resumes?	Please see the response to question 17.
131.	If resumes are required, how many and for how many core positions?	Please see the response to question 17.
132.	Are there any pain points?	Please see the response to question 3.
133.	What are the most sought positions?	Desktop / Field Support Specialist is the most commonly filled position.
134.	Are there any hard to fill positions?	Generally, positions that require advanced education, certification, skills, and experience are more challenging to fill.
135.	How many vendors will be awarded?	Please see the response to question 4.
136.	Who are the incumbents? Please provide us with response documents that they have submitted previously.	Please see the responses to questions 1 and 24.
137.	We are not in AZ, can we bid on this RFP? Also, in the Attachment B - Required Submittal Documents: do we need to with the second line option? Or do we need to have Arizona business license with the response?	Yes, firms outside Arizona can submit offers. Registration with the Arizona Corporation Commission can be completed upon notice of award recommendation. Regarding the referenced tax section, please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.

138.	How many vendors were chosen previously?	There are seven (7) current IT Staffing Services contracts.
139.	What is the overall budget and last spending?	Please see responses to questions 2 and 16.
140.	In Attachment B - Required Submittal Documents; (PROOF OF MINIMUM QUALIFICATIONS # 2- Offeror must have provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years), "Our question is, TekStad has placed over 1000 employees in the last five years, but in the commercial sector. Will the government accept this requirement from commercial clients instead of public sector clients?"	No, this would not be acceptable. Please see Section 2. Instructions, Subsection 2.19. Minimum Qualifications for requirements.
141.	Are there any subcontracting requirements (mandatory)?	Please see the response to question 5.
142.	Only these are the points on which evaluation is bases or some other points are also necessary. Evaluation Criteria #1 – Qualifications and Experience of Firm 400 pts Evaluation Criteria #2 – Method of Approach 350 pts Evaluation Criteria #3 – Fee Schedule 250 pts	Correct. Please see Section 2. Instructions, Subsection 2.15. Offer Evaluation Criteria in the solicitation.
143.	As you already mentioned in the Pre-Proposal conference that there are seven (7) ongoing contracts, so could you kindly provide us the information of currents contracts and also the historical spend of the existing contracts?	Please see responses to questions 1, 16, and 24.
144.	What is the adopted budget for this project?	Please see the response to question 2.
145.	How many numbers of staffs are utilised on the previous contract?	Please see the response to question 92.
146.	Are there any pain points in the ongoing contracts? Are there any challenges that the city is facing with the current contractors?	Please see the response to question 3.

147.	It is written in the RFP that the City will not enter contracts with Offerors who are not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission. But currently we are not registered with the required division, but we will initiate the SOS state registration process soon and we don't know how much time it will take. If we do not have the certificate handy at the time of proposal submission, Is it fine if we attach the receipt of application during the proposal submission?	Yes, it's acceptable to submit an application receipt from the Arizona Corporation Commission. Please also see the response to question 48.
148.	What circumstances relate to special or unique requirements. Can you please elaborate?	Please see Section 3. Scope of Work of the Solicitation for required services.
149.	Can we use commercial references?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
150.	Please explain if we need to provide resumes of the recruiters, candidates per position or the resumes of our key personnel.	Please see the response to question 17.
151.	Is the Offeror required to submit the resumes for the Core Positions listed in Section 3.6 of the RFP at the time of response submittal?	Please see the response to question 17.
152.	Does the City require actual resumes or sample resumes for this requirement?	Please see the response to question 17.
153.	Can the offeror be allowed to bid on the selective core positions listed in Attachment A?	No, the Offeror must submit a completed Fee Schedule and provide a range of hourly rates for all Core Positions. Please see Section 4. Evaluation Process, Item No. 3. Fee Schedule of the Solicitation.
154.	Can the City extend the deadline by a week?	Please monitor the solicitation website (https://solicitations.phoenix.gov/Solicitations/Details/1805) for official updates.
155.	Can the City please clarify the response submission mode (i.e., Hard Copy, Email, or both)?	Please see the response to question 49.
156.	Can the City please clarify the number of awards for this contract?	Please see the response to question 4.
157.	What was the annual spend each for the past three (3) years?	The average annual spend was approximately \$400,000.
158.	How many current number of vendors are there?	Please see the response to question 138.
159.	What is the average length of assignment?	The length of assignments is typically long-term.

160.	Out of the core positions mentioned in the scope of work how many are for onsite and remote?	Please see the response to question 35.
161.	What is the budget allocated for this RFP?	Please see the response to question 2.
162.	If we need to submit both hardcopy and email proposal or we can opt for any one of the two.	Please see the response to question 49.
163.	Core Positions: Could you clarify the specific responsibilities and desired qualifications for each core IT position listed, particularly those where qualifications are not detailed?	Descriptions, qualifications, and requirements of core positions can be found in Section 3. Scope of Work, Subsection 3.7. Core Positions of the Scope of Work.
164.	Sensitive Security Information (SSI): What procedures will the City follow to ensure SSI remains protected while sharing relevant information with the selected contractor?	The City has established procedures for sharing SSI with selected contractors. This applies to contracted IT staff who are hired to perform work under one of the awarded contractors. Please see Section 5.3. Contract Administration and Operation, Item G. Sensitive Security Information (SSI) in the Solicitation.
165.	Evaluation Criteria: Can you provide more detail on how each sub-criterion will be weighed under the "Qualifications and Experience of Firm" and "Method of Approach" categories?	No, the sub-criteria are not assigned points nor weighted.
166.	Fee Schedule and Billing: Will there be room to negotiate rates based on market conditions or specialized skill sets beyond what is listed in Attachment A?	Hiring rates will be negotiated with IT staffing candidate(s) within the contracted Range of Hourly Rates within Attachment A - Fee Schedule.
167.	Insurance Requirements: Could you specify the types and minimum levels of insurance required, particularly for positions involving sensitive data?	Please see Section 8. Insurance Requirements in the Solicitation for insurance coverage requirements. These requirements do not vary based on core position.
168.	Public Sector Organizations: Does the requirement to have provided IT services to five public sector organizations in the U.S. include partnerships with subcontractors or joint ventures?	Please see the response to question 38.
169.	Compliance with Non-Discrimination Acts: What steps are required to document compliance with federal non-discrimination laws during both the proposal and the execution of the contract?	Documentation is not necessary. Please see Section 2. Instructions, Subsection 2.11. Certifications and Section 5. Standard Terms and Conditions, Subsection 5.3. Contract Administration and Operation, Item B. of the Solicitation for details.
170.	Subcontracting: Are there any specific restrictions or guidelines around the use of subcontractors, especially for specialized IT roles?	Please see the response to question 34.

