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Purchasing & Logistics

IMPORTANT BID ADDENDUM

January 22, 2021

**FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS
MAY SUBJECT YOUR BID TO REJECTION ON THE AFFECTED ITEM(S):**

RFP Number: 19-RFP-015296-DAD

COMMODITY/SERVICE: Staff Augmentation; HOPE Program

ADDENDUM Number: 01

USING AGENCY: NCORR

PURCHASER: Angie Dunaway

OPENING DATE/TIME: February 2, 2021 at 2:00 pm ET

INSTRUCTIONS:

Proposal Opening changed to February 2, 2021 at 2:00 PM ET.

1. Below are the responses to questions received by the 2:00 PM ET January 20, 2021 deadline for questions.

Question #	Reference	Question(s)	Answer(s)
1	General	Has the State already participated in demo sessions or received proposals from “call center” vendors? Is there an incumbent?	No, to both questions.
2	General	Was there an RFI previously issued for this SOW?	No
3	General	Why is the RFP classified under the category of Staff Augmentation with commodity codes: 958-77 Project Management Service (NIGP) and 801016	The Interactive Purchasing System (IPS), the system used by North Carolina for advertising, only allows posting

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		<p>Project management (UNSPSC), but one of the state requirements is to provide a Call Center in addition to staffing services?</p> <p><i>Vendor shall provide turnkey services to establish a virtual Contact Center (call center) including but not limited to the staff sourcing, training, phone system setup, IT systems management, and staff productivity management. Vendor shall be responsible for sourcing and/or procuring all necessary resources and systems to provide Contact Center services to NCORR. Attachment A: Pricing does not have a dedicated line item for these costs; all NCORR approved costs shall be reimbursed by NCORR underneath the total Not-to-Exceed value of the contract. In its proposal, Vendor shall describe its experience in establishing virtual call centers and shall also provide an exact timetable for Contact Center setup measured in calendar days following the Effective Date of the contract</i></p>	<p>of solicitations under one commodity code. The commodity code used is the most reflective of the majority of the services required.</p>
4	General	<p>Based on the volume of work, why is the due date for proposals less than two weeks from release? The turn-around seems rather brief given the release on a Friday afternoon before a holiday.</p>	<p>Due to the urgent need for staff augmentation services to support the HOPE Program a quick turn-around is required.</p> <p>However, NCORR will extend the proposal opening to February 2, 2021 at 2:00 PM ET.</p>
5	General	<p>Given the known delays with USPS why are electronic proposals not being accepted?</p>	<p>Electronic proposal submissions are not allowed by Department policy.</p>
6	General	<p>What evaluation, if any, was given to encouraging HUB vendors to apply? Are there any additional points given to minority vendor responses?</p>	<p>In addition to posting the RFP to the Interactive Purchasing System the RFP was also posted to the North Carolina HUB Office website and to the NCORR ReBuild NC website. Furthermore, the Department of Public Safety Purchasing and Logistics Office has a dedicated HUB Liaison Manager</p>

			<p>responsible for HUB outreach efforts.</p> <p>North Carolina Executive Order 150 has a ten percent HUB participation <i>goal</i>. A local geographic preference is not allowed by federal law (2 CFR 200.319(b)).</p>
7	Section 5.5 REQUIREMENTS, page 17	<p>RFP Section 5.5 REQUIREMENTS Page # 17 states, <i>“Vendor shall provide a detailed resume only for the staff proposed for the following positions. All of the following staff must be available immediately upon the Effective Date of the contract. Resumes and experience for the following staff shall be assessed by NCORR during Evaluation.”</i></p> <p>We'll be providing the resume of our bench candidates. Due to the processing time involved in the bids, we can't hold them for very long. The actual candidates might vary at the time of actual contract signing and deployment. NCORR may evaluate them at that time and approve. Please confirm that this is acceptable.</p>	<p>See Section 5.7: Staffing. “Vendor shall submit a list of proposed personnel dedicated to the performance of this Contract with their RFP response (See 5.5: Requirements). Vendor shall specify which staff will be assigned to each role...”</p>
8	Section 5.5, page 17	<p>This section asks Vendors to provide “detailed resume[s] only for the staff proposed for the following positions,” followed by a list of positions. Most of these positions are single; however, we are asked to provide resumes for “All HOPE Program Supervisors” and “All Business Systems Staff.” Does NCORR have a specific number of these positions in mind? For example, the estimated hours in the pricing form suggest 10 HOPE Program Supervisors and three Business Systems Analysts. Please confirm if these reflect the desired number of resumes, or if NCORR prefers Vendors to provide resumes based on their own estimates of staff required to perform the work.</p>	<p>Estimated Hours for the One (1) Year Contract Term are based on a standard work week for one staff person working 40 hours per week. This equates to 2,080 per staff person per year. Vendor shall be prepared to provide at least the level of staffing equating to: (total number of estimated yearly hours per position / 2,080 hours per year = count of staff to be proposed.)</p> <p>Vendors must review Section 5.5 in detail. Vendor shall propose its plan to surge staff to the highest level possible as described in Attachment A: Pricing.</p>

