

STATE OF HAWAII  
STATE PROCUREMENT OFFICE  
HONOLULU, HAWAII

December 11, 2023

ADDENDUM 4  
TO  
REQUEST FOR PROPOSALS  
RFP-24001

PROCUREMENT ASSISTANCE AND SUPPORT SERVICES  
(PASS)

**This Addendum modifies or clarifies the solicitation documents only to the extent indicated herein, and all portions thereof not specifically affected by the addendum shall remain in full force and effect. All addenda shall be added to and form a part of the RFP documents, including the answers to the questions.**

**IMPORTANT: QUESTIONS ARE NOW PUBLISHED IN HAWAII'S ePROCUREMENT SYSTEM AND MAY BE FOUND IN THE Q&A TAB. DUE TO THE VOLUME OF QUESTIONS, ANSWERS SHALL BE MADE AVAILABLE THROUGH ADDENDA AS AN ATTACHMENT IN HlePRO.**

**FUTURE ADDENDA SHALL PROVIDE ANSWERS TO REMAINING QUESTIONS UNTIL ALL QUESTIONS ARE ANSWERED.**

The following questions regarding Key Personnel, Resumes and General Staffing were received in HlePRO and the answers are provided as follows:

**Question 4:** Attachment No. 8 / Page No. 4 / Section No. III.A.2.a.-c. / Paragraph 1  
Question: Please confirm that only items III.A.2.a through III.A.2.c are intended to be applicable to the individual Key Personnel resumes that are to be submitted, and that the balance of the list is not applicable to the resume submission.

**Answer 4:** Some of the questions pertain to the entire staffing team. See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

**Question 5:** Attachment No. 8 / Page No. 4 / Section No. III.A.2.d.-k. / Paragraph 1  
Question: Please confirm if item III.A.2.d is intended to be a separate/new primary heading, under which items III.A.2.e through III.A.2.k are individual prompts. If not please clarify how prompts III.A.2.d through III.A.2.k should be applied to individual Key Personnel resumes.

**Answer 5:** Some of the questions pertain to the entire staffing team. See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

**Question 7:** RFP Section/Question 08 Offeror Response Worksheet, III Criterion 2: Management Capability Regarding 08 Offeror Response Worksheet, III Criterion 2: Management Capability: Does the request for information in Section A -Personnel, apply solely to the two key personnel proposed by the lead state or is it required for any additional key personnel teams and their members? >Please clarify your expectations for provision of key personnel resumes versus key personnel teams, and for how much personnel information you intend bidders to provide in general.

**Answer 7:** Resumes are required only for Key Personnel for the purpose of Criterion 2 – Management Capability evaluation.

See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

**Question 21:** Attachment 08 - Section III.A.2.: Can the State please clarify what is included in the two-page resume vs. what you would like in a write-up regarding our Personnel? I.e. a. through c. would be part of the resume, and d. through k. would be in a separate section/write-up?

**Answer 21:** Attachment 08, Offeror Response is amended to reflect information in general for all staff. The resumes for key personnel would validate the minimum requirements as provided in Attachment 02, Scope of Work, VII. Minimum Qualifications of Labor Categories.

**Question 35:** How would you like to receive resumes? Or are resumes not required at this point?

**Answer 35:** Resumes are required only for Key Personnel for the purpose of Criterion 2 – Management Capability evaluation. Resumes may be submitted with Attachment 08, Offeror Worksheet. As an option, the RFP states that a “summary of qualifications, work experience, education, and skills must be provided for all key personnel, including any Subcontractors, who will be performing any aspects of the contract.”

**Question 54:** Are resumes required at the time of proposal submission? If yes, Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?

**Answer 54:** Actual resumes are required as part of the Offer for Key Personnel for the purpose of Criterion – Management Capability evaluation. Per the RFP, “A resume or summary of qualifications, work experience, education, and skills must be provided for all key personnel, including any Subcontractors, who will be performing any aspects of the contract.”

**Question 57:** CRITERION 2 – MANAGEMENT CAPABILITY - How many resumes are required for the 2 Key Personnel categories that have been named? Please provide guidance.

**Answer 57:** Per Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability, 1. Key Personnel, a. “Offeror may submit multiple key personnel teams to support nation-wide coverage.”

**Question 70:** Regarding Attachment 8 Offeror Response Worksheet, Page 4, Section III.A.1: May we provide a selection of Program Directors and a selection of Acquisition Support Specialist III staff who may provide services, depending on the location of the client?

**Answer 70:** Per Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability, 1. Key Personnel, a. "Offeror may submit multiple key personnel teams to support nation-wide coverage."

**Question 83:** Attachment 8  
III.A.2 Resumes items a through k  
Page 4 In section III A.2, resumes, items d through k are attributable to the organization, not an individual. Given this, we recommend moving items d thru k to the Management Plan (B) Section of Evaluation Criteria 2

**Answer 83:** Some of the questions pertain to the entire staffing team. See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

**Question 84:** Attachment 8  
Section II.A.2 Resumes  
Page 4  
Should the resumes imbedded in Section II.A.2 or can we include them as attachments to Attachment 8?