171.	<p>Minimum Qualifications Documentation: Are additional documents required beyond those specified in Attachment B to prove the bidder meets the minimum qualification criteria?</p>	<p>Please see the response to question 59.</p>
172.	<p>Conflict of Interest: Are there specific examples of conflicts that have disqualified past bidders that prospective bidders should be aware of?</p>	<p>The City is not able to provide specific examples.</p>
173.	<p>Protest Process: Could you clarify the steps involved in the protest process and whether feedback will be provided after filing a protest?</p>	<p>Please see Section 2. Instructions, Subsection 2.22. Protest Process of the Solicitation.</p> <p>Upon request of the Offeror, the City may conduct a debrief with Offerors who were not recommended contract award.</p>
174.	<p>SSI and FAA Compliance: What additional requirements will the selected contractor have to meet to stay compliant with the FAA's non-discrimination and sensitive security standards outlined in Exhibit A?</p>	<p>All SSI and FAA requirements under Attachment C – Sensitive Security Information Acknowledgement Form – REVISION 1 will be addressed with Contractors after Contract awards.</p>
175.	<p>Scope of Work Adjustments: Could you provide examples of scenarios where the City of Phoenix might request additional or fewer staff during the contract period?</p>	<p>Staffing needs are based on Aviation's operational needs.</p>
176.	<p>Telework Evaluation: What criteria will be used to assess whether contracted IT staff can telework on a case-by-case basis?</p>	<p>The criteria for allowing telework is dependent upon the position and job responsibilities. It is at the sole discretion of the ADR to make this determination.</p>
177.	<p>Screening and Recruitment: What specific screening requirements will the City expect the contractor to follow when recommending candidates?</p>	<p>All recruitment notifications will have a specific job description.</p>
178.	<p>Service Level Agreements (SLAs): Can you share details on the applicable SLAs the contractor is required to meet for responsiveness?</p>	<p>There will not be a service level agreement. All terms and conditions are in the Solicitation.</p>
179.	<p>Project-Based Professional Services: How will the City determine which professionals or expertise will be required for specific projects?</p>	<p>Please see Section 3. Scope of Work, Subsection 3.8 Project-Based Professional Services of the Solicitation.</p> <p>The City will review the documents the Contractor sends in response to the City's request for Project-Based Professional Services. The Contractor's documents should include a proposal, cost estimate, and appropriate IT staff to deliver that particular scope of work.</p>

180.	Transition to New Contracts: What process will be used to ensure smooth onboarding of existing contract staff with new providers to minimize disruptions at Phoenix Sky Harbor International Airport?	Exact transition details will be made available to the awarded and incumbent Contractors. Please see Section 6. Transition of Contract, Subsection 6.27. Transition of Contract. Current IT Staffing Services Contractors must adhere to Section 21. Transition of Contract with their respective Contracts (Contracts 150929, 150930, 150931, 150932, 150933, 150934, and 150935).
181.	Offshore Staffing: Can you clarify whether candidates who reside outside the U.S. but work remotely within U.S. time zones will be considered?	Offshore staffing outside the U.S. is not allowed.
182.	Evaluation Criteria Clarification: Could you specify how the 400 points will be allocated among the sub-criteria in "Qualifications and Experience of Firm"?	Please see the response to question 165.
183.	How will rates for professional services be addressed if there are roles that are not on the original fee schedule required to deliver the project?	If the City determines additional Core Position(s) need to be added during the Contract term, a Contract amendment would be necessary.
184.	What categories do the current/incumbent contract resources fit into?	Please see the response to question 21.
185.	We have experience to meet all background check requirements stated in the RFP, but to be certain of the requirements will you please clarify whether all contractors will require background checks according to the Maximum Risk requirements?	Yes, all awarded Contractors are required to comply with maximum-risk background checks. Please see the details in Section 6. Special Terms and Conditions of the Solicitation.
186.	"Offeror must provide three (3) references relevant to this Scope of Work." Do we need to provide direct client references Or as we worked through prime vendors mostly for the public sector clients , will the prime vendor references be considered ?	The use of subcontractors or prime contractors as references is allowed only if the same subcontractors or prime contractors will be used during the contract. Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
187.	Do you have incumbent for this opportunity? If so can you please share the details	Please see the response to questions 1 and 24.
188.	Can you consider references from non-governmental sources, such as commercial entities?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.

