



STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT DIVISION
450 Columbus Boulevard, Hartford, CT 06103

PLEASE NOTE:

Respondent must read and accept any modifications to the solicitation that are contained in this Addendum. Acceptance of this addendum shall take place in CTsource with your organization's submitted response.

SOLICITATION ADDENDUM # 2

Extends RFP Due Date to March 15, 2023 at 2:00 PM EST

Revised Documents:

- RFP Description of Deliverables (sections 1.3, 2.4, 3.10, 5.8) – Revisions in **red**.
- Attachment B Account & Technical Questionnaire (4. Experience) - Revisions in **red**.
- Attachment C Business Questionnaire (3a & 3b)

DESCRIPTION:

Questions and Answers related to solicitation number 22PSX0086 for Information Technology Managed Service Providers.

Question 1	The "End Date" 02/28/2023 2:00 pm EST is when the vendor's proposal is due?
Answer 1	Yes.
Question 2	Is there a pre-proposal conference?
Answer 2	There is no pre-proposal conference.
Question 3	Proposer created a Draft version of its submittal, but it does not have an Attach Documents tab. Please advise.
Answer 3	All required fields must be completed prior to the attachment tab being available. Please verify all required fields have been addressed. See reference materials posted in Addendum 1.
Question 4	Where is the link where to access RFP 22PSX0086 Information Technology Managed Service Providers? It the request posting is on webprocure, but the links do not seem to be functional and Proposer did not see it on ct.gov
Answer 4	Proposers can view the RFP and attachments at the State's public site CTsource Bid Board . However, if Proposer is responding to the solicitation, Proposer will need to create an account in Webprocure by registering the company (if not registered already). See reference materials posted in Addendum 1.
Question 5	Should a vendor apply to this solicitation if vendor can only provide the Information Technology piece?

Answer 5	<i>The State intends to award to Proposers that can provide all products and services outlined in the RFP.</i>
Question 6	Is it mandatory to provide five govt. clients' references or can a Proposer submit less than five references?
Answer 6	<i>Providing less information than required will affect the scoring of the Proposer's response.</i>
Question 7	May a proposer recommend more than one VMS (Vendor Management Service) for this RFP?
Answer 7	<i>Alternate bids are not acceptable. Propose the best solution that meets the requirements of this RFP.</i>
Question 8	Can Proposer respond to the above mentioned RFP without any restriction for eligibility criteria (which state the vendor originates)?
Answer 8	<i>There are no restrictions on which state the Proposer originates.</i>
Question 9	Please confirm the way to submit the response. Proposer is unable to find the RFP website for the submission.
Answer 9	<i>The response must be submitted on line via the State of Connecticut's contracting portal: CTsource Bid Board. Proposer will need to create an account in Webprocure by registering the company (if not registered already). User guides were posted with Addendum 1.</i>
Question 10	Please clarify if the solution is required to be Vendor Neutral?
Answer 10	<i>The MSP may directly provide staffing in addition to using staffing resource providers.</i>
Question 11	Please confirm that the Proposer has to have ownership of both MSP service and a VMS solution, a complete system to bid, correct?
Answer 11	<i>No, the Proposer's VMS may be a third party system.</i>
Question 12	Would the State accept an executive summary of the proposal as a part of the submission?
Answer 12	<i>An executive summary may be included, but it may not take the place of required documents. Nor should required documents reference a separate document as a response.</i>
Question 13	Given most states desire to avoid a conflict of interest between the MSP provider and the staffing resource providers, would the State please clarify if the awarded MSP provider and its affiliates are prohibited from staffing in the program?
Answer 13	<i>No, the MSP provider may directly provide staffing in addition to using staffing resource providers.</i>
Question 14	Given most states desire to avoid a conflict of interest between the MSP provider and the staffing resource providers, would the Lead State (Connecticut) please clarify if the awarded MSP provider and its affiliates are prohibited from staffing in the State of Connecticut program?
Answer 14	<i>See answer to Question 13.</i>
Question 15	Will the State of CT provide the pricing of the incumbent MSP?
Answer 15	<i>The previous Award, 14PSX0338, can be viewed at CTsource Contract Board. Enter 14PSX0338 in the search bar.</i>
Question 16	What improvements and/or changes would the State of CT like to see in the program?
Answer 16	<i>Improvements have been incorporated into this RFP Description of Deliverables.</i>
Question 17	Is there an implementation timeline or desired Go-Live date?

Answer 17	<i>Participating Entities may have specific timelines to be met that should be outlined in their Participating Addendum after award of this solicitation.</i>
Question 18	Will the selected MSP be allowed to provide direct staffing to the State in addition to utilizing its network of suppliers?
Answer 18	<i>See answer to Question 13.</i>
Question 19	Can the State of CT please provide the average or anticipated length of assignments for Contingent Workers by skill type?
Answer 19	<i>That information is not available.</i>
Question 20	Upon reviewing the portal required for submission, Proposer does not see where the attachments included with the solicitation should be uploaded. Can the State please advise where these should be included?
Answer 20	<i>See answer to Question 9.</i>
Question 21	Should Proposer be successful in winning this RFP, how will workers be transitioned from the incumbents' program? Will these workers automatically be transitioned into the new MSP's program?
Answer 21	<i>See 3.11 Current Contingent Worker Retention in Description of Deliverables.</i>
Question 22	Can the State please clarify what is meant by consultants in the following question under the Consultants section: "How many customers does Proposer have for every IT consultant on staff? How might this affect availability?"
Answer 22	<i>"IT consultant" refers to Contingent Workers.</i>
Question 23	Can the State please confirm that Proposer can list a reference more than once if it applies to both categories, i.e. "Government Client" and "Top Customer"?
Answer 23	<i>Listing the same references multiple times, or overlap of references, may affect the scoring of the Proposer's response. The various requests for experience and references demonstrates in part the Proposer's ability to meet the evaluation criteria "demonstrated performance, experience, capabilities and resources" for a multi-state Award.</i>
Question 24	Are there any character or word restrictions for the excel or portal responses?
Answer 24	<i>Should this arise, please provide additional information as a separate document, appropriately and clearly named and noted.</i>
Question 25	Can the State provide a definition or explanation of what a Vendor Management System (VMS) is and its function within the context of this RFP?
Answer 25	<i>Please see the definition of Vendor Management System in "RFP Description of Deliverables" under 2. Scope of Services.</i>
Question 26	Are all proposers required to already have a fully operational VMS, or is the state open to proposals for the development and implementation of a new VMS solution?
Answer 26	<i>Per the Description of Deliverables, the VMS "must be operational at the time of Proposal submittal."</i>
Question 27	If proposers are expected to already have a VMS, what are the minimum requirements or specifications the VMS must meet?
Answer 27	<i>Please see the requirements (2.2 Vendor Management System) listed in "RFP Description of Deliverables" under Scope of Services.</i>
Question 28	Is there an incumbent Managed Service Provider (MSP) with an existing Master Agreement in place for the Vendor Management System (VMS), and if so, is the State able to share the name of the vendor?

