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Amendment 2
IT CULTURAL CHANGE AND ORGANIZATIONAL MANAGEMENT CONSULTING
SERVICES

CATS+ TORFP E00B200009

Issue Date:
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Questions and Answers

Ladies/Gentlemen:

This addendum is being issued to amend and clarify certain information contained in the above referenced TORFP. All information contained herein is binding on all Offerors who respond to this TORFP. Specific parts of the TORFP have been amended.

Question 1

In **section 3.10.5 Key personnel identified as Cultural Change Manager** as well as in **section 2.1.2 on page no. 2** of solicitation document COM anticipates the work Order immediately upon Task Order award for **one (1) resource** according to the Work Order Process with an option adding up to **5 additional resources** but on **page no. 45** of the solicitation document in the **proposal submission section D** it mentions that the **offeror shall propose Four (4) key personnel in response to this TOPRF, please clarify if we have to provide one key personnel or four.**

Answer

2.1.2 page 2

COM anticipates issuing a Notice to Proceed immediately upon Task Order award for the One (1) Key Personnel, Cultural Change Manager. COM will have the option of adding up to five (5) additional resources to this Task Order for a maximum total of six (6) resources. All resources beyond the initial one (1) will be requested through a Work Order process (See Section 3.14).

5.1 D Proposed Personnel and TORFP Staffing

Offeror shall propose exactly one (1) Key Personnel in response to this TORFP.

Question 2

Section 2.2.1

Can you please provide the budget mentioned in the MITD for both ITS project and the Cultural Change Management Program?

Answer



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The BPW Award for the RSI Contract is approximately 160 million for a 10-year base and 5-year option. The first 5 years was identified as implementation period and second 5 years as maintenance and support. The 5-year option is for maintenance and support.

The CCM Program to be determined based upon offeror's financial proposal and award.

Question 3

General

Is there a separate PMO for the ITS project, or is it envisioned that the CCM provider will also support PMO activities?

Answer: The ITS Project does have a PMO made up of COM and vendor Project Managers and Assistant Project Managers. It is envisioned that the CCM vendor Manager will work with and be in concert with the PMO but not provide Project Management Services. There will be a second vendor specifically for Project Management Services.

If Yes, to a PMO, has the RFP been issued, and is awarded, who is the vendor?

Answer: There is an incumbent vendor providing Project Management Services and CCM/OTM services. The incumbent is Business Solutions Group Inc. The current contract is due to expire February 28, 2022.

Section 2.2.14

Question 4

Project Management Services have been procured...." Please provide the name of the vendor providing PM Services for the program.

Answer

See answer to question 3.

Section 2.2.14

Question 5

"IVV..." Who is the IVV vendor selected for this engagement?

Answer

Department of Information Technologies has contracted with Ernst & Young for IV&V Services for the Compass Program.

Section 2.2.15

Question 6

Please confirm all work is to be completed on-site or can the work be performed hybrid-- combination of on-site and off-site?



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Answer

For the purposes of this TORFP procurement and proposals, assume all work will be done on-site. Given the remanence of the current pandemic, some level of remote work may be performed but the future timeframe of the contract is to-be-determined and may be 100% on-site. Initial remote vs on-site work will be mutually agreed upon with the TO Monitor following award.

Question 7

Section 2.3.2.1.c, d

"overseeing and directing all TO Contractor personnel and subcontractors"--please confirm this is only for this TORFP, or does it extend to other contractors (PM, IVV, Implementation also working on the program?)

Answer

"Overseeing and directing all TO Contractor personnel and subcontractors" refers to this TO only.

Question 8

Section 3.10.2.B

"Demonstrated experience providing services or similar scope...in US federal, state or local government..." Please confirm that a state university for similar services will be accepted as demonstrated experience.

Answer

A state university is part of the state government and will be accepted as demonstrated experience.

Question 9

Section 3.10.3.d, f, l, n, s

Personnel Experience'...Please confirm that the state will accept like qualifications in a similar federal, banking, or commercial environment, for those highlights in the Section, for this question (# 11)

Answer

The experience is expected and will be evaluated as such. "similar federal, banking or commercial environment" experience will not disqualify a vendor's proposal. Any experience that does not meet the expected experience will be scored lower than experience that meets expectations.

Question 10

Section 5.4.2.A.2



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Please confirm that it is acceptable to include only key CCM requirements as part of the response for this section, and all other non-CCM sections may be discussed after the key requirements

Answer

"Key CCM requirements" is not a defined term in the TORFP and is therefore a subject to interpretation. Please read this section carefully and respond with your best understanding.

Question 11

Section 5.4.2.D

"Proposed Staffing"...the state request Offeror to provide four (4) Key Personnel in this section, but Section 1.1.B, states only one (1) Key Personnel--please clarify how many Key Resources should be submitted

Answer

Section 5.4.2.D is in error and should state one (1) Key Personnel, in alignment with section 1.1.B.

Question 12

General

Is there an existing OCM team that is supporting the Comptroller's office? If yes, will the winning vendor be expected to work with that vendor?

Answer

The incumbent vendor's contract is due to expire February 28, 2022.

Question 13

General

Will the client provide a training and/or communication lead? If yes, what level of FTE will be provided?

Answer

The COM's Training Team has a Lead Trainer in conjunction with the IC Vendor and supporting trainers. Currently, there is not a COM Communications Lead.

Question 14

Will a template for questions be provided?

Answer

No template for questions will be provided.

Question 15



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When is the Award Expected?

Answer

We're expecting an award by March 1st.

Question 16

If you're on CATS+, awarded in 2019, what contract year's labor rate should we use?

Answer

Year 8

Question 17

The state called out the training requirement. Does the COM office have a training lead that will liaise with the CCM team to help develop training requirements?

Answer

The COM Training Lead is responsible for ITS System Training in conjunction with the IC Vendor's Training Lead and supporting team. Any overlapping areas of training will be coordinated between the CCM Manager and COM Training Lead.

Question 18

There was a discrepancy in the RFP regarding 1 key resource, and 4 key resources. Please clarify which is accurate?

Answer

See question 8 for response

Question 19

It appears the TORFP requires a 26% MBE participation goal. Could you clarify? I think you mentioned earlier that there was no MBE goal.

Answer

This TORFP has a 0% MBE participation goal.

Question 20

What change management work was completed during Release 1?

Answer

Change management work has been done throughout Release 1. Most notable is the Change Ambassador program that is made up of approximately 80 COM Change Ambassadors who inform, promote, champion the project to the rest of the Agency.

Question 21



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Since it seems you want all work conducted onsite and travel will not be reimbursed, are you expecting to hire local resources

Answer

Work will be conducted on site and travel will not be reimbursed. It is logical that the TO team is local, but where they reside will not be evaluated so long as the team will be made available on site during normal business hours and work week.

Question 22

Should all the expected experiences mentioned under the section 3.10.2 Offeror Experience be exclusively from the Prime offeror? Can the offeror qualify even if the experience is from the subcontractor?

Answer

Expected experiences is to be that of the Prime and not subcontractor (unless otherwise specified).

Question 23

Regarding the "Proposed Solution" and "Approach to CCM and OCM" sections that an Offeror is to answer in the technical proposal, it appears that since they are essentially responding to the same sections of the RFP and are both effectively describing the same approach, there may be redundancy between these two sections. Would you please clarify the different focus of each of those two sections?

Answer

The Proposed Solution is "a more detailed description of the Offeror's understanding" whereas the Approach describes the offer's "approach to fulfilling the requirements".

Question 24

If you're on CATS+, awarded in 2019, what contract year's labor rate should we use?

Answer

Year 8

End of Addendum #1