189.	Can you please provide the place of performance/Work location for this requirement	Please see the response to question 8.
190.	Do we have to bid on all positions or can we submit few positions	Please see the response to question 153.
191.	Do you need resumes? If so do you need actual resumes or sample	Please see the response to question 17.
192.	As per the evaluation process 5. Provide a detailed resume for each recruiter and include their technical and specialized recruiting experience and qualifications. "Provide a detailed resume for each recruiter and include their technical and specialized recruiting experience and qualifications" do we need to provide resume of recruiter or Core Positions	Please see the response to question 17.
193.	As per the Attachment B - Required Submittal Documents, it is asking for Arizona Sales Tax No. we are not from the Arizona state, can we still bid on this?	Yes, firms outside the state of Arizona are eligible to submit an Offer. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
194.	Remote work allowed? can the resource can work from offshore outside of US?	Please see responses to questions 8, 35, and 181.
195.	If proposals are submitted electronically, do they also need to be submitted in hard copy?	Please see the response to question 49.
196.	"Please ensure that electronically signed documents are submitted in separate pdf files." Will the City please clarify this statement? Does it mean all forms should be submitted in separate pdf files?	Please organize your Offer as described in Section 9. Submittals, Tabs 1-6.
197.	Will the City please confirm there are no forms or documents requiring notarization that need to be submitted with proposals in response to AVN RFP 24-0181?	There are no forms in this Solicitation that require a public notarization.
198.	Will there be a date set for site visits?	A site visit will not be conducted.

199.	"Contractor must submit resumes for competent, reliable, skilled, and licensed and/or certified personnel (as applicable) who demonstrate the ability to satisfactorily provide the required services." During the pre-bid conference, the City stated resumes for each job category are not required with proposals. Please confirm.	<p>The quoted section is from Section 3. Scope of Work, Subsection 3.4. Contractor's Responsibilities of the Solicitation and is only applicable for awarded Contractors.</p> <p>Regarding resumes to be submitted with your Offer, please see the response to question 17.</p>
200.	"Contractor shall submit to the City resumes for replacement candidate(s) within five (5) working days upon request by the City." Will the City offer all contractors the opportunity to provide replacement candidates after five (5) working days?	Yes, if the position remains unfilled.
201.	What job categories are currently filled by contractors?	Please see the response to question 21.
202.	Will the City please provide the billing rates for incumbent contractor employees?	The current negotiated hourly billing rates will be shared with the awarded contractors during the contract transition.
203.	Please confirm contractors will be reimbursed for parking fees.	Yes, please see Section 3. Scope of Work, Subsection 3.12. Reimbursable Expenses of the Solicitation.
204.	Will the City please update Attachment C to reflect AVN RFP 24-0181?	Please see Attachment C - Sensitive Security Information Acknowledgement Form - REVISION 1.
205.	Is fulfilling the requirement of a consistent decade-long provision of contracted IT Staffing Services mandatory? Our experience in this field spans eight years. Would this duration be adequate for the proposal submission?	No, this would not meet the minimum qualification requirements found in Section 2. Instructions, Subsection 2.19. Minimum Qualifications in the Solicitation.
206.	Do we need to furnish supporting documents to verify a 10-year, uninterrupted track record in delivering contracted IT Staffing Services? If so, could you detail the specific documents needed to meet this requirement?	Please see the response to question 59.

207.	Do we need to provide supporting documents to demonstrate our experience in staffing 75% of the Core Positions outlined in the Scope of Work? Is there any flexibility regarding the percentage required? also, could you detail the supporting documents needed to meet this requirement?	Please see the responses to questions 59 and 127.
208.	Is it obligatory to have provided IT Staffing Services to a minimum of five public sector organizations in the U.S., each with a workforce of at least 1,000 employees within the past decade? Is there any flexibility for variations in the number of organizations, employee count, and percentage requirement? also, could you detail the supporting documents needed to meet this requirement?	Please see the response to question 207.
209.	In this section of minimum qualification. Please let us know if we comply only 2 will that be considered?	Offerors must meet all minimum qualifications. Please see Section 2. Instructions, Subsection 2.19. Minimum Qualifications of the Solicitation.
210.	Page 16 under Contractors Responsibility – Do we need to submit live resumes of the candidates with the proposal?	Please see the response to question 17.
211.	Also please confirm do we need to submit the resume of the key personnel of staffing organisation?	Please see the response to question 17.
212.	Please specify that license can be obtained after award or required to be submitted with the proposal?	Please see item 1 in the <u>DELETE</u> section within this addendum.
213.	Is there's any specific subcontracting goal? If so, can we leverage the past performance of the subcontractor.	Please see the response to question 5.
214.	Do you have incumbent vendors? If yes, would the incumbent vendors be given preference for award of contract?	Please see the response to 24. No, incumbent Contractors are not given preference for a new contract.
215.	Is there a preference for vendors local to Arizona for your contract award?	Please see the response to question 6.
216.	Will you award the contract to the lowest bidder?	Please see Section 2. Instructions, Subsection 2.15. Offer Evaluation Criteria.

