

STATE OF HAWAII  
STATE PROCUREMENT OFFICE  
HONOLULU, HAWAII

December 19, 2023

ADDENDUM 6  
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 were received regarding scope of work and Attachment 08, Offeror Response Worksheet in HlePRO and the answers are provided:

**Question 2:** Attachment No. 8 / Page No. 2 / Section No. II.C. / Paragraph 1  
Question: We would appreciate a clarification of the response instructions for the Scope of Work section. We understand that "scope of work categories" means categories one through seventeen from the Scope of Work. In that context we are unclear how to respond to the prompt in the second sentence "Provide a brief response for each as your experience through one or more projects: a) Procurement Life Cycle; b) Procurement Training; c) Project Management; d) Organizational Change Management; and e) Grants - Application and Management", where item a) represents all of the scope of work categories together, and the remaining items represent a subset of individual scope of work categories. Is the prompt in the second sentence an example list of project types that might support narratives for some of the 17 categories? Or is there a more specific response that is requested here?

**Answer 2:** See page 3 of Attachment 03, RFP Evaluation Plan, A. Experience, Skills & Qualifications. "For Subcategory C, Scope of Work, evaluation will be based on the entire response and not broken down by the lifecycle or each support service. Offeror is expected to be able to provide its experience, skills, and qualifications for each subcategory."

Provide actual examples of experience for all categories described in the Scope of Work. 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.

For clarification, Procurement Life Cycle are categories One through Eleven. See Addendum 4, Change No. 3.

**Question 3:** Attachment No. 8 / Page No. 3 / Section No. II.E.4. / Paragraph 1  
Question: Please clarify the requirements for a dedicated website. Is this different than the information we provide to NASPO for publication on the NASPO ValuePoint website?

**Answer 3:** Yes, this is different than the information provided to NASPO and published on the NASPO ValuePoint website. There are no requirements. The lead state is interested to hear what the Offeror has in place or its plans if awarded a contract, and what features will be included to promote the PASS portfolio.

**Question 6:** Attachment No. 8 / Page No. 4 / Section No. III.A.3. / Paragraph 1  
Question: Please clarify the prompt "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." Is this prompt specific to creating a work plan for a Task Order for a Participating Entity? In addition, what constitutes "the various types of vendors"?

**Answer 6:** The response is to validate prior experience of the staff you employ. The intent is to obtain information on how your company/entities are organized to fulfill the needs of future work through task orders.

**Question 11:** Regarding 08 Offeror Response Worksheet, II. Evaluation Criteria 1: Experience, Skills & Qualifications, items E.3 and E.6: Would you clarify how you would like bidders to respond differently to E.3 and E.6? They appear to solicit similar answers.

**Answer 11:** Response to E.6 is deleted. See Addendum 6, Change No. 6.

**Question 14:** Section Attachment 8, Offeror Response Worksheet, Section I. Response to Mandatory Requirements. Subsection B. Proposed Subcontractors. "An Offeror may propose to use one or more subcontractors in its Offer if the subcontractor(s) is performing 50% or more of the work...", and also: Attachment 07, Offeror Information, Acknowledgements, and Certifications, I. Offeror Information, "F. Sub-contractor (Performing 50% or more of the work)..." Please clarify the intent of this provision regarding mandatory requirements and its applicability to future work performed under the contract.

**Answer 14:** The intent of this requirement is that all Offerors must have three years of experience in categories One through Eleven, whether it includes a subcontractor(s). See Addendum 6, Change No. 3.

**Question 17:** Attachment 08 - Section II.A.1.: What type of customer satisfaction evidence would be acceptable? Past letters of recommendation, past reference forms/questionnaires, reference contact information, or email notes/kudos?

**Answer 17:** As provided in Attachment 08, Offeror Worksheet, II. Evaluation Criteria 1: Experience Skills & Qualifications, evidence may be provided by customer surveys/references, vendor performance ratings or any other company procedures to manage customer satisfaction.