Answer 28	<i>See answer to Question 15.</i>
Question 29	Proposer doesn't provide VMS nor MSP solutions but provides staff augmentation services in different state Agencies through MSP and VMS portals. Still can Proposer submit the proposal for only 2.3. STAFF AUGMENTATION (HOURLY-BASED) PROCESS and 2.4. SOW (DELIVERABLE-BASED) PROCESS
Answer 29	<i>Proposer must have the capability of providing both VMS and MSP services.</i>
Question 30	If allowed to submit the proposal to STAFF AUGMENTATION (HOURLY-BASED) PROCESS and 2.4. SOW (DELIVERABLE-BASED) PROCESS can Proposer submit a rate card without MSP and VMS as Proposer is not providing the solution to the state.
Answer 30	<i>See answer to Question 29.</i>
Question 31	Are NIST standards and SOC compliance required at the time of proposal submittal?
Answer 31	<i>Yes.</i>
Question 32	Is SOC compliance only required of the VMS or does it extend to other MSP operations?
Answer 32	<i>Attachments B Account & Technical Questionnaire and Attachment D Security Disclosure Statement require additional information as to compliance and security of the Proposers offering.</i>
Question 33	Will the managed service providers be able to propose and supply their own resources in response to hourly and sow service requests? If yes, is an MSP able to supply 100% of the services itself if it is capable?
Answer 33	<i>See answer to Question 13.</i>
Question 34	Is there a pre-proposal conference for this proposal? If yes, when will it be? And please provide details where can Proposer find the meeting link.
Answer 34	<i>There is no pre-proposal conference.</i>
DESCRIPTION OF DELIVERABLES:	
Question 35	The RFP states the Vendor Management System (VMS) must be operational at the time of the proposal submittal. To clarify, the vendor is not expected to custom build a system as part of this solicitation, it must be in place and provide the functionality as described starting on Page 8, is that correct?
Answer 35	<i>Yes. Per the RFP "The purpose of this RFP is to establish one or more Master Agreements with Managed Service Providers ("MSP") offering a Vendor Management System ("VMS"), which must be operational at the time of Proposal submittal, for the following: (A) Information Technology ("IT") staffing resources, payroll staffing and Services related to contingent workers in the IT industry; and (B) Positions supporting Statement of Work ("SOW") and/or scope of work-based development and/or creation Services."</i>
Question 36	The Partnership Goals, page 3, states "Proposers should not interpret Section 2 below ("Scope of Services") to be associated with or limited to any specific purchase, implementation, project, need, or program within the Lead State or any other state or eligible entity." To confirm, the vendor is to supply staff/resources that will be available to multiple states utilizing the vendor's established VMS system, is that correct?
Answer 36	<i>Yes.</i>

Question 37	Please confirm the purpose of the list of interested states, is that for informational purposes only? The RFP indicates additional states are not precluded from a "Participating Addendum", is that correct?
Answer 37	<i>Those states listed have shown an interest in using the resulting Master Agreement(s) to procure the services offered under this RFP. The resulting Master Agreement(s) will be open to use by all states departments, institutions, agencies, and political subdivisions, federally recognized tribes, and other eligible public and nonprofit entities in the fifty (50) states, the District of Columbia, and U.S. territories, with potential participation by Canadian Entities.</i>
Question 38	Solicitation, RFP Description of Deliverables, pg 4 of 32 – initial term is (3) years "with option to renew" – is the option to renew just one year? 2 years? Other?
Answer 38	<i>The draft Master Agreement states the following: " The parties, by mutual agreement, may extend this Master Agreement for additional terms beyond the Term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original Term, but only in accordance with the Section in this Master Agreement concerning Master Agreement amendments."</i>
Question 39	2.1 Definitions. Is the intent of the Maximum Key Performer premium to be applied to the NTE fully burdened hourly rate for the entire engagement because they exceed the job requirements or is it just meant to be applied when a resource "goes above and beyond" for a certain time period?
Answer 39	<i>The intent of the MKP premium would be by engagement. However, determination of this will be made by the Purchasing Entity and the applicable SOW.</i>
Question 40	Description of Deliverables. 2-3. 1.3. Would the State please clarify if the State of Connecticut is one of the interested States? If so, will the State please provide the State of Connecticut's reported estimated annual volume?
Answer 40	<i>Yes, the State of Connecticut is an interested party. The State's estimated annual volume has been added to the RFP Description of Deliverables.</i>
Question 41	2.3 SOW Process. Contractors shall compete the SOW within its supply pool of temporary staffing resources. Since fixed-priced deliverable SOWs have risk not found in T&M work and may require specialized experience, can the SOWs be competed with a subset of the temporary staffing resources instead of the entire network?
Answer 41	<i>It is assumed that the Contractor would contact all staffing resources that can provide the Contingent Worker(s) with the specialized experience requested in the SOW.</i>
Question 42	2.3 Staff Augmentation Process. If a Contingent Worker begins work for Purchasing Entity and the Purchasing Entity determines within the first five (5) Business Days that the Contingent Worker does not have the skills or capabilities necessary to complete the job as requested in the original requisition, Purchasing Entity may request that the Contingent Worker be replaced immediately, and Purchasing Entity shall not pay for the work conducted by that Contingent Worker. The replacement Contingent Worker shall be provided to Purchasing Entity at no charge for the first (5) five days of work. Please clarify the non-payment terms. Proposer understands Proposer would not be paid for the original contingent worker. Would Proposer also NOT be paid for the incoming replacement resource? As this replacement resource may be coming from a different supplier, this would put the penalty on a supplier who might not have been at fault for the non-performance.
Answer 42	<i>This will be determined and clarified at the time of Award.</i>
Question 43	Section 2.3.D.9 – To avoid potential joint employer issues, please confirm that the requirement "Purchasing Entity's hiring manager shall direct the Contingent Worker's duties, responsibilities and work" is not intended to apply the administrative responsibilities of Proposer (e.g. time keeping, vacation approval, etc..).