217.	Does the bidder need to be registered with the State of Arizona to submit a response?	Please see the response to question 48.
218.	Do we need to submit the business licenses and certifications with our proposal response to your RFP?	Submission of a business license or certification is not a direct requirement of this Solicitation.
219.	Do you expect to retain all or some of the current contractors for the next 5-year contract term?	There's no inherent expectation that incumbent contractors are retained. All companies, including incumbent contractors, are welcome to submit offers in response to this Solicitation.
220.	How many contractors do you have currently?	Please see the response to question 138.
221.	What is the number of contract resources that you filled in the last 5 years, by year?	Please see the response to question 120.
222.	What is your annual spend, for the last 5 years, for contract resources?	The average annual spend is approximately \$400,000.
223.	What is the project's maximum budget?	Please see the response to question 2.
224.	What is the maximum number of hours per year that you expect a contract resource to work?	Please see Section 3.8. Work Schedule
225.	Do you allow for annual rate increase for the 5-year term of the contract?	Please see Section 6. Special Terms and Conditions, Subsection 6.2. Price of the Solicitation.
226.	What are the top 5 and top 10 skills (from the core positions) that you have onboarded in the last 5 years?	Please see the response to question 21.
227.	Are you looking for sample resumes or live resumes?	Please see the response to question 17.
228.	How many resumes per position are you looking for us to provide?	The minimum number of resumes per position request is one.
229.	Are all the core positions in section 3.6 Core Positions Overview onsite or remote?	Please see the response to question 35.
230.	Do candidates have to be local to City of Phoenix? Will you consider candidates willing to relocate?	Aviation will consider candidates who are willing to relocate.
231.	Is there a preference of work location? Onsite, hybrid or remote?	Please see the response to question 35.
232.	Is your plan to replace all the seven contracting firms with new contracting firms? And what are the reasons for replacing one or all the current contracting firms?	The current Contracts will be expiring and will be replaced with new Contracts as a result of this Solicitation process. All companies, including incumbent contractors, are welcome to submit offers in response to this Solicitation.
233.	Will you be seeking non-IT contract resources?	No, the City is not seeking non-IT contracted staff.
234.	What is your screening process for contract resources? How many steps? How many interviews?	Generally, there are first and second-tier interviews before a decision is made to offer an assignment.

235.	What is the turnaround time to fill the requested positions?	Two (2) weeks from the time a recruitment notification is received until an offer of assignment is made.
236.	How many interviews happen prior to the offer? Approximately how long is the hiring process once we submit a resume?	Please see responses to questions 234 and 235.
237.	What are your selection criteria for contract resources?	Please see Section 3. Scope of Work, Subsection 3.7. Core Positions of the Solicitation.
238.	What is the interview process for contract resources? Do you warrant in person interviews?	Please see responses to questions 234 and 235. Additionally, the decision to interview candidates virtually is at the discretion of the ADR.
239.	Can we recommend a substitute resource if a candidate is shortlisted for an interview, and they are not available at that time?	Please see the response to question 94.
240.	When hiring contractors, do they all have to be working on site from day one?	Please see the response to question 35.
241.	How will the job requests be shared among multiple awarded contractors?	Please see the response to question 7.
242.	RFP responders during the initial RFP phase, do not share named resumes of resources that will be supporting clients' projects, as they are assigned during the (SOW/start of project/start of Contract) phase. May a vendor submit un-named resumes of our teammates for this phase of the bid process?	Please see the response to question 17.
243.	May we provide separate rates for the project-based (project-based deliverables) work versus staff augmentation-based work?	Hourly rates for the Core Positions must be proposed in Attachment A - Fee Schedule. Per Section 3. Scope of Work, Subsection 3.8 Project-Based Professional Services of the Solicitation, hourly rates for project-based professional services will be negotiated at the time of need and must be within the contractual Range of Hourly Rates in Attachment A - Fee Schedule.
244.	Will you allow follow-up questions to your answers to the vendors?	Follow-up questions to the Inquiries (Q&A) phase will not be considered.
245.	Whether we can respond to the RFP by email only? Can you please let us know.	Please see the response to question 49.
246.	What is the total volume of the budgeted amount each year (if you do not have for all the years, just mention 2025 & 2026)	Please see the response to question 2.
247.	Is there any onsite meeting during the process of awarding the contract?	Currently, there are no scheduled on-site meetings during the solicitation process.

248.	Do we need to have an office in Phoenix to participate in the bid?	No, this is not a requirement.
249.	How many hiring anticipated each year from this RFP (if you do not know, please let me know for 2025 & 2026)	The City's IT staffing needs can change based on the business and operational needs and, therefore, the City cannot anticipate future needs.
250.	Can work authorized visa holders can be employed by the contractor / vendor to complete the technical work?	Please see Section 5. Standard Terms and Conditions, Subsection D. Legal Worker Requirements and Subsection H. Lawful Presence Requirement of the Solicitation.
251.	Based on the level of detail required to respond, would the City extend the deadline by one week after the addendum with questions and answers is posted? This extension will allow vendors the necessary time needed to put together the most thorough, compliant, and competitive response possible.	Please see the response to question 154.
252.	"If required by law for the operation of the business or work related to this Offer, Offeror must possess all valid certifications and/or licenses as required by federal, state, or local laws at the time of submittal." What type of licenses are required? Please explain.	Please see item 1 in the <u>DELETE</u> section within this addendum.
253.	"Acceptance of Offer." Does this form is required with the submission? Please confirm.	The Acceptance of Offer form in Attachment B - Required Submittal Documents is to be completed only by the City.
254.	Please confirm that none of the forms in Attachment B and Attachment C requires a notary or ink signatures?	Attachment B – Required Submittal Documents – REVISION 1 and Attachment C – Sensitive Security Information Acknowledgement Form – REVISION 1 do not require a public notarization.
255.	"Contractor must submit resumes for competent, reliable, skilled, and licensed and/or certified personnel (as applicable) who demonstrate the ability to satisfactorily provide the required services." Can we submit role-based resumes?	Please see the response to question 17.

