



Questions and Answers

Bench Contracts RFP Specification No. IT25-0021F

All interested parties had the opportunity to submit questions in writing by email to Brittany Riolo by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. Navigate to [Current Contracting Opportunities / Services Solicitations](#), and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

- 1. Question: Is this a newly initiated project, or is it a continuation of an existing one?**
Answer: Previous RFP (Specification No. IT19-0441F) for Temporary Staffing Master Services was issued in 2019, leading to contracts with 8 vendors effective May 2020 – May 2025.
- 2. Question: If it is ongoing, kindly provide the names of the current service providers/incumbent vendors?**
Answer: Apex Systems LLC, Morris and Willner Partners Inc, Phoenix Business Inc, Sage Group Technologies Inc, 22nd Century Technologies Inc, CCS Global Tech Inc, LanceSoft Inc, The Stergion Group Inc.
- 3. Question: Could you provide details on the previous expenditure associated with this contract?**
Answer: Between all 8 contractors the City has issued tasks totaling \$6,010,099 as of January 31, 2025
- 4. Question: Could you confirm if it is possible to obtain the proposals or pricing details of the incumbent vendors?**
Answer: Yes it is possible, that data is subject to public records request.
- 5. Question: Are there any specific challenges or issues currently being faced with the existing vendors?**
Answer: None that have been raised with contract administrator.
- 6. Question: Can you clarify the expected number of awards for this solicitation?**
Answer: Depending on the quality of responses, we anticipate awarding between 4 and 8 vendors contracts.
- 7. Question: Is there any preference or priority given to local vendors for this contract?**
Answer: Section 10.8 outlines the scoring metric on the Equity in Contracting, which awards additional points to vendors who meet minority owned, small business, and women owned businesses in the state of Washington, but there are no additional points awarded for local vendors who do not meet one of the Equity in Contracting requirements.
- 8. Question: What was the last IT Staffing RFP number and title?**
Answer: RFP (Specification No. IT19-0441F) for Temporary Staffing Master Services
- 9. Question: Can you provide a copy of the previous RFP?**
Answer: See attached



Questions and Answers

10. Question: Can you provide all the winning proposals including each winning proposers responses to the RFP and their resulting contracts?

Answer: See attached

11. Question: Can you provide the scoresheet for this RFP and all their proposers?

Answer: No. Those documents are not available.

12. Question: While filling out the Price Proposal Form, is an exact rate, price range, or do not exceed preferred?

Answer: A not to exceed amount is required as you will be held to that rate in the contract and on subsequent task. You can submit a resource on a task for less but not more than your proposed price.

13. Question: Regarding Amendment 10.3, Section B, should we provide resumes for the positions listed in Section 10.3 A, or for each position mentioned in the Technical Specification section?

Answer: You should provide 6 resumes. One for each of the resources provided in 10.3A

14. Question: Will federal funds be used?

Answer: It is possible, though no federal funds were used in the current contract over the last 5 years.

15. Question: We see the prevailing wage mentioned in the sample contract in the RFP, but we are missing the wage determination sheets—can you tell us if that will be applicable?

Answer: This is not a Public Works Contract. This will not be applicable.

16. Question: Does the font requirement in Section 10 mean that we can only use Arial or Times New Roman or may we use both? (E.G. Headers set in Arial and body copy set in Times New Roman)?

Answer: In general, I would recommend using the same font for the entire document. Arial and Times New Roman are recommended because they are easy to read. You won't lose points because you change fonts.

17. Question: Is it permissible to include a cover page (to easily identify our company's bid), cover letter (to introduce our proposal response), and/or a table of contents (for easy reference to proposal contents)? If so, would they be counted in the page count?

Answer: Many vendors do include a cover page but it does count toward your 20 page limit, not including the pricing sheets, resumes and other requested documents.

18. Question: Is there an incumbent vendor(s) for this RFP?

Answer: There are 8 (Apex Systems LLC, Morris and Willner Partners Inc, Phoenix Business Inc, Sage Group Technologies Inc, 22nd Century Technologies Inc, CCS Global Tech Inc, LanceSoft Inc, The Stergion Group Inc)

19. Question: What is the timeline to kick off the engagement from the time the SAC makes their selection(s)?



Questions and Answers

Answer: ASAP. Our current contracts expire in May. Ideally, we would have new contracts in place by June.

20. Question: Will deployed resources use hardware from the City of Tacoma or supplied by the vendor?

Answer: Remote resources will need to use their own hardware to remote into remote desktop devices hosted by the City. Onsite resources, will likely be provided City devices if their work requires access to the City's network.

21. Question: Is there a requirement for support beyond Pacific Time Zone business hours?

Answer: Change windows are outside of business hours. If the work the resource is doing is impacted by or involves a change, then it is possible they will need to be online after hours to verify the change was successful. Some other services may need resourcing support during off hours but this would be rare.

22. Question: Will it be necessary to send 2 resumes for each role in category, or is 2 resumes per role for all categories sufficient (10.3 clarifies two examples for following roles only, even though price list has several more profiles: Project Manager, GIS Technician, SAP Business Analyst)?

Answer: 10.3b is asking for the resumes of the resources listed in 10.3a. For 10.3 a total of 6 resumes should be submitted.

23. Question: What should be the assumption for the Hybrid w/travel price proposal? How many days per week/month on site?

Answer: Hybrid with travel should estimate 1-week (5 day) blocks, of travel per month. That rate could be written as an addition to the remote rate. For example, if the remote rate for a resource was \$150 per hour, the Hybrid travel rate could be written as: Remote rate + \$50 per hour during travel week. You could also include a minimum travel cost or flat rate for travel. For example, Hybrid rate would be: Remote rate + \$1500 travel fee per week.