			<p>Vendor shall only present specific resumes for the 11 position types specified in Section 5.5 (greater than one resume is required for some positions):</p> <p>Specifically in Vendor’s response, the following counts of distinct resumes are required:</p> <p>One (1) HOPE Program Manager</p> <p>One (1) Contact Center Manager</p> <p>Ten (10) HOPE Program Supervisors</p> <p>One (1) Utility Programs Manager</p> <p>One (1) Public Housing Manager</p> <p>One (1) Accounting Manager</p> <p>One (1) Training Manager</p> <p>One (1) Reporting Manager</p> <p>Three (3) Business Systems Analysts</p> <p>One (1) Communications Manager</p>
9	<p>Section 5.5, Item G, page 24</p>	<p>Under “Web Developers,” item a.i specifies that “Vendor is not required at this time to ... web hosting service, but may be requested to later.” This sentence appears to be missing a key word. Please clarify.</p>	<p>Corrected to: “2. Web Developers”</p> <p>a. Provide turnkey services for web development.</p> <p>i. Vendor is not required at this time to provide web hosting services, but may be requested to later.</p>

10	General	How long (# of hours/days/etc) is training for call center agents on the Salesforce system of record?	NCORR does not have this information at this time.
11	General	Is all training billable?	Time and Effort spent on training, developing training, would be submitted to the NCORR Finance office according to established billing procedures.
12	General	Do you anticipate a ramp up period for staffing, or do you want all of them ready on day 1?	Speed is of the essence in delivering service and NCORR anticipates that the work will surge on the front end. See Section 5.5: “In its response, Vendor shall describe in detail its plan to staff to a level requested under this RFP including sourcing plan, ramp up time, and plan to meet surge requests. ”
13	Section 5.5, page 17, 18	It seems the state is seeking the approach to staffing, identification of personnel in Section 5.5, and an approach to the call center operation in their solicitation as our technical approach response. Can the State confirm if this is true and, if not, clarify what additional information would be required to support the technical approach?	See Section 5.4: TECHNICAL APPROACH Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor’s approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included. Vendor’s narrative, outline and/or graph approach to describing its plan to accomplish the Scope of Work will respond to everything falling under Section 5.0 Scope of Work.
14	Attachment A, page 30	Does the State want an hourly rate for Administrative Support Staff and, if so, should the Administrative Support Staff	Vendor will provide an hourly rate for administrative support staff, but the rate will not be

		hourly rate be included in the total? If included, can the state provide an estimated number of hours in order for vendors to accurately reflect the contract not to exceed value?	included in evaluation and will not be included in the total Not-to-Exceed value.
15	Section 5.5, page 17	How does the State anticipate the Contact Center interfacing with Salesforce? Will there be a limitation to the number of licenses offered to contract personnel supporting the Contact Center?	Vendor's staff shall in general all use Salesforce and will be expected to become experts in operating any necessary functions within the system. NCORR will provide licensing to Vendor personnel.
16	Section 5.5, page 17	To what extent will the vendor be able to customize workflows within Salesforce to support workflow management and ensure quality control?	In general, the workflow processes in the system are separately managed and will not be changed by Vendor, however, during the course of the contract Vendor and NCORR may collaborate to define workflow improvement plans.
17	Section 5.5, page 17	Will the State develop a front-end web application to manage the intake process and will that intake process be tied to the Salesforce platform?	Yes
18	General	Vendor is a small minority-owned and HUB certified staffing agency located in Raleigh NC. We have experience with the Atlanta Housing Authority and IT call centers support representatives. Currently we cannot fulfill the entire RFP but wanted to know the best approach to submit an alternate proposal to assist in staffing the call center or any positions related to the RFP?	See section 3.0: "While the intent of this RFP is to award a Contract(s) to single Vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so." NCORR anticipates that in some cases Vendors may propose responses to this RFP that include subcontract