256.	"At the request of the ADR or designee, Contract staff may be required to provide after-hours services and/or some positions may require rotating on-call status with varying shifts and days." Please provide details on after hour services required and the timing.	"After hours" are hours outside of Regular City Workdays from 8:00 a.m. to 5:00 p.m. "Services" vary by position. Please also see Section 3.8. Work Schedule, 3.7. Core Positions in the Solicitation.
257.	What has been the historical annual spend for temporary workers? What is forecasted for 2024 and 2025?	Please see the response to question 16.
258.	Is there a procurement tool to support this contract, or will all work be coordinated via email?	The City is unsure of the intent of this question. During the Contract, all communication must be coordinated through the ADR, per Section 3. Scope of Work, Subsection 3.3 Aviation Department Representative (ADR) in the Solicitation.
259.	With the anticipation of awarding multiple contracts, will there be primary and secondary vendors, or would everyone receive all jobs at the same time?	Please see the response to question 7.
260.	What is the average duration of an assignment?	Please see the response to question 159.
261.	Is work to be performed onsite and or remote?	Please see the response to question 35.
262.	What are the current challenges the City of Phoenix Aviation is facing with the current contracts or suppliers. What are you looking to enhance/change?	Please see the response to question 3.
263.	Would City of Phoenix Aviation please provide the size and anticipated value of the contract.	Please see the response to question 2.
264.	Many clients are either facing liability issues or corporate policies that prevent them from providing references. Would City of Phoenix Aviation consider allowing the bidder to provide case studies that speak to the longevity, volume, scope and spend of client examples instead of providing contact information?	No, references should be submitted.
265.	What is the average tenure of the contract workers?	Please see the response to question 159.
266.	Will the City of Phoenix Aviation allow for the same references to be used for Minimum Qualification #2 and Minimum Qualification #3?	Yes, this is acceptable.

267.	What is the current annual spend on technical contractors? Do you expect that to go up or down over the next 24 months?	Please see the response to question 16. There's currently no forecasted utilization.
268.	Can the City of Phoenix Aviation please provide the list of incumbent suppliers?	Please see the response to question 1.
269.	Will the City of Phoenix Aviation be transitioning candidates from your current supplier to the newly awarded suppliers? If so, how many people do you plan to transition?	Yes, the goal is to transition the current contracted IT staff to the newly awarded contractors. There are currently 29 contracted IT staff.
270.	Can the City of Phoenix Aviation please specify the number of requisitions that have been released to the suppliers by year over the past three years?	Please see the response to question 92.
271.	Are all requisitions released to all suppliers at the same time? If no, please specify the sequence in which they are released to who and when? What determines this?	Please see the response to question 7.
272.	Are bidders allowed to provide non public sector references?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
273.	Can you please confirm that you want the bidders to provide resumes for its recruiters that will be assigned to the account?	Please see the response to question 17.
274.	Does the technical proposal need to discuss our firm 's experience for the project-based staffing part or only discuss our experience for the IT staff augmentation part?	Please see Section 4. Evaluation Process, Item 1. Qualifications and Experience of Firm of the Solicitation for topics that should be addressed by the Offeror.
275.	Do we need to provide resumes for the recruiting team on top of key personnels' resumes? Can City of Phoenix, clarify what does it mean by key personnels?	Please see the response to question 17.

276.	<p>In the evaluation process part, average response rate of at least 75% (percentage of client staffing requests that the Offeror has responded to by providing qualified candidate resumes), and average placement rate of at least 50% (percentage of client staffing requests that the Offeror has formally met by providing successful candidates).[*] Does City of Phoenix means 50% of submissions that turns into contracts with the clients?</p>	<p>Correct. A placement occurs when a proposed candidate is selected by a client to become contracted staff.</p>
277.	<p>How do we prove 75% of submissions for each recent contract?</p>	<p>Please see the response to question 59.</p>
278.	<p>Has the City of Phoenix done any outsourced project work in the last 18 months? If so, please describe the scope of work, technology and number and type of resources that were utilized. Was/were the project(s) completed satisfactorily? Please provide any detail on success or challenges faced in previous project if applicable.</p>	<p>The City is unsure of the intent of this question. This information can be found by visiting the public records website at https://www.phoenix.gov/cityclerk/services/public-records-search.</p>
279.	<p>For project work (if you have done any), does the City Of Phoenix expect to offer them on a time and materials basis or fixed cost?</p>	<p>Please see Section 3. Scope of Work, Subsection 3.8 Project-Based Professional Services, Item B. Utilization Process, Paragraphs 2 and 3 of the Solicitation.</p>
280.	<p>What documentation will be required from vendors to prove they meet the minimum qualifications for the RFP?</p>	<p>Please see the response to question 59.</p>
281.	<p>Do we need to submit the proposal in both manners - hardcopy and electronic submission?</p>	<p>Please see the response to question 49.</p>
282.	<p>Is site inspection mandatory?</p>	<p>A site visit will not be conducted.</p>
283.	<p>Is it mandatory for vendors to provide cell phones to employees? Can employees use their cell phones?</p>	<p>Please see Section 3. Scope of Work, Subsection 3.19. Mobile Device Requirement of the Solicitation.</p>

284.	Referring to Evaluation Criteria- Qualification and experience of the firm – page no. 59, in response to question 5 “a list of the Offeror's recruiters that will be assigned staffing responsibilities for this Contract”, we understand we need to provide the details of our Account Management Team that will handle the entire contract. Is it correct?	If your Account Management Team will be the recruiters assigned to this project, then yes, please provide the details requested in Section 4. Evaluation Process, Item 1. Qualifications and Experience of Firm of the Solicitation.
285.	Referring to Evaluation Criteria- Qualification and experience of the firm – page no. 59, in response to question 6, do we need to provide 3 references in response to this question or only contract details?	As stated in Section 4. Evaluation Process, Item 1. Qualifications and Experience of Firm of the Solicitation, the Offeror must provide three (3) references relevant to this Scope of Work.
286.	In the evaluation criteria of the solicitation document (page no. 59), the city has asked for 3 references. But in Attachment B – Proof of Minimum Qualifications (page no. 9) the city has asked for 5 references. Please confirm, if we can repeat the references.	Yes, this is acceptable.
287.	Is this mandatory to provide Arizona Sales Tax No., City of Phoenix Sales Tax No., Arizona Corporation Commission File No. at the time of proposal submission? Can we provide this after the award of the contract?	These can be completed upon public notice of award recommendation. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
288.	It is mandatory to have City of Phoenix Sales Tax No. at the time of proposal submission?	This can be completed upon public notice of award recommendation. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
289.	It is mandatory to have Arizona Sales Tax No. at the time of proposal submission?	This can be completed upon public notice of award recommendation. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
290.	It is mandatory to have Arizona Corporation Commission File No.?	This can be completed upon public notice of award recommendation.