Answer 43	Correct.
Question 44	2.4 Sow Process F. Revisions outside the scope of the SOW or changing the scope of the SOW are not permitted. Changes within scope of the SOW may be made in accordance with Section 17 of the Master Agreement. Section 17 of the Master Agreement is titled Working and Labor Synergies. Does the State mean Section 11 Change Order Within Scope?
Answer 44	<i>A correction to reference section 11 of the Master Agreement has been made.</i>
Question 45	Section 2.4 F – Please confirm that the reference to section 17 of the Master Agreement is correct.
Answer 45	<i>See answer to Question 44.</i>
Question 46	RFP Description of Deliverables (primarily those in section 3 and 5) – Generally, if the proposer is unable to fully comply with any of the RFP requirements how does Proposer identify this in the response? For example, in Section 3.2 there are several of the required background checks that are not industry standard, and Proposer does not currently perform them (nor is Proposer certain that they can be obtained or verified).
Answer 46	<i>All Proposers responding agree to provide and comply with the requirements listed in this RFP.</i>
Question 47	Sect 3.2A - Background checks: What is the expected content of a “post-employment check”? What is the expected content of a “court records check”?
Answer 47	<i>a. post-employment check means interviews with the applicant’s past supervisors b. court records check means checking civil and criminal court records in jurisdictions where the applicant has lived or worked to determine any criminal history or civil judgements</i>
Question 48	Sect 3.2 E 4 - Please confirm that the required interviews with “past supervisors”, required in this section, consist of only supervisors that are employed by the Proposer. It is not reasonable to require interviews with supervisors of prior employers.
Answer 48	<i>It is not the intent of the requirement to only include supervisors employed by the Proposer.</i>
Question 49	Sect 3.2 F – Please confirm that Proposer can include in an SOW, as additional charges, the cost of the “additional background checks” that may be required by a Purchasing Entity. Without knowing the quantity of such additional test, Proposer cannot estimate the costs.
Answer 49	<i>“All additional testing shall be at the Contractor’s expense.”</i>
Question 50	3.4 Discounts, Rebates and Maximum Key Performer Premium. Annual Volume-based Rebate. Does "Annual" refer to calendar year or fiscal year?
Answer 50	<i>This will be determined at the time of Award.</i>
Question 51	3.6 Pricing Structure. Percentage Markup on Expenses. Please confirm that NASPO will not receive their fee on expenses processed through the contracts since there are no markups being applied to expenses.
Answer 51	<i>Overhead costs and general and administrative expenses must be included in each Contingent Worker’s NTE Fully Burdened Hourly Base Rate, and Purchasing Entities shall not be charged for any other expense unless agreed to by the Purchasing Entity in writing. Each expense must be directly related to the service being provided by the Contingent Worker, must be pre-approved by the Purchasing Entity, is reimbursable only at the documented, actual cost (i.e., shall not be subject to any markup by Contractor, an SRP, the Contingent Worker, or any other subcontractor or partner), and shall not exceed the Purchasing Entity’s current reimbursement rates. Contractor is responsible for ensuring reimbursements paid by the Purchasing Entity are distributed to the appropriate partner(s) and/or subcontractor(s), including Staffing Resource Providers and Contingent Workers, as applicable. Reimbursed expenses may be excluded from the NASPO ValuePoint administrative fee.</i>
Question 52	Section 3.6(J) references hourly base rates for SOW services. Are hourly rates required or optional for SOW services? Can deliverables be expressed as fixed amounts only?

Answer 52	<i>SOW services may be expressed as fixed amounts, but the invoice must detail the hourly rates for audit purposes.</i>
Question 53	3.10 Replacement of Contingent Worker. Credit for Workers Non-performance. Please clarify the differences between credit option1 and credit option 2.
Answer 53	<i>The difference between the credit options is based on the length that the Contingent Worker performed work. Note that 1 has been updated from no credit to full credit.</i> <i>Page 5 of 15 in the Description of Deliverables document states the following: "If Contractor's provided Contingent Worker fails to Perform or is found to lack the basic skills for which she/he was selected, or the Contractor dismisses any Contingent Worker prior to the end date specified in the Order and/or SOW, the Purchasing Entity shall receive a credit based upon the following:</i> <i>1. Full credit will be provided by the Contractor to the Purchasing Entity for a Contingent Worker that Performed work for a minimum of fifteen (15) Business Days.</i> <i>2. A ten (10) percent credit will be applied to the Order and provided by the Contractor to the Purchasing Entity for a Contingent Worker that Performed work for a minimum of sixteen (16) Business Days."</i>
Question 54	Section 3.10 B. – Please confirm that the reference to section 23 of the master agreement is correct (or should it be to section 16 of the master agreement).
Answer 54	<i>Section 3.10 B. has been corrected to read "At the discretion and request of the Purchasing Entity, Contractor shall replace any Contingent Worker, either pursuant to this section or section 16 of the Master Agreement, with an equally or more experienced Contingent Worker."</i>
Question 55	Section 3.10 D – Please clarify when a credit will apply. As written, it does not appear a credit would apply once a Contingent Worker works for a "minimum of 15 days" (i.e., what is the significance of the 16th day?).
Answer 55	<i>There is no significance of the 16th day as this timeframe was a business decision.</i> <i>D. If Contractor's provided Contingent Worker fails to Perform or is found to lack the basic skills for which she/he was selected, or the Contractor dismisses any Contingent Worker prior to the end date specified in the Order and/or SOW, the Purchasing Entity shall receive a credit based upon the following:</i> <i>1. Full credit will be provided by the Contractor to the Purchasing Entity for a Contingent Worker that Performed work for a minimum of fifteen (15) Business Days.</i> <i>2. A ten (10) percent credit will be applied to the Order and provided by the Contractor to the Purchasing Entity for a Contingent Worker that Performed work for a minimum of sixteen (16) Business Days.</i>
Question 56	3.11 Current Contingent Worker Retention. Transition Existing Contractors Please confirm resources can be transitioned at their current bill rates and vendor rates and the Contractor does not have to adhere to the contractual fees.
Answer 56	<i>This will be determined at the time of Award.</i>
Question 57	Description of Deliverables. 10-11. 2.4 Is it the State's intent, that the SOW, deliverable based work is billed at either a milestone-based or deliverable-based price structure?
Answer 57	<i>"Participating Entity or Purchasing Entity may outline a different SOW (Deliverable-based) process or establish different requirements in a Participating Addendum or Order."</i>
Question 58	Description of Deliverables. 10-11 2.4. For SOW (deliverable-based) projects, given that the responsibility for delivering the scope of services lies at the vendor level, rather than the State managing the work product, it is highly likely that the individuals are not identified by the vendor/supplier as part of the statement of work. Is it the State's intent to interview and select the awarded SOW provider and also be involved in the interview and selection of the vendor employees associated with the SOW project?