			partnerships for specific items in the Scope of Work.
19	Section 2.6 Proposal Submittal, page 9	Given the challenges of COVID-19, would you be willing to accept an emailed proposal or other digital submission?	See answer to question #5.
20	TOC, page 5	Starting on page 5 there is a line at the top of the solicitation with the word vendor. Are we supposed to sign or initial the entire document and return?	The Vendor's name (typed or handwritten) should appear on this line.
21	Section 5.5 Requirements, page 17	Given that you are providing salesforce and other softwares, what additional softwares, technologies, or equipment would you require a vendor to provide?	Section 5.5 defined how NCORR will work with Vendor in these cases, at this time, NCORR is not able to specify these systems: See Section 5.5: "Vendor shall provide turnkey services to NCORR to solve NCORR's business needs as described by the Scope of Work and may be required to source or procure systems to provide these solutions. NCORR-approved costs resulting from these sourced or procured systems shall not be presented in Attachment A: Pricing, but rather will be reimbursed at cost against the total Not-to-Exceed value of the contract."
22	Attachment D	Can these services be provided 100 percent remote with all employees in the United States?	Yes
23	Section 1.0 Purpose and Background, page 7	Do you have an incumbent providing any of these services?	Yes
24	No reference in RFP document	Is the work intended to be performed remotely by consultants, not in-office at NC DPS-ORR?	Yes
25	Section 5.5.A., page 18	For the Contact Call Center, is NC DPS-ORR requiring a dedicated call center for this single purpose, or if a call center is available to support different needs for different organizations, including NC DPS-ORR, would that arrangement be sufficient?	Vendor shall present its plan to meet the Scope of Work for evaluation.

26	Section 5.5.A., page 18	For the call center specifically, is the work intended to be performed remotely for the Contact Call Center, not in-office at vendor's location or NC DPS-ORR?	Work may be performed remotely within the United States.
27	Section 5.5.D., page 21	For the estimate of software costs to accompany a contact call center, is an estimate without a specific software name sufficient, since there would need to be a study to determine the best tools, with accompanying implementation needs, for the purpose of NC DPS-ORR's project?	No price estimates for software or management systems are required in vendor responses. It is NCORR's anticipated plan that during the course of the contract, needs will be identified and requests for solutions may be asked of Vendor. The direct costs associated with these solutions would be billed against the total Not-to-Exceed value.
28	Attachment A, pages 28-30	Has NC DPS-ORR set a total dollar amount budget for this project? If so, what is the budget?	NCORR cannot share this information.
29	No reference in RFP document	Is the staff augmentation intended to add to the selected vendor's team, which was selected under the previous Request 19-RFQ-015246-DAD?	This contract may supersede any contracted support to the HOPE Program.
30	Section 5.5.A., page 18	Are all of the staff augmentation roles intended to all be filled? Or is it up to the NC DPS-ORR to order some of these role to be filled on an "a la carte" basis?	Vendor must present its plan to accommodate full surge staffing for peak hours per year for all roles identified according to the total estimated hours for the one year contract term.
31	Section 5.5.A., page 18	What is the current number of incoming and outgoing calls a day currently? What is the anticipated range of numbers of incoming and outgoing calls daily ongoing?	NCORR does not have this information in full at this time, however, during the course of about 21 days of open intake, 55,000 applications were completed.
32	No reference in RFP document	Can you provide us information about previous vendors providing these services and fulfilling prior contracts, and any challenges previously experienced on the services for this contract?	NCORR will not provide this information at this time.
33	Section 5.7, page 25	For the resumes - are we to provide full resumes or a high-level detail of candidates that we have on staff and ready to work in these roles?	Full resumes. See 5.5 which outlines this in more detail.