24. Question: Are WMS (work and asset management, procurement management), HCM (human capital management), and FMS (finance management) processes supported by SAP (Category 2)?

Answer: Yes

25. Question: For offshore remote – what countries and regions are allowed?

Answer: Regions with Data Protection Laws and strong cybersecurity infrastructure. Regions not know for state sponsored cyber activity.

26. Question: For offshore remote – what countries and regions are preferred?

Answer: Regions adhering to General Data Protection Regulation (GDPR) - European Union; Personal Information Protection and Electronic Documents Act (PIPEDA) – Canada, Privacy Act 1988 – Australia, Digital Personal Data Protection Act (DPDPA) – India.

27. Question: If we wanted to submit bio's and pictures of our staff who will be supporting the City of Tacoma, will these pages count against our 20 page limit?



Questions and Answers

Answer: No, required documents such as resumes, pricing proposals, insurance documents are not counted toward the 20 page limit.

28. Question: Will the resumes for our staff (the people from our companies performing consulting placements) count against our 20 page limit?

Answer: No

29. Question: Does the Price Proposal Form and Signature Page count against our 20 page limit?

Answer: No

30. Question: Regarding 10.3 Qualifications / Experience of Key Personnel: Provide two examples of your firm's available resources for the following roles: Project Manager, GIS Technician, SAP Business Analyst...are you looking for two examples of available resources for each of the three (3) following roles...so six (6) total?

Answer: Yes

31. Question: Regarding 10.8 Equity in Contracting , we are a State of Oregon MBE certified company. Does the City of Tacoma recognize our State of Oregon MBE status and ultimately allow us to earn the 5 points on this particular RFP? We were hoping there was some kind of inter-state reciprocity.

Answer: No, we only accept certification from the Washington Office of Minority and Women's Business Enterprises (OMWBE).

32. Question: The RFP states the City of Tacoma is looking for qualified firms to "provide supplemental support and professional services." Can you kindly describe in detail what a typical engagement looks like for supplemental support vs. professional services?

Answer: Appendix A outlines a lot of the detail for the roles in what we are looking for and the skills required. For this RFP, supplemental support means providing additional assistance to maintain an existing system or service, like back-filling a vacancy until a new person can be hired full-time. Professional services refers to project-based work that requires expertise to achieve a specific goal or deliverable.

33. Question: Approximately how much of the \$9,000,000 budgeted to spend will be on supplemental support vs. professional services?

Answer: The dollars are available for either request type. I don't have an estimate what the percentage break out would be but in the current Master Services Contract about 90% has gone toward professional services engagements.

34. Question: You mention wanting to chose qualified firms for this RFP. Approximately how many firms are you looking to award RFPs for this potential \$9,000,000 spend over 3-5 years?

Answer: See Question 6

35. Question: Of the 8 categories listed on the RFP, approximately how much does each category have budgeted to spend? If you don't have your budget set yet, what is the estimated spend for each of the 8 categories? If you cannot answer these two



Questions and Answers

questions, can you please indicate of the 8 categories how you would rank them in order of need.

Answer: Needs vary each year and there is no set amount per category. Historically, Category 2 and Category 7 have had the highest spend ratios.

36. Question: For Category 1 Workforce Productivity, what do you consider an operator? Please define.

Answer: System Operator. Their role would be to manage and maintain computer systems, networks, or servers.

37. Question: Could you define what you consider Travel expenses?

Answer: Airfare, hotel, per diem, rental car

38. Question: Can you define what you consider to be Hybrid...how many days, hours, etc is a person expected to be onsite in the office for a Hybrid role?

Answer: See response to Question 23. In hybrid role, I would expect 1 week per month on site.

39. Question: Will the City of Tacoma be providing computers and any other tools needed in order for the consultants to perform their work? You had mentioned in the bill rate section a mention of “any tools or costs required to service the account and complete the work” so looking for clarification here.

Answer: Remote resources will need to use their own hardware to remote into remote desktop devices hosted by the City. Onsite resources, will likely be provided City devices if their work requires access to the City’s network. If a resource is brought on site for specialty services, we would expect they would have tools needed to provide that service. Like a plumber having a wrench or a diagnostic technician having diagnostic tools.

40. Question: Regarding Section 6.6, approximately what time on 3/19 will the written answers to questions will be posted along side the specifications at www.tacomapurchasing.org?

Answer: By end of day, unless an extension is granted.

41. Question: Would it be possible to get an extension with the current due date of the RFP, currently at 3/25/2025? Could this be extended another 1-2 weeks perhaps? Your response to these questions on 3/19 means it’s a very quick turnaround to make the 3/25 deadline. Thank you for your thoughtful consideration regarding this.

Answer: We will consider an extension.

42. Question: Please share the names of your incumbents. Can the City provide a web link where we can access their existing contracts?

Answer: See Questions 2 and 4. No, a weblink is not available.

43. Question: Does the City have any pain points with the existing vendors?

Answer: See Question 5. No.

44. Question: Does the City intend to provide any preference to local vendors?



Questions and Answers

Answer: Washington State vendors who meet the Equity in Contracting requirement outlined in 10.8 will be awarded additional points.

45. Question: What was the City's expenditure for similar services in the year 2022, 2023, and 2024?

Answer: In 2022, we assigned tasks totaling about \$1.9M. In 2023, we assigned tasks totaling about \$900K, In 2024, we assigned tasks totaling about \$2.2M.

46. Question: How many staff augmentation requests were made by the City in the years 2022, 2023, and 2024? Additionally, could you share the top 10 most important roles that have been most in demand?