**Question 18:** Attachment 08 - Section II.C.1.: "For each of the scope of work categories" - Is this referencing the 17 categories listed in Attachment 02 Scope of Work? Or just the five categories listed in a. through e. of this question?

**Answer 18:** Refer to the categories listed in Attachment 02, Scope of Work. For clarification, Procurement Life Cycle are categories One through Eleven. See Addendum 4, Change No. 3.

**Question 19:** Attachment 08 - Section II.D.2.: Could the State please describe what you are looking for in terms of "help desk services"?

**Answer 19:** Describe services available, if any.

**Question 20:** Attachment 08 - Section I.B.: While we may not be working with Subcontractors for PASS requested services, what is the process if we want to use a Subcontractor for future Orders/Participating Addenda?

**Answer 20:** The purpose of completing the Offeror worksheet is to understand how you have provided services/meet the minimum mandatory experience and, if applicable, with the aid of a subcontractor(s). Award is made to the Prime contractor. Each participating state may elect to allow or not allow subcontractors. See Exhibit 1, Hawaii Sample Participating Addendum, Section 6, Subcontractors as an example.

**Question 25:** DOCUMENT PAGE SECTION PARA QUESTION/COMMENT  
Attachment 8 3 D 4/5/6 These three paragraphs taken as a whole appear to be focusing on the ordering of supplies and not related to PASS. Please clarify the Government's intent behind these three paragraphs and their inclusion in this RFP.

**Answer 25:** The intent is to get an understanding of how a company continues to improve the quality of your services, which may be through knowing your customers' satisfaction. Offeror shall respond if there are processes in place.

**Question 26:** DOCUMENT PAGE SECTION PARA QUESTION/COMMENT  
Attachment 8 2 II. Question A. Could the Government please clarify what form evidence such as survey's, references, and vendor performance ratings are to take within the worksheet.

**Answer 26:** Any form of evidence may be submitted to show that the Offeror has provided quality products (deliverables) and service that meets the customer's satisfaction.

**Question 27:** DOCUMENT PAGE SECTION PARA QUESTION/COMMENT  
Attachment 8 2 II. Question C. Question C lists only 5 scope of work categories. Attachment 2 lists 17 scope of work categories under VI. Service Categories. Could the Government please clarify which scope of work categories the offeror is to respond to in question C?

**Answer 27:** Provide actual examples of experience for all categories described in the Scope of Work. 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. See Addendum 4, Change No. 3.

**Question 28:** DOCUMENT PAGE SECTION PARA QUESTION/COMMENT  
Attachment 8 Could the Government please confirm there is no page limit for the Offeror Worksheet?

**Answer 28:** Correct, there is no page limit, except as noted in the RFP.

**Question 37:** Offeror Response Worksheet: How does contractor "Provide evidence of your customers' satisfaction with your product or services"? is there a standard form? What information is required as a minimum?

**Answer 37:** As provided in Attachment 08, Offeror Worksheet, II. Evaluation Criteria 1: Experience Skills & Qualifications, evidence may be provided by customer surveys/references, vendor performance ratings or any other company procedures to manage customer satisfaction. There is no standard form.

**Question 38:** Offeror response worksheet: with regard to "Client retention rate during the past 3 years" - In many cases, the work is one time only for the procurement of certain categories, and retention is not a factor until the next procurement happens, which could be years later. In consulting and advisory work its not easy to determine retention rates. Please consider removing this requirement, or modifying it

**Answer 38:** The Offeror should explain if there has been repeat customers in the past three years for similar services.

**Question 39:** Offeror response worksheet: Requirement states "Demonstrated Public Sector Work Experience". Will a contractors private sector experience not count? Contractors bring best in class tools templates and skills from the private sector and should not be discounted.

**Answer 39:** See Addendum 4, Change No. 5 and Addendum 6, Change No. 6. Offers will be evaluated on public sector experience, which is 75 points for the total 225 for experience with all categories listed in the Scope of Work.

**Question 45:** Offeror response worksheet: For Evaluation Criteria 1, what is the page limit? What is the page limit for each subsection?