Answer 58	<i>Participating Entities may choose to interview and select Contingent Workers.</i>
Question 59	Description of Deliverables. 12. 3.2. Is it the State's intent that the MSP contractor will review and validate completed background checks, drug screens, fingerprint results, and/or any other Participating Entity-required onboarding documentation (such as Code of Conduct, Sexual Harassment Policy, IT Usage Agreement, etc.), rather than the MSP Contractor having/allowing the Staffing Resource Provider to self-attest that such requirements have been completed, (i.e. the MSP Contractor actually read through the completed documentation to confirm that it was completed and meets the Participating Entity's requirements)?
Answer 59	<i>"Prior to submitting a resume to Purchasing Entity in response to a SOW, Contractor shall verify, minimally, the following background checks for each Contingent Worker." The MSP Contractor must validate background checks, etc. prior to onboarding.</i>
Question 60	Description of Deliverables. 13. 3.2. Given that the staffing resource provider will be covering the cost of background checks for Contingent Workers, would the State be open to modifying the language as follows, "Contractor, or applicable supplier, shall pay all fees associated with obtaining and completing a background check."
Answer 60	<i>No, as the Award will be with the Contractor, not its suppliers.</i>
Question 61	Description of Deliverables. 15. 3.6. Pricing clarification. The verbiage provided by the State in this section indicates it is a Vendor Funded model. However, traditionally, within a Vendor Funded model, the MSP Service Fee and VMS Service Fee are subtracted from the NTE Fully Burdened Hourly Base Rate paid to the Contractor versus being added to it. For example, in a vendor funded model, if the NTE Fully Burdened Hourly Base Rate is \$100.00, the awarded Contractor's MSP Service Fee percentage is 2%, and the VMS Service Fee percentage is 2%, and the NASPO administration fee is 0.25%; then participating entity would pay the Contractor \$100.00, and the Contractor would pay the Staffing/SOW Vendor \$96.00 (\$100.00 - \$4.00 [\$2.00 for the MSP Service Fee and \$2.00 for the VMS Services Fee]), Contractor will remit \$0.25 to NASPO. Again, the example provided by the State in this section is not what is traditionally referenced as a Vendor Funded, but instead a Client Funded model (as the MSP Services Fee and VMS Service Fee are being added to the NTE Fully Burdened Hourly Base Rate). Can the State please clarify the pricing model required and provide the appropriate example? Also, the Contractor does not pay the Contingent Worker(s), as they are the employees of the staffing resource providers. Can the State please update the language in this section and other sections to indicate that the Contractor is responsible for paying the Staffing Resource Provider and not the Contingent Worker(s)?
Answer 61	<i>The state is using the model as provided in this section. The Participating Entity will pay the Contractor and Contractor is responsible for paying either the Staffing Resource Provider or the Contingent Worker as applicable. As party to the Master Agreement, Contractor is responsible for ensuring payments made by the Purchasing Entity are distributed to partners and subcontractors, including Staffing Resource Providers and Contingent Workers, in accordance with the terms of the Master Agreement.</i>
Question 62	Description of Deliverables. 19. 3.7E. Given that the staffing resource provider will be covering the costs and expenses associated of a Contingent Worker attending or otherwise participating in training events, would the State please confirm it is acceptable to pass down fees associated with training events to the suppliers providing the Contingent workers? If so, would the State be open to modifying the language as follows, "Unless otherwise previously approved in writing by the Purchasing Entity, the Contractor, or applicable supplier, shall pay the costs and expenses of a Contingent Worker attending or otherwise participating in training events."
Answer 62	<i>The language will not be modified as the Award will be with the Contractor, not its suppliers. Also, see answer to Question 63.</i>

Question 63	Description of Deliverables. 19. 3.7F. Given that the staffing resource provider will covering all travel expenses, would the State please confirm it is acceptable to pass down fees associated with travel to the suppliers providing the Contingent Workers? If so, would the State be open to modifying the language as follows, "Unless otherwise previously approved in writing by the Purchasing Entity, Contractor, or applicable supplier, shall be responsible for all costs and expenses associated with the transportation of Contractor's personnel and Contingent Workers and their possessions, or travel time to and from Purchasing Entity site. The contractor, or applicable supplier, may be reimbursed for travel expenses incurred only if the expenses were authorized in writing by Purchasing Entity before travel occurs. Payments may not exceed the State's most current state managerial expense rate."
Answer 63	<i>"Contractor shall pay the costs and expenses of a Contingent Worker attending or otherwise participating in training events."</i> <i>The language will not be modified as the Award will be with the Contractor, not its suppliers.</i> <i>As party to the Master Agreement, Contractor is wholly responsible for obtaining pre-approval of expenses from the Purchasing Entity and invoicing Purchasing Entity for approved expenses. Contractor is also responsible for ensuring payments made by the Purchasing Entity are distributed to partners and subcontractors, including Staffing Resource Providers and Contingent Workers, in accordance with the terms of the Master Agreement.</i>
Question 64	Description of Deliverables. 19. 3.7I. Would the State please confirm that overtime will be paid in accordance with applicable state and local overtime laws? If so, would the State be open to modifying the language as follows, "Overtime shall be any time worked over forty (40) hours in one (1) standard week, Monday through Friday, or in accordance with applicable state and local overtime laws."
Answer 64	<i>This will be clarified at the time of Award.</i>
Question 65	Description of Deliverables. 20. 3.10 D.1, D.2. Is the intent of section 3.10 D that the Participating Entity would receive a ten (10%) percent credit if the Contingent worker performs work for 15 days or less, based upon the criteria in D? If not, for example, if a Contingent Worker leaves after 9 months (meeting the minimum of 16 business days) of work on a 12-month contract, the Contractor will have to apply a ten (10) percent credit to the Order for the Purchasing Entity.
Answer 65	<i>See answer to Question 53</i>
Question 66	Description of Deliverables. 26. 5.2C. Given that the staffing resource provider will be the employer of record of the Contingent Worker, would the State please confirm it is acceptable to pass down responsibilities listed in 5.2 C to the suppliers providing the Contingent Workers? If so, would the State be open to modifying the language as follows, "The selected Contractor(s), or the applicable suppliers, shall be responsible to ensure the payment of all salaries, wages, bonuses, Social Security, taxes, federal and state unemployment insurance, liability and worker's compensation insurance, employee benefits, and any and all taxes related to Contingent Workers provided under the Master Agreement."
Answer 66	<i>No, as the Award will be with the Contractor, not its suppliers. Also, see answer to Question 63.</i>
Question 67	Description of Deliverables. 29. 5.5(a). Below are a few questions in the event the participating entity does not utilize the VMS utilized by the MSP: Will the participating entity or the contractor be responsible for implementing the VMS, to include any configuration? Will the participating entity or the contractor be responsible for completing day-to-day tasks/actions in the VMS? Will the contractor need to enter into a separate contract with the VMS provider selected by the participating entity? Will the participating entity pay the VMS provider directly for the VMS technology, or will the participating entity pay the contractor who will then pay the VMS provider? Will there be any cost to the contractor for the VMS selected by the participating entity? If so, how are these costs to be factored into the pricing to be submitted? Will the participating entity be responsible for training the contractor's team members on the VMS selected by the participating entity? If no, who will provide the training to the contractor's team members?