Answer: In 2022, 11 tasks were assigned. In 2023, 6 tasks were assigned. In 2024, 9 tasks were assigned. Most commonly assigned are Project Manager, SAP Support, GIS Support, Business Analyst, Integration Specialists, Analytics Support, and Organizational Change Manager.

47. Question: What is the anticipated number of requisitions that would be released under this contract?

Answer: The current contract has 48 Tasks that have been issued over the last 5 years.

48. Question: What would be the minimum duration of projects for which the City would require resources?

Answer: No minimums or maximums have been set.

49. Question: Can the selected resources work from an offsite location? If yes, has the City determined an onsite-offsite work ratio?

Answer: Most of the resources (44 of 48) brought on in the last 5-years have been 100% remote.

50. Question: Will the selected resources be required full-time or part-time? If part-time, is there a minimum hours commitment?

Answer: Each task is different. Most tasks will likely request full-time engagement.

51. Question: Will you be publishing a more usable version of the pricing table, ideally in Excel?

Answer: See Addendum No 1.

52. Question: Considering that this is a 3-year RFQ, and we are unable to predict which staff will be available when Tacoma has any particular staffing need, can we assume the SAC will be willing to meet with our engagement managers who would be overseeing the quality of work and customer satisfaction of any future project?

Answer: Yes. Periodic reviews of customer satisfaction can occur. Though you will likely be notified early on in a Task Assignment if a resource is unsatisfactory.

53. Question: Regarding 10.3 Qualifications / Experience of Key Personnel: Provide two examples of your firm's available resources for the following roles: Project Manager, GIS Technician, SAP Business Analyst...when you say examples, we assume you mean resumes but can you clarify that? If you mean resumes, will these resumes we



Questions and Answers

provide count against our 20 page limit? Most resumes tend to be 2+ pages and that can eat up the page count of 20 pretty quickly.

Answer: Resumes are not included in the 20-page limit. See Question 20.

54. Question: Your RFP outlines eight distinct service categories. How important is cross-category integration in your evaluation? Would you prefer vendors who can provide comprehensive coverage across all categories, or are you open to specialized vendors who excel in specific domains? [Section 3, Pages 5-6 (Scope of Services and Deliverables)]

Answer: We select multiple vendors for the Master Services Bench Contract because we understand some vendors specialize in specific service categories and do not want to exclude them from consideration. If there is a service category listed that your company does not operate in, you are under no obligation to submit pricing for it. However, vendors who are able to provide resources for multiple service categories are preferred.

55. Question: The RFP mentions that you will solicit proposals for each project or job (Task Assignment) from contracted firms. Could you clarify if there will be a minimum guaranteed volume of work for awarded vendors, or if task assignments will be competitive among all contracted firms? [Section 1, Page 5 (Background)]

Answer: There is no guaranteed volume of work among the vendors and task assignments will be competitive among all contracted firms.

56. Question: How does this temporary staffing initiative align with the City of Tacoma's long-term IT strategy and digital transformation goals? Are there specific technology domains where you anticipate increased staffing needs over the next 3-5 years? [Section 3, Pages 5-6 (Scope of Services and Deliverables)]

Answer: The City is currently engaged in an ERP migration and that project is consuming a lot of internal resources across all the IT service domains. This contract allows us to bring in specialty resources as well as backfill current staffing needs to help us deliver services and projects to our customers. There is no specific domain that we anticipate an increased need from at this time.

57. Question: What are your expectations regarding onboarding timeframes for various role types? Is there a standard timeframe from task assignment award to having resources actively engaged? [Section 3, Pages 5-6 (Scope of Services)]

Answer: One week is our preferred timeframe.

58. Question: Beyond standard background checks, are there specific security clearances required for personnel who will access sensitive City systems or data? If so, could you provide details on these requirements by role category? [Technical Specifications, Pages 15-20]

Answer: Different roles will require varying levels of security clearance. Some Data roles may require a CJIS certified resource. Other security compliance requirements may be required based on the level of access they need.

59. Question: What knowledge transfer processes are currently in place between City staff and supplemental resources? Is there a documented approach to ensure



Questions and Answers

continuity when transitioning between internal and external resources? [Section 3, Pages 5-6 (Scope of Services)]

Answer: Knowledge transfer happens on a task-by-task basis. If required, it will be written into the task assignment. There is no standard or documented approach to knowledge transfer at this time.

60. Question: The Price Proposal Form distinguishes between onsite with travel, hybrid with travel, onshore remote, and offshore remote options. Could you elaborate on your expectations for each model and what percentage of roles you anticipate falling into each category? [Appendix B, Price Proposal Form]

Answer: See response to Question 23 for expectation in pricing model. I would expect the majority of task assignments will be filled by onshore remote resources.

61. Question: The Price Proposal Form requests rates for Junior, Mid, and Senior level roles. Could you provide more specific definitions of these levels (e.g., years of experience, skill sets, responsibilities) to ensure our pricing aligns with your expectations? [Appendix B, Price Proposal Form]

Answer: **Junior level**, will have at least 2 years experience in the specific role. Has a basic understanding of tools, processes, and methodologies but requires guidance and supervision from a Mid or Senior level mentor. This person will be good at one or things but has a working knowledge of others.

Mid level will have at least 5 years of experience in the specific role. Has a solid grasp of their domain. Proficient in technical and functional aspects of the job and can handle moderately complex tasks independently. They can manage smaller projects or components of larger ones independently and may mentor junior colleagues. This is your Jack of all trades but master of none.