**Answer 84:** Resumes may be attached to Attachment 08 Response Worksheet.

**Question 94:** In "Attachment 08, Offeror Response Worksheet" under Key Personnel resumes, will HI/NASPO confirm that items d through k should be described in relation to the Bidder's qualifications and not included in each Key Personnel Resume?

**Answer 94:** Some of the questions pertain to the entire staffing team. See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

**Question: 96:** "Attachment 03, RFP Evaluation Plan" lists "reference checks" under Key Personnel; however, references are not requested or required in the RFP. Will HI/NASPO please remove this reference if not applicable?

**Answer 96:** See Addendum 4, Change No. 1 which amends Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability.

**Question 147:** Attachment 08 Section A.1 Key Personnel, are multiple key personnel teams, identified by region within the U.S., preferred ("to support nation-wide coverage")? If so, does the State have any preference in how regions should be identified?

**Answer 147:** Offeror "may" submit multiple key personnel teams to support nation-wide coverage. There is no specific expectation or preference to serve any particular region or location.

**Question 194:** 03 RFP Evaluation Plan B. Management Capability 1.a. Key Personnel "Key Personnel

a. The Lead State has determined that key personnel are made up of the following labor categories: Program Director and Acquisition Support Specialist III. Offeror may submit multiple key personnel teams to support nation-wide coverage. The Lead State will evaluate the proposed key personnel for those technical and management positions the Offeror considers essential to the successful performance of the contract." "1. – If proposed, how will additional key personnel be evaluated – e.g. the Program Director will be considered more important than other Key Personnel (including the Acquisition Support Specialist III).

**Answer 194:** See Addendum 4, Change No. 1 which amends Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability.

**Question 195:** 03 RFP Evaluation Plan B. Management Capability 1.a. Key Personnel "Key Personnel

a. The Lead State has determined that key personnel are made up of the following labor categories: Program Director and Acquisition Support Specialist III. Offeror may submit multiple key personnel teams to support nation-wide coverage. The Lead State will evaluate the proposed key personnel for those technical and management positions the Offeror considers essential to the successful performance of the contract." Will additional key personnel be evaluated as part of the key personnel or would it also help with the management plan since that is the capability to manage multiple contracts for multiple participating entities? "

**Answer 195:** See Addendum 4, Change No. 1 which amends Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability.

**Question 198:** Attachment 08, Offeror Response Worksheet, Criterion 2 Management Capability Identify what role each person would fulfill in performing work identified in this RFP. Include, at a minimum: a-k Is the Government requesting the Offeror to include items a-k within each resume, and if so, can the resume page limit be increased to 5 to encompass the information?

**Answer 198:** Some of the questions pertain to the entire staffing team. See changes to Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability and Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 for evaluation criteria and expectation to the response.

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The following changes regarding Key Personnel, Resumes and General Staffing are made to the RFP and amends the following sections:

- Attachment 03 RFP Evaluation Plan
  - VI. Evaluation Criteria, Table 1 – Evaluation Criteria
  - VI. Evaluation Criteria, B. Management Capability
- Attachment 08, Offeror Response Worksheet
  - II. Evaluation Criteria 1: Experience, Skills & Qualifications
  - III. Evaluation Criteria 2 – Management Capability

**Change No. 1:**

**AMEND** Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, B. Management Capability as follows:

**B. Management Capability**

Past performance is relevant information, for future source selection purposes, regarding a contractor's actions under previously awarded contracts or orders.

A Contractor's previous performance on a contract is an indicator of future performance. Evaluation of any published source may be considered to determine a potential offeror's past performance **capability**.

~~Past performance is a non-cost evaluation factor such as technical excellence, and management capability.~~

Evaluation of management capability will be based on an **Offeror's Key Personnel; Staff/Team Expertise, Experience and Qualifications; and Management Plan**.

**1. Key Personnel**

- a. The Lead State has determined that key personnel are made up of the following labor categories: Program Director and Acquisition Support Specialist III. Offeror may submit multiple key personnel teams to support nation-wide coverage.

The Lead State will evaluate the proposed key personnel for those technical and management positions the Offeror considers essential to the successful performance of the contract.

Qualifications and suitability. The Lead State will evaluate the proposed key personnel qualifications and suitability for the proposed position in relation to the work for which they are proposed to perform and areas of responsibility. ~~In evaluating the Key Personnel, the Program Director will be considered more important than other proposed Key Personnel.~~ The qualifications and suitability of the individual key personnel will be evaluated on the following:

- i. Education. The key personnel will be evaluated on their education, training, certifications, experience, and/or licenses. Experience, in lieu of education, may be considered.
- ii. Experience. The key personnel will be evaluated on their relevant experience in performing work similar in scope, size, and complexity for each position.
- iii. Record of past success and accomplishments. The key personnel will be evaluated on their record of past success, including leadership and other accomplishments, as demonstrated through the resume information **and reference checks**.

- 2. Staff/Team Expertise, Experience and Qualifications.** Offeror will be evaluated on the types of personnel employed or contracted to fulfill the requirements of the labor categories described in Attachment 02, Scope of Work, VII. Minimum Qualifications of Labor Categories.