Answer 67	<i>a. Unless otherwise negotiated in a Participating Addendum or Order, the Purchasing Entity shall be responsible for implementation and maintenance of the VMS. Contractor shall, at no additional cost, coordinate with the Purchasing Entity and provide any assistance necessary to configure the Purchasing Entity's VMS to support Contractor's services, program, and network of Contingent Workers. Responsibilities associated with configuration of the Purchasing Entity's VMS shall be documented by the Purchasing Entity and Contractor in writing.</i> <i>b. Contractor shall be wholly responsible for managing its program within the Purchasing Entity's VMS. Unless otherwise negotiated in a Participating Addendum or Order, the Purchasing Entity shall be responsible for implementation and maintenance of the VMS.</i> <i>c. Unless otherwise negotiated in a Participating Addendum or Order, the Purchasing Entity shall cover the cost of any license or access fee required for Contractor to be able to manage its program within the Purchasing Entity's VMS. Contractor shall be wholly responsible for ensuring compliance by its employees, agents, subcontractors, and partners, including SRPs and Contingent Workers, with the terms of any such license or access to the VMS.</i> <i>d. The Purchasing Entity shall pay its VMS provider directly.</i> <i>e. Unless otherwise negotiated in a Participating Addendum or Order, the Purchasing Entity shall cover the cost of any license or access fee required for Contractor to be able to manage its program within the Purchasing Entity's VMS. Contractor shall, at no additional cost, coordinate with the Purchasing Entity and provide any assistance necessary to configure the Purchasing Entity's VMS to support Contractor's services, program, and network of Contingent Workers. Responsibilities associated with configuration of the Purchasing Entity's VMS shall be documented by the Purchasing Entity and Contractor in writing.</i> <i>f. Unless otherwise negotiated in a Participating Addendum or Order, the Purchasing Entity shall cover the cost of any initial training required for Contractor to be able to manage its program within the Purchasing Entity's VMS.</i>	
Question 68	Description of Deliverables. 27. 5.3 Is it a requirement of the State that the VMS utilized by the MSP Contractor must allow, at a minimum, Contingent Workers (and/or their respective Staffing Resource Provider) to submit time entry for time worked based upon (1) time-in and time-out (including lunch/breaks) AND (2) duration? For example, time-in and time-out allows a Contingent Worker to enter that they begin working at 8:15 a.m., leave for lunch at 11:30 a.m. and return from lunch at 12:30 p.m. and complete working at 4:30 p.m. The VMS must have the option for time to be entered this way, or as just the total duration of hours worked (in this example, the total duration of time worked would be 7.25 hours).	
Answer 68	<i>Proposer is requested in Attachment B Account & Technical Questionnaire to provide information on time entry as it pertains to Proposers solution.</i>	
Question 69	RFP Description of Deliverables 2.1 DEFINITIONS Deliverable	<i>"H. Deliverable means a good, product, Service, solution, result, labor or other effort being sought through this RFP."</i> Please confirm that the labor is provided as time and materials and the other items in this definition are provided per fixed price SOWs.
Answer 69	<i>The State cannot confirm that the items listed other than labor are provided per fixed price SOWs.</i>	
Question 70	RFP Description of Deliverables 2.1 DEFINITIONS Maximum Key Performer Premium	Is the intent of this premium to be applied to the NTE fully burdened hourly rate for the entire engagement because they exceed the job requirements or is it just mean to be applied when a resource "goes above and beyond" for a certain time period?

Answer 70	See answer to Question 39.	
ATTACHMENT A COST PROOSAL		
Question 71	Proposer must provide all the Job categories rate cards for all states? As Proposer assumes currently 7 or 8 state agencies are joined and is it ok if Proposer can submit those states only?	
Answer 71	Proposers must have the capability to provide the services outlined in the RFP to all states, not a limited number of states.	
Question 72	Job categories : Can the proposer propose different rate cards for Jr, Mid-level and senior for each job category.	
Answer 72	Please provide one Not to Exceed (NTE) rate for each position listed. This provides for all levels of experience to be represented under the one position.	
Question 73	Attachment A - Cost Proposal > Tab 2 - NTE Hourly Rate Sheet: Please share the job descriptions along with the level of experience/skill sets of the positions listed.	
Answer 73	This information is to be provided by the Proposer.	
Question 74	Attachment A - Cost Proposal > Tab 3 - IT Positions Descriptions: Please share the SOW document which includes information on what type of services are requested from the positions listed.	
Answer 74	As this RFP and resulting Award will be used by multiple entities, there is not one SOW document. Each SOW will be unique to the entity and the project.	
Question 75	Attachment A - Cost Proposal > Tab 4 - Optional Full Catalog: Please share the SOW document which includes information on service expectations.	
Answer 75	See Answer 83	
Question 76	In light of Question 7 under Service Level Agreements in Attachment A provided by the Participating Entities, are attachments permitted to provide clarification or further information on any RFP questions? If so, in what format would the Participating Entities prefer these to be submitted?	
Answer 76	Submission requirements are explained in Section 5 (PROPOSER RESPONSE EXPECTATIONS AND REQUIREMENTS) of the Description of Deliverables document.	
Question 77	Attachment A: Cost Proposal	In Attachment A: Cost Proposal Proposer does not find provision to add rates for multiple experience level for a specific role. Kindly confirm how does Proposer provide rates for various experience levels?
Answer 77	See answer to Question 72.	
Question 78	Attachment A: Cost Proposal	Does Proposer have provision to provide roles from offshore position serving CT time zone? Is remote working from different states within US is an option to serve?
Answer 78	Contingent Workers must be located within the US. Remote work may be allowed at the discretion of the Participating Entity.	
ATTACHMENT B ACCOUNT & TECHNICAL QUESTIONNAIRE		