Senior level: will have at least 8 years of experience in the specific role, often with a specialty expertise. Deep technical knowledge and problem-solving abilities. Strong leadership and strategic thinking. Leads projects, mentors team members, and makes critical decisions. Often involved in planning and strategy. This person has mastered at least one thing and that is likely what we are hiring them for.

I would expect most of our requests will be for a senior level resource.

62. Question: Are there provisions for emergency staffing needs that might arise outside the standard Task Assignment process? If so, what is the expected response time for such requests? [Section 3, Pages 5-6 (Scope of Services)]

Answer: All tasks submitted will have a due date but we are able to select a resource as soon as we find one that meets our needs, even if that is before the submittal deadline. As such, it is recommended that task assignment submissions be submitted ASAP.

63. Question: Beyond the contractual requirements for key personnel, what are your expectations regarding staff retention and continuity for the supplemental workforce? Are there specific measures or KPIs you use to evaluate this? [Section 18, Page 12 (Commitment of Firm Key Personnel)]



Questions and Answers

Answer: Our expectation is that once a resource is assigned to a task that they complete the task and we have been fortunate in the last 5 years to have a high success rate with that expectation. We do not maintain any KPI's on vendor performance to this expectation currently.

64. Question: How do you currently evaluate the technical competency of supplemental staff? Is there a standard technical assessment process that vendors should be prepared to support? [Technical Specifications, Pages 15-20]

Answer: If a resource meets the Task requirements, the Department Manager, with your help, will schedule a meeting with them to further assess qualifications.

65. Question: The scope includes support for various systems including SAP, SharePoint, and ESRI. Could you provide more details on the versions and specific modules/components of these systems that require support? [Technical Specifications, Categories 1-8, Pages 15-20]

Answer: We are currently migrating from SAP ECC to S/4, we are evaluating many of the modules and integration options. WMS (work and asset management, procurement management), HCM (human capital management), and FMS (finance management) make up our Core ERP. We are primarily on SharePoint online but do have a small onsite environment. We are evaluating the cloud based ESRI GIS platform for ArcGIS but are currently on-Prem.

66. Question: How do you envision your technology stack evolving over the contract period? Are there any planned migrations, upgrades, or new platform adoptions that would require specialized skills not explicitly mentioned in the current specifications? [Technical Specifications, Pages 15-20]

Answer: SAP and ESRI ArcGIS are the most prominent at this time. The City is adopting more cloud technology. Enterprise Asset Management is a consideration. Various aspects of Microsoft Purview are under review. Records Management is also being discussed.

67. Question: Will the evaluation criteria for individual Task Assignments mirror the overall RFP evaluation criteria, or will there be different weighting or additional factors considered? Section 1 indicates selection based on "best-qualified firm", but doesn't specify the exact criteria. [Section 1, Page 5 (Background)]

Answer: Each department manager will use their own criteria for evaluating Task Assignment responses. The resources expertise in the requested area and cost will likely be the determining factor in most cases.

68. Question: What key performance metrics or SLAs will be used to evaluate vendor performance throughout the contract? Are there specific benchmarks for response times, resource quality, or other factors? [Section 3, Pages 5-6 (Scope of Services)]

Answer: Currently we do not measure vendor performance.

69. Question: The contract includes options for renewal beyond the initial three-year term. What factors will influence renewal decisions, and are there opportunities for vendors to propose contract optimizations or enhancements during the contract period? [Section 4, Page 5 (Contract Term)]



Questions and Answers

Answer: After the initial 3-year term an amendment must be done to renew the contract. At that time additional proposals could be requested, like new roles being added, or updates on pricing terms for job categories and roles. The renewal will need to be mutually agreed upon by both parties. From the City's perspective, unless there is a breach of contract issue, we would renew.

70. Question: The RFP states that billing rates shall be firm throughout the initial 3-year term and subject to escalation at the beginning of renewal terms. Could you clarify what inflation index or market rate adjustment methodology you anticipate using when considering escalation requests? [Section 10.4, Page 8 (Fees and Charges / Method of Billing / Hourly Rates)]

Answer: That is up to the vendor to decide. When we submit Task Assignment price will be a consideration on which resource we choose.

71. Question: Beyond the initial selection criteria, what ongoing success metrics will you use to evaluate contracted firms? Will there be a performance-based element to future Task Assignment distributions? [Section 9, Pages 6-7 (Evaluation Criteria)]

Answer: We currently do not evaluate vendor performance under this contract. Unless a need arises, we likely won't on this contract either.

72. Question: How will you weigh experience with government and public utility clients compared to private sector experience? Is experience with similar-sized municipalities given preference? [Section 10.2, Page 7 (Qualifications/Experience of Firm)]

Answer: There are unique challenges that come with contracting with Government and Utility clients. Having this exposure does carry some weight as outlined in section 10.2b on the RFP. Highlighting experience with other municipalities of our size or larger would likely be seen as beneficial from the Selection Committee.

73. Question: The RFP mentions that references may be used to clarify information and that the City reserves the right to contact references other than those included in the submittal. Could you elaborate on your reference verification process and what specific aspects you typically evaluate? [Section 9.2, Page 7 (Evaluation Criteria)]

Answer: Our primary interest in reference checking is to verify the information provided in the response is accurate. Then we would want to know if they would hire your firm again.

74. Question: Regarding Information Assurance services, do you have specific compliance frameworks (beyond PCI, CIP, GDPR, and CJIS mentioned) that your cybersecurity program adheres to? Are there particular security certifications you require for staff working in these roles? [Category 8: Information Assurance, Page 19-20]

Answer: Different roles will have different requirements based on the level of access they receive to our systems infrastructure and data. These requirements would be outlined in any Task that is issued.