291.	For Out-of-State Suppliers, can we provide only tax no to suffice the requirements?	This can be completed upon public notice of award recommendation. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
292.	We have government contracts where we are providing IT and Non-IT staff, can we use that client as a reference?	This would be acceptable.
293.	Is there a preference for firms located in the state of Arizona?	There is no preference for firms located in the state of Arizona. Please also see the response to question 6.
294.	Are notarized documents allowed to be submitted through the portal if we are submitting our response electronically?	Please see the response to question 197.
295.	Are resumes required to be submitted with the response?	Please see the response to question 17.
296.	How much lead in time will be allotted for placement of a resource?	Please see the response to question 235.
297.	Will resources need to be placed at the onset of the project or are these anticipated sporadic placements throughout the lifecycle of the contract?	Recruitments for contracted IT staff are conducted on an as-needed basis.
298.	Are vendors allowed to use offshore candidates?	Please see the response to question 181.
299.	Is this a re-compete RFP?	The most recent solicitation for IT Staffing Services was in 2019.
300.	Could you please the name of Current Suppliers (who are currently providing services to Agency)?	Please see the response to question 24.
301.	Could you please share current Suppliers pricing and Proposals?	Please see the response to question 1.
302.	When the existing contract was started, and what is the annual monetary spent value of the current contract since inception?	The current Contracts began October 1, 2019. Please see response to question 16 regarding spend on current contracts.
303.	How many resources are currently engaged in the current contract?	Please see the response to question 92.
304.	Can you please share the no. of positions served in previous years under this contract?	Please see the response to question 92.
305.	Can you please share the amount of business each vendor did under this contract in previous years?	\$430,354 spent under Contract 150930; \$99,003.53 spent under Contract 150929; \$1,797,105.28 spent under Contract 150932; \$57,202.24 spent under Contract 150935; \$4,633,961.54 spent under Contract 150934; \$5,371,958.99 spent under Contract 150933.
306.	What will be the estimated annual budget for this project?	Please see the response to question 2.

307.	Is sub-contracting required for this contract?	No, subcontracting is not required.
308.	please confirm the sub- contracting goal that can full fill the requirement?	Please see the response to question 5.
309.	How many vendors agency is planning to select?	Please see the response to question 4.
310.	What would be the shift timings for the given positions?	Please see the response to question 224.
311.	Can you please confirm the most commonly filled positions of this contract?	Please see the response to question 133.
312.	Do we need to submit fully-burdened hourly rate for the given positions in attachment A?	The figures proposed in the Range of Hourly Rates (i.e. billable hourly rates) columns within Attachment A - Fee Schedule must contain all costs.
313.	Is it mandatory to bid on all positions?	Please see the response to question 153.
314.	What communication method will be utilized for the distribution of requisitions/task orders among the vendors awarded under the contract? This includes options such as Email, VMS, or any alternative mode.	Most communication is done via email, including requisition and purchase order delivery.
315.	In the event that the agency opts to use a VMS for requisition/task order distribution under the contract, could you please verify the name of the VMS being considered?	Please see the response to question 314.
316.	Could you please confirm if the required temporary IT staffing services are different from the "Project-Based Professional Services" mentioned in section 3.8?	Yes, the scope of work found in Section 3. Scope of Work, Subsection 3.8 Project-Based Professional Services is different and separate from the scope of work found in Section 3. Scope of Work 3.7 Core Positions Overview of the Solicitation.
317.	As per section 3.19, "3.19. Mobile Device Requirement Contractor is required to provide cell phones for the Contractor's Employees within five (5) business days of the contractor's Employee's start date." Is it mandatorily duty of awarded contractors to provide mobile device to all employees who are onboarded with city's assignment under the resulting contract?	Yes, this is correct.
318.	How will requisitions be distributed among the chosen vendors under the contract?	Please see the response to question 314.
319.	Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors?	Yes, requisitions will be sent to all awarded Contractors.

320.	If requisitions under the resulting contract are intended for specific vendors among those awarded, how does the agency plan to determine and select those particular vendors for receiving requisitions?	Please see the response to question 319.
321.	As per 4 Evaluation Process, "Offeror must provide three (3) references relevant to this Scope of Work." Is it mandatory to provide public sector references to suffice the above requirement?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
322.	Could you please confirm if the proposal needs to be submitted in both hardcopy and Email?	Please see the response to question 49.
323.	Can we submit the proposal only via email?	Please see the response to question 49.
324.	"Attachment B" We are Illinois based firm, with no offices in Arizona. Do we still need to provide Arizona Sales Tax No or City of Phoenix Sales Tax No?	<p>Yes, but this can be completed upon public notice of award recommendation.</p> <p>Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.</p>
325.	"Attachment B" Is it mandatory to have "EMERGENCY 24-HOUR SERVICE CONTACT"?	Yes, the Offeror must complete the Emergency 24-Hour Service Contact form in Attachment B - Required Submittal Documents.
326.	"Attachment B" "Minimum Qualification #1. Offeror must have experience providing contracted IT Staffing Services without interruption for the past ten (10) years. In order to suffice the above statement, how many references are required to be submitted? Apart from client references, what other documents can suffice the stated requirement?"	Please see the response to question 59.
327.	"Attachment B" "Minimum Qualification #2. Offeror must have provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years." Could you please confirm if it is mandatory to provide 5 public client references? Could you please confirm the number of minimum accepted public references to suffice the above requirement?"	Yes, Offerors must have provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years.