Question 79	The RFP states: List Proposer's most recent product milestones. Since is a services contract, what product is the government referring to for proposers?
Answer 79	<i>Please provide milestones associated with the VMS offered.</i>
Question 80	The RFP states, "How many customers does Proposer have for every IT consultant on staff?" Could the government define what they consider a customer?
Answer 80	<i>The State is looking for the ratio of Contingent Workers to the number of clients the Proposer supplies these MSP services to.</i>
Question 81	What is the average Return on Investment ("ROI") of Proposer's customers? How is it measured? - Please clarify the States questions. This is viewed as proprietary information by most if not all of Proposers clients help us understand if the State is seeking the ROI number or how Proposers clients measure their ROI and/or how Proposer measures the ROI of its clients?
Answer 81	<i>Attachment B has been updated to remove this question.</i>
Question 82	Provide proposer's formal disaster recovery plan? Is this a request for the proposer's internal plan or is this a plan with a potential contracting entity?
Answer 82	<i>This is a request for the Proposers internal formal disaster recovery plan.</i>
Question 83	Attachment B - Account and Technical Questionnaire > Tab 5 - Service Level Agreement: What are the emergency services the state is referring to?
Answer 83	<i>Emergency services would be any consulting service needed immediately due to unforeseeable issues regardless of day or time (i.e. disaster recovery, system down, security breach). This would not be as a direct result of an ongoing project by the Contractor as that would be covered elsewhere.</i>
Question 84	Attachment B – Tab 4. Experience - What is the average time of on-time placements? - Can the State please specify how on-time placements are measured?
Answer 84	<i>This should read "What is the average time of placements?".</i>
Question 85	Attachment B – Tab 15. Solution - Does Proposer's solution allow requests for specific individuals or team members? - Does this requirement refer to the ability to request specific Proposer team members service a request or the ability to request a pre-identified contracted individual.
Answer 85	<i>This could refer to either situation.</i>
Question 86	Attachment B Account and Technical Questionnaire - Customization with Project Costing. Is this specific to fixed priced deliverable work since Proposer would have to adhere to the contract rate card for T&M services?
Answer 86	<i>Not necessarily as the rate card is a NTE dollar figure.</i>
Question 87	Attachment B Account and Technical Questionnaire - Management Team Location. Where will the account management team be located for each area? Please define what the State means by area as it relates to possible participating entities on this contract.
Answer 87	<i>Please provide the location of the account management team, or multiple locations if applicable.</i>
Question 88	Attachment B Account and Technical Questionnaire - Solution. These questions use the term "Solution" – does that refer to the VMS supporting the workflow of the program, or does it refer to the entire workflow and lifecycle of the service offering?

Answer 88	<i>In this section, solution refers to the VMS. If the solution is done outside of the VMS, please provide that information and Proposers process.</i>	
Question 89	Attachment B : Account and Technical Questionnaire Tab 2, line 10 Most Recent Product Milestones	Is this question referring to the most recent product milestones of the VMS being utilized, or milestones related to similar type contracts?
Answer 89	<i>This question is referring to the most recent product milestones of the VMS being offered.</i>	
Question 90	Attachment B : Account and Technical Questionnaire	Proposer believes VMS tools should be operational at the time of Proposal submittal, however is there any specific preference available for the tool or should Proposer go it's choice.
Answer 90	<i>The Proposer must propose the VMS tool that meets or exceeds the requirements of this RFP.</i>	
Question 91	Attachment B : Account and Technical Questionnaire	Does Proposer have the provision to add attachments for the responses. Is there any word limit on the responses in the excel.
Answer 91	<i>Should word or character limits occur, please provide additional information as a separate document, appropriately named and noted.</i>	
Question 92	Attachment B : Account and Technical Questionnaire	Please elaborate on the current model of working, all the staffing roles, number of resources for us to determine the transition plan. Reference Question "Provide a comprehensive plan including the timeline showing how Proposer will transition all existing staffing suppliers into its model."
Answer 92	<i>This is a general request for the Proposers transition plan as each Participating Entity is unique in its current model, number of roles and resources.</i>	
Question 93	Attachment B : Account and Technical Questionnaire	Proposer is a services organization. Can the State please elaborate if the following question is applicable for us? "List Proposer's most recent product milestones."
Answer 93	<i>See answer to Question 89.</i>	
Question 94	Attachment B : Account and Technical Questionnaire	In reference to question "Identify the estimated implementation duration for the Managed Service Providers ("MSP") program." Does this refer to the VMS tool implementation or the complete program post the award of the MSP.
Answer 94	<i>This would refer to implementation of the complete program, VMS and MSP.</i>	
Question 95	Attachment B : Account and Technical Questionnaire	In reference to question "What is the level and experience of Proposer's user support staff?" - Does this refer to the service desk workers
Answer 95	<i>This refers to the user call center or help desk.</i>	
Question 96	Attachment B : Account and	Does the reporting mention in the tab "Reporting" is expected from the Vendor Management System?

	Technical Questionnaire	
Answer 96	Yes.	
Question 97	Attachment B : Account and Technical Questionnaire	Please confirm if the solutioning tool is same as the Vendor Management System
Answer 97	See answer to Question 88.	
Question 98	Attachment B : Account and Technical Questionnaire	Can the State please list the tools being used in the states SDLC (Development, Quality, Data, Infrastructure). Is there any test automation framework/tools currently being used?
Answer 98	There are multiple states that will be using this contract. Each Participating Entity's requirements will be unique, as are the architectures and technologies used. Contractor will work with each Participating Entity on individual Participating Addendum and subsequent SOWs.	
Question 99	Attachment B : Account and Technical Questionnaire	Please share details on the application-landscape/inventory at CT in terms of business-functionality and technology-stack.
Answer 99	See answer to Question 98.	
Question 100	Attachment B : Account and Technical Questionnaire	Please elaborate on the tech stack for current data ecosystem: Which cloud hyperscaler is in use (AWS, Azure, GCP, Snowflake, etc.)? What are the on-prem databases used?
Answer 100	See answer to Question 98.	
Question 101	Attachment B : Account and Technical Questionnaire	What is the data integration/ETL tool that is in use?
Answer 101	See answer to Question 98.	
Question 102	Attachment B : Account and Technical Questionnaire	In terms of Business Intelligence/Data reporting, what platform is in use (Tableau, PowerBI, QuickSight, SAP BOBJ, etc.)....?
Answer 102	See answer to Question 98.	
Question 103	Attachment B : Account and Technical Questionnaire	In relation to Artificial Intelligence and Machine Learning, what is the current/future-state tool used to develop AI/ML models? (SageMaker, Dataiku, Alteryx, DataRobot, SAS...etc.
Answer 103	See answer to Question 98.	
Question 104	Attachment B : Account and	Please clarify the business scope under consideration for this RFP. https://portal.ct.gov/ provides the following businesses.