Questions and Answers

75. Question: For Decision Support services, could you provide more details about your current data governance framework and how supplemental staff would be expected to integrate with these practices? [Category 3: Decision Support, Page 16-17]

Answer: For most Task Assignments in this category we would be looking to temporarily fill vacancies in key roles, like Data Architect and System Integrator. Some project work may require expertise outside of our organization or resource availability we don't have.

76. Question: Regarding Technology Operation services, what is the current DevOps maturity level in your organization? Are supplemental staff expected to help advance your DevOps practices, or primarily operate within existing frameworks? [Category 5: Technology Operation, Page 17-18]

Answer: I would expect for the most part that we would work within the existing framework but emerging technologies like AI/ML may change things at a pace in which we can't keep up on our own in which case we may need resources to help grow the framework.

77. Question: While the RFP indicates there are no EIC requirements for this project, could you share any aspirational goals the City has for diverse supplier participation? Are there specific areas within the scope where partnerships with certified diverse businesses would be particularly valuable? [Section 10.8, Page 10 (Equity in Contracting)]

Answer: The City is committed to expanding its efforts to achieve equity in contracting. Here is a link to more information on the City's efforts, [Equity in Contracting - City of Tacoma](#)

78. Question: The sustainability section includes questions about organizational sustainability plans and reduction targets. Could you elaborate on how these aspects will be evaluated on a pass/fail basis and how they might influence Task Assignment decisions? [Section 10.7, Page 9-10 (Sustainability)]

Answer: If you have a sustainability plan, select yes and provide the additional information, you pass and get the 5 points. If not, you fail and get 0 points. A non-response is a fail.

79. Question: Are vendors expected to provide both full-time and part-time temporary staffing?

Answer: Each Task Assignment is going to be different, but most Task Assignments are looking for Full-time resources.

80. Question: Are any of the roles/categories mandated to operate from onsite only?

Answer: Yes, some of the roles, such as PC Support, Network Engineer, Telecom Engineer, and Communication Service Specialist would likely require an onsite resource.

81. Question: Are there any seat charges allocated to vendors for resources stationed onsite?

Answer: Vendors or resources would not incur a seat charge for access to software or services. The City would provide access to everything the resource needs to provide the service.



Questions and Answers

- 82. Question: The rate sheet indicates Onsite and Hybrid with travel. What are the travel requirements here? Does hybrid mean onsite/offsite?**
Answer: See Questions 23 and 38.
- 83. Question: The rate sheet seeks offshore rates. Do you currently have offshore remote resources engaged? If yes, what %age of your IT resources is offshore?**
Answer: The City does currently have offshore resources engaged on a large project. The number of offshore resources fluctuates month to month. Between 5% and 20% of our IT resources are offshore during this project.
- 84. Question: Can you provide an estimated volume and frequency of staffing requests over the contract period based on historical data?**
Answer: See Questions 45, 46, and 47.
- 85. Question: Can we bid for specific roles/categories and not for all?**
Answer: Yes
- 86. Question: Are there any specific requirements regarding background checks, etc. to be addressed?**
Answer: As outlined in section 10.5, we just want to know what your company does for background checks. If a Task Assignment requires a more extensive background check the City will request one for the selected resource.
- 87. Question: Is the projected spending of \$9M across the 5 years of duration of the contract?**
Answer: Yes. Up to \$9M.
- 88. Question: Are these completely new requirements being bid for the first time? If this has been bid earlier, are vendors from such contracts participating in this bid as well?**
Answer: We expect some current vendors will bid for this RFP also.
- 89. Question: Please confirm how many vendors will be awarded this time.**
Answer: See Question 6
- 90. Question: What was the incumbent name, budget and spent for the previous contract? How many FTEs are currently utilized by the City under this contract?**
Answer: See Questions 2, 3, 45-47.
- 91. Question: For the section, 10.1.d “Location of the office from which work will be performed”, please confirm if there is any local preference in the evaluation.**
Answer: See Question 44 and 97.
- 92. Question: Ref to, “b. Provide resumes of the resources that would be servicing the City. Include experience and number of years performing consulting placements, education, training, and certifications relevant to that role.” Please confirm if the City is requested resumes of the key project staff that will be assigned to the city on this project.**



Questions and Answers

Answer: 10.3 b is asking for resumes for the 6 resources requested in 10.3 a.

93. Question: Ref to, “10.8 Equity in Contracting – 5 points”, how much percentage a prime must subcontract with the certified firm to get maximum points in this area.

Answer: The grading in this section is graded on a pass/fail basis. Any subcontracting with a certified firm will warrant the full five points.

94. Question: The section "23. EQUITY IN CONTRACTING" states that there is no EIC requirements, however the City has assigned 5 points to the certified firm, please clarify, if there is a requirement or not and how will a vendor fulfill the criteria for the said 5 points.

Answer: There is no requirement, meaning that a firm will still be considered during evaluation regardless of their certification with the Washington Office of Minority and Women's Business Enterprises (OMWBE). If a firm is either certified with OMWBE or subcontracts with a firm that is certified, the full five points will be awarded and counted toward their total points in evaluation.

95. Question: With reference to Section 2 (Minimum Requirements) "The vendor has to be able to work in Washington State", please confirm if this requirement relates to participating vendors being licensed to operate in the State of Washington.

Answer: Yes

96. Question: With reference to Section 10.1.d (Executive Summary) "Location of the office from which work will be performed", please confirm if it is mandatory to have a physical office in the State of Washington, and if preference will be given to vendors with physical presence in the State of Washington.

Answer: It is not mandatory to have a physical office in Washington and no preference will be given to vendors who do unless they meet the Equity in Contracting requirements.