3. **Management Plan.** Offeror will be evaluated on its capability to manage multiple contracts for multiple participating entities. Evaluation will be based the Offeror's response of a clear understanding that states have different needs, varying deadlines, and varying compliance requirements.

**Change No. 2:**

**DELETE** Attachment 08 Offeror Response Worksheet, II. Evaluation Criteria 1: Experience, Skills & Qualifications, B. Demonstrated Public Sector Work Experience.

~~A. Demonstrated Public Sector Work Experience.~~

- ~~1. Describe your company's experience performing the same or similar Scope of Work or providing the same or similar Deliverables to other public sector customers.~~
- ~~2. Provide evidence that your team understands compliance with statutes, rules and regulations.~~

**Change No. 3:**

**AMEND** Attachment 08, Offeror Response Worksheet, II. Evaluation Criteria 1: Experience, Skills & Qualifications, C. Scope of Work as follows:

C. Scope of Work.

1. For each of the scope of work categories, inclusive the support services, provide **actual** examples of the work you have performed, ~~whether through a single project/task order or more than one. Provide a brief response for each as your experience though one or more projects: Examples may include one, some or all categories in a single project/task order. Examples may need to include multiple projects/task orders to demonstrate experience.~~
  - a. Procurement Life Cycle – Categories One through Eleven
  - b. Procurement Policy and Digital Procurement Transformation – Category Twelve
  - c. Category Management – Category Thirteen
  - d. Change Management/Procurement Transformation Assistance – Category Fourteen
  - e. Procurement Training – Category Fifteen
  - f. Project Management – Category Sixteen
  - g. Grants Assistance and Management – Category Seventeen
2. Examples shall provide evidence of public sector experience.

**Change No. 4:**

**REPLACE** Attachment 08, Offeror Response Worksheet, III. Criterion 2 – Management Capability, A. Personnel as follows:

**III. CRITERION 2 – MANAGEMENT CAPABILITY Evaluation Criteria 2: Management Capability**

**A. Personnel**

1. Key Personnel

The Lead State has determined that key personnel are made up of the following labor categories: Program Director and Acquisition Support Specialist III. Offeror may submit multiple key personnel teams to support nation-wide coverage.

2. Expertise of Key Personnel

**Resumes (maximum two pages per person).** An **actual** resume or summary of qualifications, work experience, education, and skills must be provided for all key personnel, including any Subcontractors, who will be performing any aspects of the contract. Include years of experience providing services like those required; education; and certifications where applicable. Identify what role each person would fulfill in performing work identified in this RFP. Include, at a minimum:

- a. Writing or technical background;
- b. Specific training attended to increase technical knowledge;
- c. Record for meeting timelines and accuracy of time estimates for projects.

3. Staff/Team Expertise, Experience and Qualifications.

- a. List staff that will be used to fulfill the various needs that would be developed through this procurement. List their expertise, experience and qualifications to handle the different needs and/or difficulties associated with formulating a work plan between the government entity and the various types of vendors.
- b. Describe your staff/team: Answer the questions below.
  - What is the type of background of staff/team members assigned to provide all services?
  - Are staff members assigned to clients, or do clients work with different personnel for each project?
  - What is the average turnover of employees?
  - How are your clients managed? How does your staff communicate with clients?
  - How is a project handled if the assigned project personnel leaves before the project is completed?
  - What types of training do you provide to improve your staff's communication skills and increase their technical knowledge?
  - Describe your policies and procedures for individual performance appraisal system.

**Note: If personnel are provided through subcontractors, respond to the questions above as applicable.**

**Change No. 5:**

**REPLACE** Attachment 03, RFP Evaluation Plan, VI. Evaluation Criteria, Table 1 as follows:

The following criteria shall be used in evaluating the Offers:

**Table 1 - Evaluation Criteria**

Evaluation Category	Evaluation Subcategory	Point Breakdown by Subcategory	Points Possible
Evaluation Criteria 1: Experience, Skills & Qualifications	A. General Company Information	50	
	B. <del>Demonstrated Public Sector Work Experience</del> Subcategory B NOT USED	75	
	C. Scope of Work - Procurement Life Cycle <del>Procurement Policy and Digital Procurement Transformation Category Management Change Management/Procurement Transformation Assistance Procurement Training Project Management Procurement Training Organizational Change Management</del> Grants - <del>Application Assistance</del> and Management (75 points for demonstrated Public Sector Experience)	150 <del>225</del>	
	D. Service Assurance	100	
	E. Implementation of NASPO ValuePoint Master Agreement	25	
	Subtotal		<b>400</b>
Evaluation Criteria 2: Management Capability	A. <del>Key</del> Personnel	25	
	B. Management Plan	75	
	Subtotal		<b>100</b>
Evaluation Criteria 3: Technical Scenarios			<b>200</b>

Evaluation Criteria 4: Price			<b>300</b>
Total Possible Points			<b>1000</b>

*Carey Ann Sasaki*

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for Carey Ann Sasaki  
Procurement Officer