**Answer 45:** There is no page limit for your responses, unless noted in the RFP.

**Question 48:** Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?

**Answer 48:** There is no mandatory subcontracting requirement nor specific goal to subcontracting.

**Question 58:** Management plan: What is the page limit?

**Answer 58:** There is no page limit, unless noted in the RFP.

**Question 60:** EVALUATION CRITERION 1 - C. Scope of Work. - What is the page limit for the this section of the response, where you state the requirements below? Also, you ask that we provide examples of each pf the 17 Areas, then also list the 5 areas below. What exactly should the response follow, and page limits?

1. For each of the scope of work categories, inclusive the support services, provide 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:

- a. Procurement Life Cycle
- b. Procurement Training
- c. Project Management
- d. Organizational Change Management
- e. Grants – Application and Management

**Answer 60:** There is no page limit, except as noted in the RFP, for your responses. Provide actual examples of experience for all categories described in the Scope of Work. 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. See Addendum 4, Change No. 3.

**Question 61:** In Attachment 08 Offeror Response Worksheet, Section D (Service Assurance), Question 4 states, "Describe your customer website capabilities.". Can you elaborate on this requirement?

**Answer 61:** There are no requirements. The lead state is interested to hear what the Offeror has in place or its plans if awarded a contract, and what features will be included to promote the PASS portfolio.

**Question 64:** Regarding Attachment 8 Offeror Response Worksheet, Page 2, Section II.A.1.b: How many references shall we provide to the State? Please also clarify what reference information (e.g., name, email, phone, title) would be helpful.

**Answer 64:** There is no limit, if any, references to be provided. The lead state is not interested in receiving a list of references. Offeror should provide general company information to support its experience, skills and qualifications as evidence that it meets the minimum mandatory requirements.

**Question 66:** Regarding Attachment 8 Offeror Response Worksheet, Page 2, Section II.C.1: This question asks us to provide examples of work for each category. Should we provide examples for each of the 17 categories in Attachment 2, Scope of Work, or for each of the five categories (a. through e.)?

**Answer 66:** See page 3 of Attachment 03, RFP Evaluation Plan, A. Experience, Skills & Qualifications. “For Subcategory C, Scope of Work, evaluation will be based on the entire response and not broken down by the lifecycle or each support service. Offeror is expected to be able to provide its experience, skills, and qualifications for each subcategory.”

Provide actual examples of experience for all categories described in the Scope of Work. 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.

**Question 67:** Regarding Attachment 8 Offeror Response Worksheet, Page 2, Section II.C.1: Please clarify how we should address the condensed category “Procurement Life Cycle”. May our examples of work touch on just one phase within the Procurement Life Cycle, such as Planning, Solicitation and Award, or Contract Development?

**Answer 67:** Provide actual examples of experience for all categories described in the Scope of Work. 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.

**Question 68:** Regarding Attachment 8 Offeror Response Worksheet, Page 2, Section II.C.2: Please clarify what value-added services means to the State. For example, does it mean how we add value to any particular service such as Project Management? Or does it mean other services that we can offer that are related to Project Management, but are not listed in the Scope of Work?

**Answer 68:** This response is removed from the RFP. See Addendum 6, Change No. 5.

**Question 69:** Regarding Attachment 8 Offeror Response Worksheet, Page 2, Section II.C.2: Please clarify if we should describe value-added services for each of the 17 categories, for each of the five categories listed in Section II.C.1, or one general description of value-added services covering all categories?

**Answer 69:** This response is removed from the RFP. See Addendum 6, Change No 5.

**Question 71:** Regarding Attachment 8 Offeror Response Worksheet, Page 4, Section III.A.3: May we provide a small, representative sample of our consultants who would provide services through this contract, depending on the type of client and client location?

**Answer 71:** For the purposes of responding to this RFP, Offeror should submit Key Personnel who have provided services to validate meeting the minimum mandatory requirements.

**Question 73:** May you expand on how scoring/evaluation will apply under the 03 RFP Evaluation document where the RFP mentions, in 'experience skills and qualifications,' that offerors will be evaluated on past experiences as a NASPO Valupoint contractor or other cooperative agreement?