34	Section 2.7, page 10	It says that vendor should return all pages of this RFP, does that mean the state wants us to just add content directly into the RFP provided? Or do we provide a technical response with the required forms in our own template with just the information required? Can you please explain in further detail how the state wants to see our response?	The intent of the vendor returning all pages of the RFP is so there is one document (contract) that contains all information to facilitate contract management. The Vendor should provide their response in a manner that is easy to follow and clearly demonstrates the RFP requirements.
35	Section 5.7, page 25	Would it be sufficient to provide a description of skill-sets and experience, but not specific names, for the roles with extensive numbers of full-time-employees to be provided?	Again, see Section 5.5 which describes this in detail and response to question #8.
36	Section 5.7, page 25	We plan to provide resumes/profiles for the main staff for this proposal. However for some of the Attachment A roles, considering the number of full-time-employees required per role, for example 200 HOPE Program Specialists and 40 Contact Center Specialists, we'd like to provide a description of the experience and skill-sets we'd provide, but until we are awarded the contract, we won't have the names for the high number of full-time-employees per role. Historically we are able to staff large call centers, sometimes within 3 days. Is it sufficient for us to provide resumes for the main staff and provide descriptions of skill-sets and experience for the remainder of staff?	<p>This is not only acceptable, but what is outlined in Section 5.5, again.</p> <p>“In its response, Vendor shall describe in detail its plan to staff to a level requested under this RFP including sourcing plan, ramp up time, and plan to meet surge requests.</p> <p>Vendor shall provide a detailed resume only for the staff proposed for the following positions. All of the following staff must be available immediately upon the Effective Date of the contract. Resumes and experience for the following staff shall be assessed by NCORR during Evaluation:</p> <ol style="list-style-type: none"> 1. HOPE Program Manager 2. Contact Center Manager 3. All HOPE Program Supervisors 4. Utility Programs Manager 5. Public Housing Manager 6. Accounting Manager 7. Training Manager 8. Compliance Manager

			9. Reporting Manager 10. All Business Systems Staff 11. Communications Manager
37	Section 5.7, page 25	We understand that you require the names of all of our personnel who are assigned to this project. Can you clarify if you require resumes only for the 11 titles noted under Attachment A, except for "All" Business Systems Staff" noted under RFP Section 5.5.1? Business Systems Support requiring resumes for all of these roles which you have noted the "anticipated maximum number of hours for each position" estimated at 6,240 hours. Are these additional, Business Systems Support resumes (three to four) need to be included in our response?	See any of the above answers, but specifically question #8.
38	RFP Due Date	We want to be able to provide as complete a response as possible, and with the required information as well as the required hard copy submission would it be possible for a submission deadline extension to next Friday's due date, past 1/29/21?	See answer to question #4. Time is of the essence, we are extending as far as we can.
39	Pricing	What do you expect employee turnover to be?	NCORR does not have information on this however Vendors are cautioned to review the RFP in detail.
40	Section 2.3, RFP Schedule, page 8	Proposals are due at 2PM on 2021-01-29. Will NCORR consider extending the proposal due date an additional one week to February 5?	See answer to question #4 and #38.
41	Section 2.6, page 8	Due to the ongoing COVID-19 pandemic, will NCORR allow proposals to be submitted electronically via email?	See answer to question #5.
42	Section 2.7, page 10	The RFP states that "Vendor should return all pages of the RFP." However, items A-G in this section do not state where the pages of the RFP should be	See answer to question #34.