328.	Under Section 2.12, Submission of Offer, it states: "Please ensure that electronically signed documents are submitted in separate PDF files." Could the City please clarify if a vendor signs the proposal forms electronically, should the forms be submitted separately, or is it acceptable to submit them in the same proposal document?	Please see the response to question 196.
329.	Under Section 9.Submittals, it states the following: "Fee Schedule must be in a file folder marked "Fee Schedule" and be separate from other submittal documents. The spreadsheet must be unlocked with no password restrictions."However, in section 9.2, Solicitation Response Checklist, it states that in Tab 3, vendors must include the Fee Schedule (Attachment A). Could the city please clarify if the fee schedule must be submitted both in the proposal and as a separate document?	Please organize your Offer as described in Section 9. Submittals, Tabs 1-6 with Tab 3 (Attachment A - Fee Schedule) submitted in a separate folder.
330.	Could the City please confirm the contract number for this opportunity? This is needed in the Acceptance of Offeror form.	Please see the response to question 253.
331.	Could the City please confirm if vendors must sign the Acceptance of Offeror Form?	Please see the response to question 253.
332.	Is there any SBE/MBE/WBE goal for this solicitation? If yes, what is the established goal?	Please see the response to question 53.
333.	Is it necessary to have licenses to do business in Arizona at the time of the submission or is required post-award?	Please see item 1 in the <u>DELETE</u> section within this addendum.
334.	Is it required to have licenses to do business in the City of Phoenix to bid on this opportunity?	Please see item 1 in the <u>DELETE</u> section within this addendum.
335.	Could the City please clarify whether the submission should be made physically or through email?	Please see the response to question 49.
336.	Do vendors need to include a Business License in the proposal response? If that's the case, can we include proof that we are currently in the process of obtaining it?	Please see the response to question 218.

337.	Does the City accept remote resources to work on this engagement?	Please see the response to question 35.
338.	Does the City accept offshore resources to work on this engagement?	Please see the response to question 181.
339.	Does the City prefer on-site resources to execute this engagement?	Please see the response to question 35.
340.	Could the City please confirm the anticipated number of requirements per year?	There's currently no forecasted utilization.
341.	Is it required to provide the Good Standing Certificate alongside the proposal response?	This is not necessary.
342.	In case firms are submitting confidential information in the response, is it required to provide a redacted version?	A redacted version is not necessary. Please see Section 2. Instructions, Subsection 2.23. Public Record of the Solicitation.
343.	Could the City kindly clarify the exact number of attached files needed for the response?	There is not an exact number of required files. Please see the response to question 196.
344.	Could the City kindly provide information regarding the anticipated form in which task orders will be released, specifying whether it will be through email, portal, or any other designated method?	The City is unsure of the intent of this question. Most communication is done over email, including requisition and purchase order delivery.
345.	Under section 3.4. Contractor's Responsibilities, could the city please confirm if the resume requirement is for bidder's key personnel/team?	Please see the response to question 199.
346.	Are resumes required for the 27 Core Positions mentioned in the RFP?	Please see the response to question 17.
347.	Under Evaluation criteria '5) a list of the Offeror's recruiters that will be assigned staffing responsibilities for this Contract. Provide a detailed resume for each recruiter and include their technical and specialized recruiting experience and qualifications,'- in the event of multiple recruiters, kindly confirm how many resumes are required in total?	Resumes should be submitted for each proposed recruiter assigned to this Contract.

348.	5) a list of the Offeror's recruiters that will be assigned staffing responsibilities for this Contract. Provide a detailed resume for each recruiter and include their technical and specialized recruiting experience and qualifications,- kindly confirm if firms can provide resumes of senior recruitment staff such as manager/director instead of recruiters.	Please see the response to question 347.
349.	Can firms use commercial references?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
350.	Can firms use commercial experience to demonstrate the required mandatory experience under evaluation criteria?	Please see item 2 in the <u>DELETE AND REPLACE</u> section within this addendum.
351.	Under method of approach 'Offeror must provide an executive statement in narrative form, not to exceed twenty (20) pages, detailing its method of approach to satisfy the requirement of the Scope of Work.' - are firms supposed to add their staffing approach under this section?	This is correct.
352.	"A detailed list of your firm's accomplishments utilizing similar methods to provide contracted IT staffing services"- Could City please explain what the bidders can show as accomplishments utilizing similar methods?	This is at the Offeror's discretion.
353.	Is there a timeline that the City wants the firm to follow?	This question is not clear and an answer cannot be provided.
354.	6) demonstrated ability to satisfy client IT staffing requirements in the three (3) most recent contracts within the last five (5) years in the following two areas: average response rate of at least 75% (percentage of client staffing requests that the Offeror has responded to by providing qualified candidate resumes), and average placement rate of at least 50% (percentage of client staffing requests that the Offeror has formally met by providing successful candidates)'- Can firms utilize commercial experience in this requirement?	Please see the response to question 350.