**Answer 73:** Evaluation is based on experience, skills and qualifications meeting the minimum mandatory requirements. See Addendum 6, Change No. 4. Examples of projects/task should include public sector experience, which includes cooperative purchasing.

**Question 74:** Regarding Attachment 8 Offeror Response Worksheet, Page 4, Section III.A.3: Will we be able to propose other staff who we do not list in this response when asked for a quote by a client?

**Answer 74:** Yes, an awarded Contractor may provide other staff at the time of a request for task order quote. A participating entity will expect personnel to meet the minimum requirements as provided in the RFP.

**Question 85:** Attachment 8  
Section II.A.1. b Client Surveys/References  
Page 2

Is the government seeking names, email addresses, and phone numbers for existing clients? Please clarify what the government is looking for in this section.

**Answer 85:** The lead state is not interested in receiving a list of references. Offeror should provide general company information to support its experience, skills and qualifications as evidence that it meets the minimum mandatory requirements.

**Question 86:** Attachment 8  
Page 2

Section II.A.1.c Vendor Performance Ratings  
Please clarify what the government is looking for in this section. We recommend providing a standard template for vendors to submit to references listed in "b" where references provide a written rating on the vendor's performance and then submit to the government.

**Answer 86:** The lead state is not interested in receiving a list of references. Offeror should provide general company information to support its experience, skills and qualifications as evidence that it meets the minimum mandatory requirements. There is no standard template.

**Question 90:** Attachment 8  
Section II. Evaluation Criteria 1: Experience, Skills & Qualifications C.1  
Page 2

The Requirement states:

"1. For each of the scope of work categories, inclusive the support services, provide 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:

- a. Procurement Life Cycle
- b. Procurement Training
- c. Project Management
- d. Organizational Change Management
- e. Grants – Application and Management"

Items b,c,d, and e correspond directly to Categories 15, 16,14, and 17 respectively, which would mean the remaining 13 categories fall under a-Procurement Life Cycle. Is this a correct interpretation of the requirement? If not please clarify what is required in response.

**Answer 90:** For clarification, Procurement Life Cycle are categories One through Eleven. See Addendum 4, Change No. 3.

**Question 91:** Attachment 8

Section II Evaluation Criteria 1, B.1 and C.1

Page 2

The instructions in II.B.1 state "Describe your company's experience performing the same or similar Scope of Work..."

The instructions in C.1 state "For each of the scope of work categories...provide examples of the work you have performed, ... Provide a brief response for each as your experience though one or more projects."

The two requirements seem redundant in that they both ask for experience in performing the Scope of Work. Please clarify the differences in the requirements between each request.

**Answer 91:** See Addendum 4, Change No. 2, 3 and 5 and Addendum 6, Change No.4. Offerors will be evaluated on public sector experience, which is 75 points of the total 225 for experience in all categories listed in the Scope of Work.

**Question 95:** Will HI/NASPO confirm that bidder's may utilize their own template/format to provide the information required in "Attachment 08, Offeror Response worksheet" as long as they address each requirement point by point in the prescribed order?

**Answer 95:** Offeror shall complete Attachment 08, Offeror Response Worksheet and may attach documents, etc. that support its responses. See Addendum 6, No. 2.

**Question 97:** Will HI/NASPO please confirm if a response is required under "I. Response to Mandatory Minimum Requirements" or if offerors should instead provide evidence they meet the minimum requirements in scored sections B. and C. under "II. Evaluation Criteria 1: Experience, Skills & Qualifications"?

**Answer 97:** Addendum 6, Change No. 2 provides clarification that Offeror shall have at least three years of experience and have provided services in Categories One through Eleven, which represent the Procurement Life Cycle. The response will be provided in Attachment 08, Offeror Worksheet, II. Evaluation Criteria I: Experience, Skills & Qualifications, C. Scope of Work.