	Technical Questionnaire	Business Driving and Transportation Education Government Health & Human Services Jobs & Employment Land & Environment Public Safety Recreation Revenue
Answer 104	See answer to Question 98.	
Question 105	Attachment B : Account and Technical Questionnaire	Please provide volumetrics of Incidents, Prbs, SRs and Change Requests for Infrastructure Support and Operations across the following IT services areas for the last 2 years for on prem Datacenter and also Cloud Services. Computing Services(Windows / Linux), Service Desk, Storage Management, End User Computing, Network, Disaster Recovery, Database Administration, Security Services.
Answer 105	See answer to Question 98.	
Question 106	Attachment B : Account and Technical Questionnaire	Please confirm should the SMEs or contractors have SC cleared and/ or should be US based citizens
Answer 106	<i>"Contractor shall maintain a record of current background checks as well as United States ("U.S.") Citizenship and Immigration Service Form I-9, Employment Eligibility Verification issued by the U.S. Department of Homeland Security and U.S. Citizenship and Immigration Service supporting each Contingent Workers authorization for employment in the U.S."</i>	
Question 107	Attachment B : Account and Technical Questionnaire	Supplier assumes that the financial responsibilities associated with tools/ license of Hw and Sw will be retained by State of CT
Answer 107	<i>All associated costs of the Proposers solution must be incorporated into the proposal.</i>	
Question 108	Attachment B : Account and Technical Questionnaire	Service Desk: What are the different mediums in which the Service desk needs to be supported? Like phone, email, web, chat...etc. Is it an infra only Service Desk or is application support required? Please provide the list of applications that require support. Also please provide the technology layout of the Service Desk implementation.
Answer 108	<i>The State is looking for the Proposer to describe what is offered in regards to service desk support and support available to clients.</i>	
Question 109	Attachment B : Account and Technical Questionnaire	EUC : Please provide a technology breakup of the estate - Messaging and Collaboration, Desktop Services , VDI. Please share detailed architecture diagrams/inventory of component such as Messaging & Collaboration : High Level Design of Active Directory Topology. List of Messaging & Collaboration users, mailboxes, assigned pools and policies etc.? Enhanced Messaging service provided by Exchange - e.g. Blackberry Enterprise Server, etc.? Different versions of Exchange, IBM Lotus Domino and Zimbra servers used in the state's environment? Specific Security requirement/conditions for Messaging infrastructure? Desktop : Please provide a list of end point devices (Desktop/ Laptop/ Mobile Devices / Smart Phones / Tablets/ Distribution servers), location, make & Model, configurations &

		AMC, OS System versions (Win, Mac, Linux etc.) VDI : Please share the count of VDI - persistent and non-persistent/Version/Tools installed (Antivirus/Firewall etc.) What is the current VDI technology and does the State approve the usage of VPN to connect from offshore to the Client network.
Answer 109	See answer to Question 98.	
Question 110	Attachment B : Account and Technical Questionnaire	Database : How many database instances (along with the database count) are running on each database technology?(Oracle, SQL Server, DB2 UDB, IMS, Sybase, MySQL and etc.). Please provide the count for each technology based on the environment(e.g.: Production/ QA/ UAT/ Development)
Answer 110	See answer to Question 98.	
Question 111	Attachment B : Account and Technical Questionnaire	Computing : Please provide a technology breakup of the estate . For example : Please provide the inventory list of servers with all the possible details provided below along with the various technologies being used Physical / Virtual Critical application running Cluster / Non-cluster
Answer 111	See answer to Question 98.	
Question 112	Attachment B : Account and Technical Questionnaire	Storage Mgt : Please provide a technology breakup of the estate. Ex: Storage technologies used along with their Asset Count.
Answer 112	See answer to Question 98.	
Question 113	Attachment B : Account and Technical Questionnaire	Networking : Please provide a technology breakup of the estate - For example : Please share detailed architecture diagrams/inventory of component such as 1. User LAN 2. DC LAN 3. WAN 4. Sample Remote office 5. Video Architecture(Audio, Video Conferencing, Contact Center Deployment details) 6. Wireless Inventory 7.service packs 8.Routers and Switches 9.Monitoring Tools
Answer 113	See answer to Question 98.	
Question 114	Attachment B : Account and Technical Questionnaire	Please provide a summary of on-going initiatives: Ex: Cloud Transformation, App Modernization etc. and the current platform used.
Answer 114	See answer to Question 98.	
Question 115	Attachment B : Account and Technical Questionnaire	Please provide the inventory of security technology (make/model/version, deployed location and quantity) for the below defined roles Cyber Security Analyst Cyber/Information Security Engineer

		Information Security Analyst Network Security Administrator Network Security Architect Network Security Engineer Security Administrator Security Analyst Security Engineer
Answer 115	See answer to Question 98.	
Question 116	Attachment B : Account and Technical Questionnaire	Please share the technology versions of Java and. NET in the skill mix provided in the cost structure.
Answer 116	See answer to Question 98.	
Question 117	Attachment B : Account and Technical Questionnaire	Please confirm are there any specific resourcing painpoints that Proposer would have to address through the solution
Answer 117	See answer to Question 98.	
Question 118	Is it mandatory to provide pricing for each type of position on Appendix A? Will Proposer be disqualified if Proposer includes pricing for a subset of the 75 positions?	
Answer 118	Yes. Proposers must supply all positions listed.	
Question 119	Attachments B & C. Would the State please clarify if the submission is both in Excel documents and PDF documents? For example, does the State expect Attachments B and C in excel format, and a response to 22PSX0086_Jan_18_solicitation_doc in PDF format?	
Answer 119	Attachment responses must be in the same format as the requested attachment. Response submissions must be via the Bid Portal. See Addendum 1 for guidance.	
ATTACHMENT C BUSINESS QUESTIONNAIRE		
Question 120	Is it mandatory to provide references from govt. clients in Attachment C - Business Questionnaire? Will the proposal get disqualified if it doesn't have govt. clients references in it?	
Answer 120	Providing less than the stated requirements will affect the scoring of the Proposer's response.	
Question 121	Solicitation. 21. References. Would the State please clarify if the required references on page 21 of the Solicitation are the same references expected in Attachment C or if they are to be different references submitted in another document?	
Answer 121	"Contractor shall provide references from separate organizations as required in the Questionnaire tab."	
Question 122	Attachment C. Would the State please clarify if the required references within Attachment C must be separate client organizations or if the required references may overlap between Government Clients, Top Customers, and Subcontractors? For example, can a reference utilized for the Government Clients tab also be utilized for the Top Customers tab?	

