**TECHNICAL PROPOSAL FORMAT**

Bidder shall use the format below for Technical Proposal responses. Bidder’s proposal shall be written directly into this attachment. The Bidder Response boxes will expand to accommodate multiple lines of text.

**Executive Summary (Section 2.3.1 of the Solicitation):**

The Executive Summary must provide an overall strategy that describes the Bidder’s understanding of the requirements presented in this RFP, the State’s approach and how the Bidder provides Hourly-Based IT Services.

Enter Executive Summary Response into the box below:

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| --- |
| **Bidder Response:** |
|  |

**Detailed Narrative (Section 2.3.2 of the Solicitation):**

The Detailed Narrative must indicate how the Bidder will provide Hourly-Based IT Services. The seven (7) topics that the Bidder must address in this Section of the Technical Proposal are as follows:

1. **Company Background** – The Bidder must have a strong background in providing Hourly-Based IT Services. Bidder must be able to hire, deploy, and manage IT staff in the quantities required by Authorized Users and within a ten (10) Business Day timeframe. Bidder must include responses to all the following:

|  |  |
| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. Experience in the delivery of Hourly Based IT Services with Government entities in multiple locations simultaneously. Bidder should include in their narrative, at minimum:
	1. Actual number of years/months experience with Governmental entities.
	2. A comprehensive list of Government entities.
	3. Actual locations where staff have been deployed.
 |  |
| 1. Capacity to undertake, manage and complete assignments promptly and to the satisfaction of the Governmental entity. Bidder should include in their narrative, at minimum:
	1. Internal resources and/or Subcontracting network
	2. Examples of how this is accomplished.
 |  |

1. **Organizational Structure** - Bidder must possess adequate staffing resources, financial resources and organization to perform the type, magnitude, and quality of work specified in this RFP. Bidder must include responses to all the following:

|  |  |
| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. Staff that will be used to perform the type, magnitude and quality of work. Bidder should include in their narrative, at minimum:
2. Specific roles and responsibilities for staff who will execute and manage the resulting Contract.
3. Specific roles and responsibilities for staff who will provide placements under the resulting Contract.
 |  |
| 1. Organization’s current payment processes including how company ensures prompt payment of direct and subcontracted employees.
 |  |

1. **Capacity** - Bidder must possess and/or demonstrate a business presence throughout New York State that supports its Proposal to recruit staff across New York State (specifically, the three regions identified in Attachment 9 – *Job Titles, Skill Levels, Regions*). Bidder’s capacity will be evaluated by its historical ability to provide the types of Job Titles set forth in this RFP. Bidder must include responses on all the following:
2. For Job Titles identified in Attachment 9 – Job Titles, Skill Levels, Regions, the Bidder must demonstrate how many resources (may include both Prime and Subcontractor placements) for each title that they have provided to a government entity in the last two (2) years (June 2016 through May 2018). Do not count the same resources placed multiple times unless it was for a different Engagement. Bidder must fill out Table 1 below.

**TABLE 1 – CAPACITY REPORTING**

|  |  |
| --- | --- |
| **Job Title** | **Number of Resources Provided to a government entity in Past Two (2) Years** |
| **Region 1** | **Region 2** | **Region 3** |
| Business Analyst |  |  |  |
| Cloud Engineer |  |  |  |
| Database Administrator |  |  |  |
| Database Architect |  |  |  |
| Database Manager |  |  |  |
| Graphic Designer |  |  |  |
| Help Desk Manager |  |  |  |
| IT Manager |  |  |  |
| IT Specialist |  |  |  |
| Network Administrator |  |  |  |
| Network Architect |  |  |  |
| Operations Manager |  |  |  |
| Programmer |  |  |  |
| Project Manager |  |  |  |
| Security Analyst |  |  |  |
| Security Manager |  |  |  |
| Software Analyst |  |  |  |
| Software Architect |  |  |  |
| Software Developer |  |  |  |
| Software Manager |  |  |  |
| Systems Administrator |  |  |  |
| Systems Analyst |  |  |  |
| Systems Architect |  |  |  |
| Systems Developer |  |  |  |
| Technical Writer |  |  |  |
| Tester |  |  |  |
| Training Developer |  |  |  |
| Web Administrator |  |  |  |
| Web Designer |  |  |  |
| Web Developer |  |  |  |
| Web Manager |  |  |  |