**Question 99:** In "Attachment 08, Offeror Response Worksheet, II. Evaluation Criteria 1: Experience Skills & Qualifications, C. Scope of Work" will HI/NASPO please confirm if respondents are required to provide information on items a-e for past experience in each of the 17 Scope of Work Categories? Many of items a-e appear to relate to a single SOW category (e.g., "Procurement Training" is item b, but is also SOW category 15; "Project Management" is item c, but is also SOW Category 16, etc.)

**Answer 99:** See page 3 of Attachment 03, RFP Evaluation Plan, A. Experience, Skills & Qualifications. "For Subcategory C, Scope of Work, evaluation will be based on the entire response and not broken down by the lifecycle or each support service. Offeror is expected to be able to provide its experience, skills, and qualifications for each subcategory."

Provide actual examples of experience for all categories described in the Scope of Work. 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.

For clarification, Procurement Life Cycle are categories One through Eleven.



**Question 113:** In “08 Offeror Response Worksheet” under II. Evaluation Criteria 1: Experience skills & Qualifications Section A., will HI/NASPO please clarify what they mean by “vendor performance ratings”?

**Answer 113:** Vendor performance ratings are a process in which suppliers are assigned status based on their reliability, reasonable pricing, etc. If an Offeror was provided a rating from its customer, it may be included as part of an Offeror’s general company information.

**Question 136:** Is there a page limit for any part of our response (except resumes) for the Evaluation Criteria?

**Answer 136:** There is no page limit, except as noted in the RFP.

**Question 137:** In Attachment 08, Section C Scope of Work, work examples of each of the scope of work categories are requested. There are 17 work categories that we assume need to be addressed, but it is unclear how our response to items a-e (5 items) should be incorporated.

**Answer 137:** See page 3 of Attachment 03, RFP Evaluation Plan, A. Experience, Skills & Qualifications. “For Subcategory C, Scope of Work, evaluation will be based on the entire response and not broken down by the lifecycle or each support service. Offeror is expected to be able to provide its experience, skills, and qualifications for each subcategory.”

Provide actual examples of experience for all categories described in the Scope of Work. 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.

**Question 138:** What form does our response to Evaluation Criteria 1, Scope of Work need to take? What is expected or meant by the sentence in that section "Provide a brief response for each as your experience though (sic) one or more projects."

**Answer 138:** Provide actual examples of experience for all categories described in the Scope of Work. 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.

See Addendum 4, Change No. 3.

**Question 139:** In Attachment 08 Section C Scope of Work, requests examples of work we have performed for each of the work categories. How does this request differ from the information requested in Section B. Demonstrated Public Sector Work Experience, question 1: "Describe your company’s experience performing the same or similar Scope of Work or providing the same or similar Deliverables ..."?

Are Examples of Work meant to be descriptions of similar projects or sample deliverables?

**Answer 139:** See Addendum 4, Change No. 2, 3 and 5 and Addendum 6, Change No.4. Offerors will be evaluated on public sector experience, which is 75 points of the total 225 for experience in all categories listed in the Scope of Work.

**Question 140:** Per Attachment 08 Section D Service Assurance (items 3 and 4), are we expected to have a system that supports ordering and tracking of procured items?

**Answer 140:** There is no requirement. Offeror shall submit its experience, skills, and qualifications, if any. The intent is to understand the Offeror's ability to meet the minimum mandatory requirements and how they manage their business.

**Question 141:** Attachment 08 Section B Management Plan item 8 states " Contractor(s) shall demonstrate a diverse knowledge base in various subject matters." And Question A says " Describe the subject matters you cover? What areas do you specialize in?" It is unclear what types of "subject matters" are in scope for discussion, please clarify?

**Answer 141:** The intent is to understand if an Offeror has provided procurement support in one specific area more than other areas. For example, has the Offeror developed a solicitation (RFP) for an IT modernization project multiple times, multiple customers?

**Question 142:** Attachment 08 Sections A and B, should vendors provide a direct response to Section I in Attachment 8? If so, how would that response be evaluated since it does not appear to have been identified as an "evaluation category" in Attachment 3?