		included. Please clarify where the RFP should be included within the vendor's proposal.	
43	Section 5.5.G Communications Staff, page 24	Should cost for translation and 508 Compliance be included as a separate ODC? If so, will NCORR provide a revised Attachment A?	Vendors shall provide responses to Attachment A as it is defined now.
44	North Carolina General Terms and Conditions, Section 2, Page 40, Default and Termination	<p>In accordance with Section 2.3, Page 8 of the RFP, we are providing the following as an exception to Section 2 of the General Terms and Conditions. We request that NCORR provide for a cure period before termination. We propose the following revised clause for inclusion in the resultant contract:</p> <p><i>If, through any cause, Vendor shall fail to fulfill in a timely and proper manner the obligations under the Contract, including, without limitation, in these North Carolina General Terms and Conditions, the State shall have the right to terminate the Contract by giving written notice to the Vendor. The notice of termination shall specify the extent to which performance is in default and provide a cure period of no less than fifteen (15) business days. The effective date of termination shall be thirty (30) days after the cure period, and only if Subcontractor has not cured the default. In such event, Subcontractor shall be paid for the Services properly performed prior to such termination. In that event, any or all finished or unfinished deliverables that are prepared by the Vendor under the Contract shall, at the option of the State, become the property of the State (and under any applicable Vendor license to the extent necessary for the State to use such property), and the Vendor shall be entitled to receive just and equitable compensation for any acceptable deliverable completed (or partially completed at the State's option) as to which such option is exercised.</i></p>	NCORR will not amend any Terms and Conditions.

		<p><i>Notwithstanding, Vendor shall not be relieved of liability to the State for damages sustained by the State by virtue of any breach of the Contract, and the State may withhold any payment due the Vendor for the purpose of setoff until such time as the exact amount of damages due the State from such breach can be determined. The State, if insecure as to receiving proper performance or provision of goods deliverables, or if documented Vendor Services performance issues exist, under this Contract, may require at any time a performance bond or other alternative performance guarantees from a Vendor without expense to the State as provided by applicable law.</i></p>	
45	<p>North Carolina General Terms and Conditions, Section 11, Page 45, Intellectual Property Warranty and Indemnity</p>	<p>In accordance with Section 2.3, Page 8 of the RFP, we are providing the following as an exception to Section 11 of the General Terms and Conditions. We request that NCORR make the following edits to this clause:</p> <p><i>If, in the sole opinion of the State, the cessation of use by the State of any such deliverables due to infringement issues makes the retention of other items acquired from the Vendor under this Agreement impractical, the State shall then have the option of terminating the Agreement for convenience, or applicable portions thereof, without penalty or termination charge; and Vendor agrees to refund any sums the State paid for unused Services or other deliverables.</i></p>	<p>NCORR will not amend any Terms and Conditions.</p>
46	<p>North Carolina General Terms and Conditions, Section 16, Page 48, Indemnification</p>	<p>In accordance with Section 2.3, Page 8 of the RFP, we are providing the following as an exception to Section 16 of the General Terms and Conditions. We request that NCORR revise this clause to limit indemnification to third party claims based upon the contractor's gross negligence, that the contractor's liability under this clause be limited to the amounts paid by NCORR under the contract, and that the contractor is not responsible for special, indirect,</p>	<p>NCORR will not amend any Terms and Conditions.</p>

		<p>incidental or consequential damages. We propose the following revised clause for inclusion in the resultant contract:</p> <p><i>The Vendor shall hold and save the State, its officers, agents, and employees, harmless from third party claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Vendor in the performance of the Contract that are attributable to the gross negligence or intentionally tortious acts of the Vendor, provided that the Vendor is notified in writing within 30 days from the date that the State has knowledge of such claims. The Vendor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of Vendor deliverables or Services to the State. As part of this provision for indemnity, if federal funds are involved in this procurement, the Vendor warrants that it will comply with all relevant and applicable federal requirements and laws and will indemnify and hold and save the State harmless from any claims or losses resulting to the State from the Vendor's noncompliance with such federal requirements or law in this Contract. The representations and warranties in the preceding two sentences shall survive the termination or expiration of the Contract. The State does not participate in indemnification due to Constitutional restrictions, or arbitration, which effectively and unacceptably waives jury trial. Vendor's liability under this clause is limited to total amounts paid by the State to Vendor under the contract. In no event shall Vendor be liable for any special, indirect, incidental, or consequential damages, regardless of the legal theory under which such damages are sought, and even if it has been advised of the possibility of such damages.</i></p>	
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47	Section 5.0, Scope of Work, pages 16-19	Are other vendors responsible for delivering any of the services related to the HOPE program? If yes, who are those vendors and what are their areas of responsibility?	NCORR will not share this information at this time.
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Execute Addendum:

VENDOR: _____

AUTHORIZED SIGNATURE: _____

NAME and TITLE (Print or Typed): _____