97. Question: Section 10.2.c: Is the City referring to the turnaround time from the initial request from the City to when the vendors would need to submit a response?

Answer: Yes. How long will it take your firm to respond after a Task Assignment is submitted by the City?

98. Question: Section 10.3. a: If our firm does not offer GIS or SAP specific roles, would we just provide example Project Managers?

Answer: Yes

99. Question: Section 10.3.b: Given that we do not know the timing of any one engagement, can we provide representative resumes of consultants that could be available to the City? Additionally, how many are you seeking here? Is two to three per category sufficient? For example, we have more than 50 consultants that could be available at any given time for any given scope of work.

Answer: Yes



Questions and Answers

100. Question: Section 11: Can the City clarify who would need to be in attendance for the interviews? And given the evaluation timeline, would the interviews take place before or after the formal evaluation is completed?

Answer: A representative from the firm who could answer questions related to the responses in the RFP and someone who could speak to the contracting process should be in attendance. Interviews would take place after the initial evaluation and before the final scores are submitted.

101. Question: Section 18: Can the City please describe the Key Personnel? Are these key staff that could be available for work requests? Are you anticipating that only the Key Personnel provided in our proposal would be able to participate in subsequent work? Would we be able to propose additional consultants as the need arises to ensure the best fit for a role?

Answer: This is the primary contact for the City to the Vendor. This would be the person we submit our Task Assignments to or receive them from. If this is a different person, it should also be the person we submit amendment requests to, when the time comes.

102. Question: Appendix B: Could the City provide an Excel file for the rate table? Does the City want the pricing tables to be incorporated into the proposal document or as a separate, stand-alone file?

Answer: Excel file is pending. Submit Price Proposal as an attachment; it will not be counted in the 20-page limit.

103. Question: The page 18 of the RFP asks for offshore remote pricing. Please define the meaning for offshore for City of Tacoma.

Answer: Resources not in the United States

104. Question: Given that our company is certified as a Minority-Owned Business Enterprise (MBE) through the NYC Department of Small Business Services, and understanding that it is not feasible to obtain a separate MBE certification from Washington state within the required time frame, will the City of Tacoma recognize our existing NYC MBE certification?

Answer: No, we only accept certification from the Washington Office of Minority and Women's Business Enterprises (OMWBE).

105. Question: Respectfully, would the City of Tacoma provide a two-week extension to the current due date of March 25, 2025?

Answer: See Question 41

106. Question: Could the City clarify whether vendors can submit their responses via email or in person?

Answer: Submit an electronic copy via email

107. Question: If a vendor sends the response via email, should it also be submitted in person?

Answer: No



Questions and Answers

- 108. Question:** Should vendors submit the Submittal Checklist with their proposal response?
Answer: Yes.
- 109. Question:** Should vendors include the Respondent's Guide in Section 10.7: Sustainability of the proposal response, or should they just copy and paste the questions into the proposal?
Answer: Copy and paste is acceptable, along with a sustainability statement and current practices.
- 110. Question:** If a vendor is not certified by Washington State, would they be disqualified?
Answer: No. Being certified would entitle the vendor to the five points assigned to that section but is not a requirement to bid.
- 111. Question:** If a vendor is not certified by Washington State, is it mandatory to subcontract with a certified firm to participate in this bid?
Answer: No. See answer above.
- 112. Question:** On the Signature Page, under E.I. No., can vendors provide their FEIN?
Answer: Yes
- 113. Question:** What is the difference between the State Business License Number and the State Contractor's License Number?
Answer: A Contractor's License is required of construction contractors. Business licenses are for all conducting business in the state who meet certain criteria.
- 114. Question:** If a vendor does not have an organizational sustainability plan and/or policy, would they be disqualified?
Answer: No, they would just not be entitled to the five points assigned to that section.
- 115. Question:** Is there any SBE/MBE/WBE goal for this solicitation?
Answer: No.
- 116. Question:** Is there any incumbent to this solicitation?
Answer: See Question 2 and 89
- 117. Question:** Could vendors apply to one specific category or is it a requirement to apply to all categories?
Answer: Vendors can apply to selected categories. See Question 55.
- 118. Question:** How many firms is the City looking to award?
Answer: See Question 6
- 119. Question:** Are electronic signatures allowed?
Answer: Yes



Questions and Answers

- 120. Question: In which section of the proposal response should vendors add the Signature Page and the Pricing?**
Answer: The signature page is currently placed in the correct spot on the RFP but points won't be deducted if you put the signature page first or last. The pricing proposal could be a separate document or added to the end of the submittal with the other appendix items requested.
- 121. Question: Could the City please confirm the required forms that must be submitted with the proposal?**
Answer: Signature page, Price Proposal Form
- 122. Question: Could the City please grant an extension on the due date?**
Answer: See Question 41
- 123. Question: Is it mandatory to bid for all the staffing positions?**
Answer: No. See Question 55.
- 124. Question: Is it necessary to have licenses to do business in WA at the time of the submission or is required post-award?**
Answer: Business licenses are not required at time of submission.
- 125. Question: We are a California MBE firm certified by NMSDC and by NCTRCA. Do we qualify to meet the MBE goal?**
Answer: No, we only accept certification from the Washington Office of Minority and Women's Business Enterprises (OMWBE).
- 126. Question: Could the City please confirm the link to find a directory for firms certified by Washington State?**
Answer: <https://omwbe.diversitycompliance.com/FrontEnd/SearchCertifiedDirectory.asp>
- 127. Question: Can a firm subcontract with various primes?**
Answer: Yes
- 128. Question: Can a firm bid both as a prime contractor and as a subcontractor?**
Answer: Yes
- 129. Question: 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?**
Answer: A business license is not required in the proposal response.
- 130. Question: Does the City accept remote resources to work on this engagement?**
Answer: Yes
- 131. Question: Does the City accept offshore resources to work on this engagement?**
Answer: City accepts offshore resources.