355.	Please clarify if this is a new contract or a renewal of an existing contract. If it is an existing contract, could you provide the contract number and list the current incumbent vendors? Are the incumbents permitted to bid on this solicitation?	Please see the response to question 88. All companies, including incumbent contractors, are welcome to submit offers in response to this Solicitation.
356.	How many contractors (vendors) does the City intend to select as a result of this RFP process?	Please see the response to question 4.
357.	What were the City's expenditures for similar IT staffing services in 2022 and 2023?	Please see the response to question 157.
358.	Can you specify the anticipated budget or expenditure amount for this contract?	Please see the response to question 2.
359.	Please provide a list of the core positions (job roles) and the respective number of requisitions made by the City for each core position in 2022 and 2023.	Please see the response to question 21.
360.	Approximately how many requisitions does the City anticipate releasing under this contract?	Please see the response to question 340.
361.	What is the minimum duration of engagement or assignment length for temporary workers/resources under this contract?	There is no minimum duration of resource assignment unless stated in a Core Position description.
362.	Would the City consider relaxing the Minimum Qualification for Offerors from "must have experience staffing 75% of the Core Positions within the last five (5) years" to "must have experience staffing 60% of the Core Positions within the last five (5) years"?	Please see the response to question 127.
363.	Our understanding is that it is not mandatory for offerors to bid on all the Core Positions. Instead, we can select and propose for a subset of the Core Positions listed. Please confirm if this understanding is correct.	Please see the response to question 153.

364.	Regarding the requirement to "Provide a detailed resume for each recruiter and include their technical and specialized recruiting experience and qualifications," would the City consider modifying this to allow offerors to provide resumes for only the top five recruiters?	Please see the response to question 347.
365.	With reference to Sections 3.6 and 3.7, we assume that the City does not expect offerors to submit actual or sample resumes at the proposal submission stage. Please confirm our understanding.	Please see the response to question 17.
366.	Regarding 'Attachment B - Required Submittal Documents', on page 8 it states: 'The City does not accept electronic signatures for notarized documents, including bonds, guaranties, powers of attorney, or affidavits. These documents must be submitted in paper form (hard copy) with original or "wet-signatures" at the time of the Offer Due Date.' We understand that Attachment B includes a section that requires notarization. While we intend to submit our proposal electronically via email, for Attachment B specifically, we plan to obtain the required "wet-ink" signature and have the document notarized. Then, we will scan the original notarized Attachment B and include it as part of our electronic proposal submission. Could you please confirm if it is acceptable to provide a scanned copy of the originally notarized Attachment B within our electronic proposal submission, given the City's requirement for "wet-signatures" on notarized documents?	Attachment B – Required Submittal Documents – REVISION 1 does not require a public notarization.
367.	What are the supporting documents that we need to demonstrate proof of meeting minimum qualifications listed under the clause 2.19 of the AVN RFP 24-0181 IT Staffing Services document?	Please see the response to question 59.

368.	Offeror must have provided IT Staffing Services to at least five (5) public sector organizations in the U.S. with at least 1,000 employees within the last ten (10) years. (under clause 2.19) - Is it total 1000 employees placed in last 10 years including all the 5 public sector organization or Is the 1000 employees for the company that is receiving the IT Staffing Services or 1000 employees provided as the IT Staffing Services? Please clarify.	Regarding Minimum Qualification 2, the size of the U.S. public sector organization must be at least 1,000 employees.
369.	A. Refer to "SUBMISSION OF OFFER" paragraph under the "SECTION I – INSTRUCTIONS" of this solicitation document. - We are able to see section 2.12. Submission of Offer paragraph in page 8 of the solicitation document but it says as "Refer "SUBMISSION OF OFFER" paragraph under the "SECTION I – INSTRUCTIONS" of the solicitation document which we are not able to find. Please clarify on this.	Please view the Submission of Offer instructions that can be found in Section 2. Instructions, Subsection 2.12. Submission of Offer of the Solicitation.
370.	As per the table of contents, do we have to merge all the submittal documents into single pdf or separately for submission?	Please see the response to question 196.
371.	Due to file size limitations for electronic transmission, Offers sent by email may need to be sent in parts with multiple emails. - If the file size exceeds more than 100 MB, can we submit the content of 100 MB file as first and the remaining in the second email?	Yes, this is acceptable.
372.	Please confirm tax information needed for suppliers that are not located in the state of Arizona.	Yes, but this can be completed upon public notice of award recommendation. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.
373.	How can we find the current suppliers' funding amounts listed in the Phoenix.gov website?	Please see the response to question 1. Once you've searched for a contract number, you may view the city council report and ordinance that contain authorized ordinance amounts.
374.	Are we eligible to participate to this bid if we are not registered with Arizona state tax ID?	Yes. Please see Subsection 2.9. Business in Arizona and Subsection 5.16. State and Local Transaction Privilege Taxes in the Solicitation for further details.

<p>375. "3. Offeror must have placed a minimum of ten (10) contracted IT staff within each of the Offeror's any two (2) contracts within the last five (5) years." Can we still be considered to have met this criterion of qualification to bid if we have placed the required 10 contracted IT Staff as a subcontractor on one of the 2 contracts?</p>	<p>No, this would not meet the requirements of Minimum Qualification 3.</p>
<p>376. "4. Offeror must have experience staffing 75% of the Core Positions, as listed in this Scope of Work, within the last five (5) years." Can we still be considered to have met this criterion of qualification to bid if we have worked on staffing 75% of the core positions but not staffed 75% of the core positions?</p>	<p>Please see item 3 in the <u>DELETE AND REPLACE</u> section within this addendum.</p>
<p>377. Thank you for the informative meeting on Wednesday. During that call, it was mentioned the current pricing of the seven incumbent vendors providing staff augmentation services within the Dept. of Aviation can be found on the City Clerks website. I was unable to locate said pricing, and without being sure if it would be best to reach out to the number provided below and inquire there, or submit a formal question seeking clarity, I figured I should cover our bases and do both. Please advise as to how we can best go about obtaining the current vendor pricing for the Core Positions on the existing staff augmentation contract for the Dept. of Aviation. We look forward to hearing back from you.</p>	<p>Please see the response to question 1.</p>

The balance of the specifications and instructions remain the same. Offeror must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the offer submittal.

Name of Company: _____

Address: _____

Authorized Signature: _____

Print Name and Title: _____