**Answer 142:** See Addendum 6, Change No. 3, which removes RESPONSE TO. Offerors are not required to respond to Section I. This section provides mandatory minimum requirements to respond to this solicitation.

Offeror shall have been in business and have provided all services in Categories One through ~~Seventeen~~ **Eleven** for at least three (3) years.

**Offers that do not meet the requirements will not be considered for an award.**

**Question 146:** Attachment 08 Section A.1 General Company Information, Can you confirm that vendors may submit "evidence of customer satisfaction" in any of the forms identified (retention rates, surveys, references, performance ratings) and that no minimum type or quantity of evidence is required?

**Answer 146:** Yes, any form and no minimum or quantity.

**Question 161:** Will NASPO provide a description of their ideal bidder's experience for being awarded a place on this contract?

**Answer 161:** The resulting portfolio will consist of qualified Contractors who have the experience, skills and qualifications that meet the minimum mandatory requirements and have the highest total score within the pool of applicants.

**Question 167:** Attachment 3 - Evaluation plan - You state that "Offerors will need to describe its experience and capability to respond to public sector work, especially if work has been performed at the State and County level. " What about if offerors have experience in the private sector? Will that not be acceptable, or will the offeror be ranked lower?

**Answer 167:** See Addendum 4, Change No. 5 and Addendum 6, Change No. 4. Offers will be evaluated on public sector experience, which is 75 points of the total 225 for experience in all categories listed in the Scope of Work.

**Question 168:** Attachment 3 - Evaluation plan - What is the impact of an offeror not demonstrating having performing work in all Task areas? Will they be automatically disqualified?

**Answer 168:** Refer to Attachment 08 Offeror Response Worksheet, I. RESPONSE TO MANDATORY MINIMUM REQUIREMENTS and Addendum 6, Change No. 3. The change is as follows:

Offeror shall have been in business and have provided all services in Categories One through ~~Seventeen~~ **Eleven** for at least three (3) years.

**Offers that do not meet the requirements will not be considered for an award.**

**Question 171:** The solicitation tend to imply that it will favor offerors with NASPO experience, or offerors with State and County level experience. Can you please clarify of only offerors with experiences with these entities should respond? There are potential offerors who have done this work for federal agencies, and for private sector/commercial customers who will bring great skills and expertise to this effort, and should not be discounted. The government should open this solicitation to everyone to foster competition and seek new and innovative ideas and offerors.

**Answer 171:** See Addendum 4, Change No. 5 and Addendum 6, Change No. 4. Offers will be evaluated on public sector experience, which is 75 points of the total 225 for experience in all categories listed in the Scope of Work. The only mandatory requirement is that the Offeror shall have experience, public sector or not, in the procurement lifecycle—categories one through eleven.

**Question 173:** Regarding Attachment 8 Offeror Response Worksheet, Section II, Questions 3 and 6: Please help us understand the difference between these two questions. They both seem to be asking how we will be marketing the PASS contract to potential clients.

**Answer 173:** Question 6 is deleted. Addendum 6, Change No. 6.

**Question 174:** Apologies, including subsection: Regarding Attachment 8 Offeror Response Worksheet, Section II. E., Questions 3 and 6: Please help us understand the difference between these two questions. They both seem to be asking how we will be marketing the PASS contract to potential clients.

**Answer 174:** Question 6 is deleted. Addendum 6, Change No. 6.

**Question 175:** Regarding Attachment 8 Offeror Response Worksheet, Section II.D., Questions 4-6: These questions seem to be geared towards commodity purchases and not contracting for services. Would the State consider replacing these with a single question regarding how we process and track task order contracts with multiple entities in state and local government?

**Answer 175:** The intent is to get an understanding of how a company continues to improve the quality of your services, which may be through knowing your customers' satisfaction. Offeror shall respond if there are processes in place.

**Question 185:** Attachment No. 8 / Page No. 2 / Section No. II  
Question: Please clarify how Offerors should submit client references (form, any specific prompts), and how many are preferred.