1. **Recruitment (Quality Control) -** Bidder shall demonstrate an organizational philosophy that includes effective strategies for attracting, recruiting, and retaining human resources. Bidder must describe how it proposes to use its resources to provide quality Candidates, including the methods, strategies, and resources necessary to satisfy the terms of the resulting Contract. Bidder must include a description of its philosophy, strategies, and outcomes in attracting, recruiting and retaining employees. Bidder must also include a description of the specific strategies that will be used in the resulting contract. Bidder must include responses on all the following:

|  |  |
| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. How Bidder will recruit, interview, hire, maintain, and replace staff with the qualifications and in the numbers as determined by the Authorized Users. Bidder should include in their narrative, at minimum:
	1. Sources and locations of recruitment.
	2. Screening and review/interview mechanisms.
	3. Procedures and timeframes for acquiring staff.
 |  |
| 1. Provide a sample of relevant standards and procedures. Bidder should include in their narrative, at minimum:
	1. Process for matching Candidate to desirable skill level, including:
		1. How Candidates are recruited.
		2. How Bidder utilizes networks to locate Candidates.
		3. Identify industry standard tools utilized.
		4. Describe how outreach is conducted.
	2. Process for performing background checks.
		1. Description of screening process/procedures.
		2. Details of types, and name(s) of companies used.
	3. Process for performing resume verification, such as work experience, certifications, and education.
	4. Candidate interview process.
 |  |
| 1. What process does Bidder propose to provide quality Candidates within the required five (5) to ten (10) Business Days response time (Section 6.4.3.1) as needed to Authorized Users? Bidder should include in their narrative, at minimum:
	1. The process for identifying the Candidate to be proposed, including:
		1. The day to day tasks that occur upon receipt of the request through identification and validation of the proposed Candidate.
		2. How the Bidder approaches the Position requirements.
		3. Internal timeliness mechanisms.
	2. The level of automation involved.
 |  |
| 1. The proposed Candidate must be available to report to an Engagement in no more than ten (10) Business Days from notification of placement (Section 6.6.3). How does the Bidder propose to meet this requirement? Bidder should include in their narrative, at minimum:
	1. The process for relocation, if necessary.
	2. How notice is given to the proposed Candidates current employer.
	3. Outreach to Authorized Users.
 |  |

1. **Rentention and Attrition -** Bidder must provide a narrative description of the steps to enhance retention of Candidates. Bidder must include responses on all the following:

|  |  |
| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. Methodologies used to retain Candidates and fulfill their placements. Bidder should include in their narrative, at minimum:
	1. Specific examples of rewarding good Candidates/Companies.
	2. Extent of benefits offered.
 |  |
| 1. What leads to Candidate turnover and how does bidder handle? Bidder should include in their narrative, at minimum:
	1. Reasons for turnover in the IT field.
	2. Plans to mitigate turnover.
	3. How the Authorized Users needs are met.
 |  |
| 1. What is a typical duration of the staff Engagements that the Bidder is currently involved in (i.e., three months, six months, nine months, one year, two years)?
 |  |
| 1. Describe how Bidder handles a Selected Candidate who needs to be terminated due to poor performance or security issues including all aspects from notification through resolution. Bidder should include in their narrative, at minimum:
2. Internal process in place.
3. Established guidelines, including a visual flowchart.
 |  |
| 1. What training and development opportunities (if any) does the Bidder offer/require for Candidates? Bidder should include in their narrative, at minimum:
	1. Specific training plans in place for Candidates/Companies.
	2. Annual training requirements.
 |  |

1. **Subcontractor Management -** Bidder must provide a narrative description of how the Bidder utilizes/manages Subcontractors. Bidder must include responses on all the following:

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| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. Identify all proposed subcontractors and provide a description of how and to what extent Bidders propose to utilize Subcontractors. Bidder should include in their narrative, at minimum:
	1. Plan for utilizing Subcontractors.
	2. A comprehensive list of Subcontractors.
	3. How Subcontractors are recruited and engaged throughout the life of the Contract.
	4. Description of the responsibility of the Prime Contractor versus the responsibility of the Subcontractor.
 |  |
| 1. Bidder is reminded a goal of 15% for MBE, 15% for WBE (Section 7.11) and 6% SDVOB (Section 7.12) usage has been established for all cumulative purchases on the resulting Contract. How does Bidder plan to recruit and/or utilize MWBEs, SDVOBs and SBE’s? Bidder should include in their narrative, at minimum:
	1. Description of pre-established relationships.
	2. Process for recruitment and utilization.
	3. Identify dedicated staff utilized for outreach and maintenance.
 |  |

1. **Client Management -** Bidder must provide a narrative description of how it plans to maintain a relationship with New York State and manage their Selected Candidates throughout the life of the resulting Contract. Bidders must include responses on all the following:

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| --- | --- |
| **Question/Topic:** | **Bidder Response:** |
| 1. Knowledge transfer methods. Bidder should include in their narrative, at minimum:
	1. Specific established processes.
	2. Examples of how this has been accomplished.
 |  |
| 1. Bidder’s plans to address the need for a replacement of Selected Candidates if an Authorized User finds a retained individual unacceptable or unable to perform the tasks. Bidder should include in their narrative, at minimum:
	1. Procedures for corrective action.
	2. Procedures for mitigation.
	3. Response time for providing replacements.
 |  |
| 1. How do you plan and monitor the work provided by the Selected Candidates to the Authorized User? Bidder should include in their narrative, at minimum:
	1. Specific processes/procedures in place.
	2. Experience with planning and monitoring.
 |  |