Questions and Answers

- 132. Question: Does the City prefer on-site resources to execute this engagement?**
Answer: No
- 133. Question: Could the City please confirm the anticipated number of requirements per year?**
Answer: See Question 46 for a 3-year history of the current contract Task Assignment numbers.
- 134. Question: In case firms are submitting confidential information in the response, is it required to provide a redacted version?**
Answer: Documents submitted under this RFP shall be considered public records, and with limited exceptions, made available for inspection and copying by the public. Information that is confidential or proprietary must be clearly marked.
- 135. Question: Could the City kindly clarify the exact number of attached files needed for the response?**
Answer: Signature Page, Price Proposal Form, and resumes
- 136. Question: Could the City please clarify if firms can utilize subcontractors to meet the requirements of this opportunity?**
Answer: Subcontractors may be utilized.
- 137. Question: Could the City please clarify if subcontractor references are allowed to be used for the services provided?**
Answer: Subcontractor references are allowed if they would be servicing the City.
- 138. Question: Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?**
Answer: The budget is for all vendors; allocation will be determined based on the award of Task Assignments throughout the contract.
- 139. Question: If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?**
Answer: If needed, additional funds may be allocated with a contract amendment.
- 140. Question: Are the vendors allowed to subcontract at the Task Order Level?**
Answer: Yes
- 141. Question: Are commercial references allowed?**
Answer: Yes
- 142. Question: Are references for ongoing contracts preferred?**
Answer: No. Preference would be like sized cities and other government agencies. See question 73.
- 143. Question: How many departments will benefit from the MSA? Could you please share the list of those departments?**



Questions and Answers

Answer: The contract will be available for all City Departments to use. It is likely only 4 or 5 departments would use it if they needed it.

144. Question: Could the City please confirm if the proposal should be submitted in a specific format (e.g., binders, folders, or loose sheets)

Answer: Only requirement is an electronic copy.

145. Question: Are there any specific requirements for sealing and labeling the submission package (e.g., company name, RFP number, etc.)

Answer: Include RFP number IT25-0021F and Vendor name.

146. Question: Is an electronic copy of the submission required along with the physical copies?

Answer: The only requirement is an electronic copy.

147. Question: Are there any specific packaging instructions, such as separate envelopes for different sections of the proposal?

Answer: See above question.

148. Question: Should vendors submit any USB copies?

Answer: No

149. Question: How many copies of the proposal are required for submission (e.g., original and duplicate copies)?

Answer: One electronic copy, submitted via email is the only requirement.

150. Question: Should all forms and documents be signed in wet ink, or are electronic signatures acceptable?

Answer: Electronic signatures are acceptable.

151. Question: Under 3. SCOPE OF SERVICES AND DELIVERABLES, the last sentence cuts off at ' the below categories', however, there are no categories mentioned below, could the City please provide the categories?

Answer: Categories are listed in the Technical Specifications section in Appendix A.

152. Question: Is it mandatory for firms to have public utility experience?

Answer: No

153. Question: Is this requirement for temporary staff augmentation that firms will recruit, or the City would want the firm's in-house staff to perform the required services?

Answer: The City has no preference on the way firms manage resources. Turn-around time is a consideration though.

154. Question: Provide two examples of your firm's available resources for the following roles: Project Manager, GIS Technician, SAP Business Analyst.- Please explain if firms need to provide 2 resumes per position or 2 resumes in total?



Questions and Answers

Answer: Please provide 2 resumes per position.

155. Question: Provide two examples of your firm's available resources for the following roles: Project Manager, GIS Technician, SAP Business Analyst.- Could the City please confirm if vendors can provide sample resumes as the resources may not be available till the time of the contract?

Answer: Please provide resumes of resources who would be available to service the City.

156. Question: Provide resumes of the resources that would be servicing the City'- Please confirm if these resources refer to key personnel of the firm?

Answer: We don't need your CEO's resume. We are more interested in the quality of resources you can provide the City for various task assignments. For section 10.3b provide the resumes of the people you provide in 10.3a.

157. Question: The references must have worked with the firm within the last three years.' - is this requirement of references for a person or the whole firm?

Answer: Your client references in section 10.6 must be clients that your firm has worked with in the last 3 years.

158. Question: Demonstrate industry leadership across these areas. Is the Respondent an EnviroStars recognized business? Provide any relevant certifications and/or verified results. - Is it mandatory for firms to be an Envirostars business? Would it make a respondent disqualified in case they are not?

Answer: It is not mandatory

159. Question: Are firms allowed to pick categories and subcategories?

Answer: Yes

160. Question: For the required categories, are firms supposed to provide personnel from the firm's employees to fulfill the required services?

Answer: There is no requirement that they have to be employees. They can be independent contractors or sub-contractors.

161. Question: Under Technical specifications, could the City please confirm if the experience requirement is for the people who will provide services or the bidding firm?

Answer: The experience requirement is for the resource submitted for the Task Assignment.

162. Question: Are firms supposed to pay holiday benefits, and overtime to the temporary employees?

Answer: The City has most holidays off and we general work during normal business hours. How your firm manages your resources pay is up to your firm and the resource.

163. Question: For the request to "provide two examples of your firm's available resources for the roles of Project Manager, GIS Technician, and SAP Business Analyst" — should these examples be candidate resumes from the organisation or resumes of key personnel?



Questions and Answers

Answer: The resumes should be from available resources that could fill these roles that your firm could provide. We don't need your CEO's resume.