Answer 122	<i>See answer to Question 23. The various requests for experience and references demonstrates in part the Proposer's ability to meet the evaluation criteria "demonstrated performance, experience, capabilities and resources" for a multi-state Award.</i>	
Question 123	Attachment C. Would the State please clarify the that the Subcontractor tab in Attachment C refers to any Subcontractor who will be performing Managed Service Provider functions and is not referring to the Staffing Resource Providers who will be supplying IT Contingent Workers within Participating Entities' Programs?	
Answer 123	<i>Attachment C has been updated to include a Tab 3a and Tab 3b. In Tab 3a, Proposer shall provide information about any subcontractors, other than Staffing Resource Providers, being utilized to perform tasks, provide services, or fulfill other obligations under the Master Agreement resulting from this RFP. In Tab 3b, Proposer shall provide information about its top ten Staffing Resource Providers, as well as the total number of Staffing Resource Providers and Contingent Workers available through the Master Agreement. Please note that the requirement to provide affidavits from subcontractors has been replaced with a certification from Proposer.</i>	
Question 124	Attachment C Business Questionnaire - Subcontractors. Attachment C Business Questionnaire Tab 3 Subcontractors Is Proposer supposed to list vendors who would participate in Proposers vendor network and who would supply candidates to open requisitions or is Proposer only to list subcontractors Proposer are partnering with to provide services performed by the MSP supporting the contract (ex: Account managers, back office support, etc.).	
Answer 124	<i>See answer to Question 123.</i>	
Question 125	Attachment C Business Questionnaire - Government Accounts. Are the answers for the "Website Link" and "Company Industry" referring to the proposer or the Government entity listed in that section?	
Answer 125	<i>The information requested refers to the government entity listed.</i>	
Question 126	Attachment C : Business Questionnaire	Some of Proposers customer details are confidential. Can Proposer provide the company details without providing reference. Also do let us know the minimum clients to be provided as reference.
Answer 126	<i>Providing less information than required will affect the scoring of the Proposer's response.</i>	
Question 127	Attachments B, C & Solicitation. Would the State please clarify the differences between the references required in Attachment B, Experience Tab; Attachment C, Govnt Clients Tab, Top Customers Tab, and Subcontracts Tab; and the references listed on Page 21 of the Solicitation? Would the State please clarify if these references may overlap?	
Answer 127	<i>See answer to Question 23. The various requests for experience and references demonstrates in part the Proposer's ability to meet the evaluation criteria "demonstrated performance, experience, capabilities and resources" for a multi-state Award.</i>	

ATTACHMENT D SECURITY DISCLOSURE STATEMENT

Question 128	Attachment D. Due to the intense nature of the audit conducted by a Federally approved 3 rd Party Assessor (3PAO) would the State Accept a FedRAMP/StateRAMP Ready Approval Letter and Readiness Assessment Report (RAR) in lieu of answering the individual questions?	
Answer 128	<i>The Fed/RAMP letter and report may be supplied in addition to answering the individual questions.</i>	
Question 129	Does the State require all the legal documents that were included in the solicitation (Service Agreements, Attachment D, Attachment E, and Attachment F) to be signed and sent with the RFP response or just the main Service Agreement?	

Answer 129	Attachment D and responses must be submitted with the response. Attachments E and F do not need to be submitted with the response.	
ATTACHMENT F PARTICIPATION INFORMATION		
Question 130	Attachment F. 1. Historical Usage. Will the State please provide the reported historical sales volume for each Participating Entity by respective year (2018, 2019, 2020, 2021)?	
Answer 130	More detailed information regarding sales volume for individual Participating Entities for years 2018, 2019, 2020, and 2021 is not being provided at this time.	
MASTER AGREEMENT AND EXHIBITS		
Question 131	Master Agreement. 17. 15. Would the State confirm that the licensed software includes the Contractor’s Vendor Management System and that the VMS source code and object code will need to be put into the Escrow Deposit?	
Answer 131	This will be determined at the time of Award.	
Question 132	Master Agreement. 45. D.2. Given that the 10% service level credit will likely exceed the MSP fee, would the State please clarify that the ten (10%) service level credit shall be calculated based upon the ten (10%) credit of the MSP Service fee and VMS Service fee, and not the full invoice amount? If so, would the State be open to modifying the language as follows, “2. If after two (2) consecutive months and the receipt of two (2) written notices the metric thresholds set forth in the PMTR are not met, Contractor shall credit the Purchasing Entity affected in the amount equal to ten (10%) percent of the Purchasing Entity’s MSP Service fee and VMS service fee. If Participating Entity terminates the SOW, or the SOW expires prior to the next payment, then Contractor shall pay Purchasing Entity the amount of the MSP Service fee and VMS service feel owed within thirty (30) days of Purchasing Entity’s written notice to Contractor. The ten (10%) percent of the MSP service fee and VMS Service fee shall be calculated based on Purchasing Entity’s most recent invoice associated with the submittal of the written notice.”	
Answer 132	The service level credit shall be based upon the invoice amount, as stated in the RFP.	
Question 133	Master Agreement Deliverables	The Master Agreement appears to be specific to Deliverable Based projects with many references to SOWs and the acceptance of deliverables associated with Purchase Orders but no mention of the T&M services. Are the deliverables referenced specific to the implementation of a program for a participating entity?
Answer 133	T&M services will be outlined in a SOW and will vary for each project. A Purchase Order will be created/issued in accordance with a SOW.	
Question 134	Master Agreement Deliverables	What are the deliverables required from the Proposer with regards to managing this contract?
Answer 134	This will be determined at the time of Award.	
Question 135	Master Agreement – Exhibit C SLA SLAs	Is Proposer held to the SLAs in Exhibit C, can Proposer propose alternatives, or can a participating entity modify the SLAs in their Participating Addendum?
Answer 135	See answer to Question 136.	
Question 136	Will the State of CT accept exceptions to the terms and conditions within the Service Agreement provided? If so, would the State prefer a redlined copy or a list of exceptions?	

Answer 136	<i>Per Evaluation Process and Criteria "Review and proposed edits to (1) 22PSX0086 Master Agreement and Exhibits". A redlined version is preferred.</i>