**Answer 185:** There is no specific form or prompt and no specific quantity.

**Question 186:** Attachment No. 8 / Page No. 2 / Section No. II.A.c.

Question: Please clarify how Offerors should submit vendor performance ratings. If Offerors are not evaluated within a standardized performance tool, are customer satisfaction narratives and references acceptable?

**Answer 186:** There is no specific form. Offeror should describe its customer satisfaction since each customer may have its own platform, or each Offeror may have its own tool for customer satisfaction survey, etc.

**Question 187:** Attachment No. 8 / Page No. 2 / Section No. II.D.4. / Paragraph 1

Question: Please clarify the prompt regarding customer website capabilities. Is this a request to describe our website and the information we post for customers to review, or something else?

**Answer 187:** The lead state is interested to hear what the Offeror has in place or its plans if awarded a contract, and what features will be included to promote the PASS portfolio.

**Question 197:** IV. OFFEROR RESPONSE A. How to Respond "Paragraph a-e.

" Since all of the information needed will not fit into the worksheet, can the Offeror answer the questions required in a separate document?

**Answer 197:** Attachments are acceptable to support the answers provided for each question. Attachments shall be labeled clearly so the reader will know which corresponding attachment, section it belongs to. See Addendum 6, Change No. 2.

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The following changes regarding Scope of Work and Attachment 08, Offeror Response Worksheet are made to the RFP and amends the following sections:

- Attachment 02 – Scope of Work
- Attachment 08, Offeror Response Worksheet

**Change No. 1:**

**AMEND** Attachment 02, Scope of Work, VI. Service Categories, D. Other Support Services, Category Fifteen as follows:

**Category Fifteen – Procurement Training**

**Change No. 2:**

**AMEND** Attachment 08 Offeror Response Worksheet as follows:

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt. Attachments are acceptable to support the answers provided for each question. Attachments shall be labeled clearly so the reader will know which corresponding attachment, section it belongs to.** While supplementary marketing materials are neither requested nor desired, Offeror should

provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

**Change No. 3:**

**AMEND** Attachment 08 Offeror Response Worksheet, I. RESPONSE TO MANDATORY MINIMUM REQUIREMENTS as follows:

**I. ~~RESPONSE TO MANDATORY~~ MANDATORY MINIMUM REQUIREMENTS**

- A.** Offeror shall be able to provide evidence of its capabilities to perform all services as described in Attachment 02, Scope of Work. Offeror shall have been in business and have provided all services in Categories One through ~~Seventeen~~ **Eleven** for at least three (3) years. An offeror may satisfy the requirement of having been in business and providing services in all categories for at least three (3) years through its combined subcontractors or employees that have been performing 50% or more of the work. If a subcontractor or employee of a prime provides more than 50% of the work, the subcontractor(s) or employees' experience may be considered as part of the years of experience. Refer to Section B of this document, Proposed Subcontractors on submitting subcontractors or employees to meet the requirements and qualifications. Information requested about the subcontractor shall be submitted as part of the Offer. **Offers that do not meet the requirements will not be considered for an award.**

**Change No. 4:**

**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. **Refer to mandatory minimum requirements in Section I. MANDATORY MINIMUM REQUIREMENTS.** 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~~ **should** provide evidence of public sector experience, **for consideration of a maximum of 75 points.**

**Change No. 5:**

**DELETE** Attachment, 08, Offeror Response Worksheet, II. Evaluation Criteria 1: Experience, Skills & Qualifications, C. Scope of Work, 2.

~~2. Describe the value-added services you can provide for each of the categories.~~

**Change No. 6:**

**DELETE** Attachment 08, Offeror Response Worksheet, III. Evaluation Criteria 2 – Management Capability, E. Implementation and Promotion of the NASPO ValuePoint Master Agreement, 6.

~~6. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.~~

**Change No. 7:**

**REPLACE** Attachment 08, Offeror Response Worksheet in its entirety (includes changes from Addenda 4 and 6).

**Change No. 8:**

**AMEND** the proposal due date from January 4, 2024 to January 11, 2024. Time to remain the same.



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Carey Ann Sasaki  
Procurement Officer