164. Question: Regarding the request to "provide resumes of the resources that would be servicing the City, including experience, number of years in consulting, education, training, and certifications relevant to the role" — are you requesting candidate resumes or key personnel resumes?

Answer: Candidates.

165. Question: In Section 10.8 on Equity in Contracting, is subcontracting mandatory, or can we submit a bid independently without subcontracting?

Answer: Bid may be submitted without subcontracting

166. Question: If subcontracting is required, can you share the link of the subcontractors?

Answer: Subcontracting is not required.

167. Question: For the request to "provide a statement regarding your ability to meet the City's credit card requirements as well as identifying your reporting capabilities" — Do we have to submit this with the proposal or post award?

Answer: Provide the information in your submittal.

168. Question: Qualifications of key personnel - Regarding the requests for available resources, can you elaborate on the specific skills needed:

Project Manager – technical PM or business minded PM?

GIS Technician – any specific modules or software?

SAP Business Analyst – any specific areas of expertise or modules? Are you looking for functional / configuration experience?

Answer: **Project Manager** – We do a lot of IT projects. How about one that has delivered medium to large IT projects.

GIS Technician – We use ArcGIS from ESRI.

SAP Business Analyst – HCM, FMAS, and WMS.

169. Question: Pricing - Can we use a range from Junior to Senior instead of breaking out into 3 categories?

Answer: Yes

170. Question: Pricing - We don't see a column for local resources that will not require any travel – where do we add this category?

Answer: Please include in Onsite w/ Travel and indicate 0 for travel.

171. Question: Pricing - Can you define hybrid for us? Will this be a certain number of days in the office or dependent on certain assignments/projects?

Answer: Work is largely remote, but on-site work may be necessary depending on assignments/projects. (See also Questions 23 and 38)



Questions and Answers

172. Question: Pricing - If an assignment is labeled hybrid will the resource need to come into the office weekly or could it be less than weekly?

Answer: See Question 23 and 38

173. Question: Pricing - Regarding travel costs – can we add + travel which would indicate a reimbursement of actual travel costs or are you wanting all rates to include all travel costs is applicable?

Answer: Travel costs are subject to the published GSA rates. See also Question 23. You can add a separate rate for Travel time.

174. Question: Pricing - Travel for hybrid resources – this will be difficult to forecast as it will vary per engagement. Can we add + travel which would indicate a reimbursement of actual costs (preapproved by manager and must adhere to the CoT T&E Policy)? Local hybrid resources may have zero travel costs whereas resources living outside the local area may have additional travel related expenses.

Answer: Yes. See Question 23.

175. Question: Does CoT have a guideline for what they consider Junior versus Senior role (e.g. years of experience)?

Answer: See Question 62.

176. Question: Does the response cover page and table of contents count toward the 20 page response max limit?

Answer: Yes

177. Question: Section 10.3.a: You request two examples of your firm's available resources for the following roles: Project Manager, GIS Technician, SAP Business Analyst. Are you requesting 2 example resumes for each of these roles (6 total resumes) or providing 1 example resume for at least 2 of the 3 roles (2 total resumes)?

Answer: Provide 2 example resumes for each of the roles (6 total)

a. Please confirm that these example resumes are NOT included in the 20 page max response limit, but could be included in an Appendix.

Answer: See Question 28

178. Question: Section 10.3b: You request resumes of the resources that would be servicing the City. Please confirm this is considered the Account management team (separate from the example resumes per role requested above)?

Answer: No. we are not evaluating your account management teams resumes. We want to see what to see what kind of resources you can provide in 10.3a.

a. Confirm these resumes are NOT included in the 20 page max response limit

Answer: They are not. See Question 28



Questions and Answers

179. Question: Section 10.4 requests providing hourly rates for each job role by category specifying rates for Junior and Senior level roles.

a. Is it an option to respond or only be considered for certain roles versus all roles or would RFP scoring be negatively impacted by not responding to all roles?

Answer: Provide rates for only the roles that your firm is offering.

b. The price proposal form includes a column for providing Junior, Mid-Level, and Senior level roles. Does that mean it's acceptable to leave the Mid-Level pricing columns blank?

Answer: Yes

c. If we do not provide offshore support is it acceptable to leave offshore pricing columns blank without being penalized in scoring?

Answer: Leave blank if not applicable.

180. Question: Do you intend to award contracts to firms per Service Category or just overall (not unique per service category)?

Answer: Contracts will be awarded to firms without specifying service categories.

181. Question: Will the City consider extending the Submittal due date?

Answer: See Question 41

182. Question: Is there a specific place in the response where we should indicate that we meet the minimum requirements detailed in Section 2?

Answer: Please include the information in the cover letter or executive summary

183. Question: Would you like us to provide our UBI number as evidence that we can work in Washington State?

Answer: UBI number may be submitted but not required in the response. If contract is awarded, vendor agrees to obtain necessary licenses needed to conduct business in Tacoma, Washington.

184. Question: For Qualifications/Experience of Key Personnel - section 10.3 - it requires that we provide two examples of firm's available resources: Project Manager, GIS Technician, and SAP Business Analyst. If we want to submit to only one of the categories, f.ex. Professional Services, do we need to provide the examples and resources for roles in a different category?

Answer: Provide information on the resources your firm offers.

185. Question: For each Category sought, do we need to be able to provide resources for all of the roles included in that category, or can we submit for some (but not all) the roles in that category?

Answer: Please provide a not to exceed rate for all the roles your firm is able to fill.



Questions and Answers

186. Question: Since offshore resources are generally more affordable, is there any category for which you expect to have onshore resources only?

Answer: No.