

STATE OF HAWAII  
STATE PROCUREMENT OFFICE  
HONOLULU, HAWAII

December 28, 2023

ADDENDUM 8  
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 HiePRO.

**THIS ADDENDUM PROVIDES ANSWERS TO THE REST OF THE QUESTIONS THAT WERE SUBMITTED IN HIEPRO.**

The following questions were received in HiePRO and the answers are provided:

**Question 8:** Incumbents

**Answer 8:** The Contractors for the current contract may be found on the NASPO ValuePoint website. Search the portfolio for Procurement of Acquisition Support Services.

**Question 9:** The Q&A time period is rather soon after the Pre-proposal meeting. Can you consider providing more time?

**Answer 9:** The Q&A period was extended from November 20, 2023, 2:30 p.m. (HST) to November 22, 2023, 2:30 p.m. (HST) via Addendum 2, version 5 in HiePRO.

**Question 10:** Could you please direct us to where the "Interested Vendors" list is and how to add our name to the list?

**Answer 10:** Addendum 2, version 5 in HiePRO turned on the feature for "Interested Vendors" tab.

**Question 12:** General – As we understand it, no material changes have been included in any of the amendments issued by the State thus far (limited to notification of pre-bid conference date change and registration link). The date change was not reflected in the RFP Overview document; however, the change to the registration link was updated in the document. Can the State guide us on its method for revising the solicitation documents (e.g., redline, change bars, etc.) to facilitate our tracking of any updates?

**Answer 12:** Any changes to the RFP will be made via Addenda.

**Question 13:** General – Based upon our experience in the development of formal proposals, the Department could be creating unnecessary hardship on itself and project stakeholders by requiring submittals by December 20, 2023. Will the State consider extending the opening date until the second week of January to accommodate a reasonable amount of time in the development of formal proposals that will entail the inclusion and involvement of subcontractor(s)?

**Answer 13:** The due date for submission of proposals was changed from December 20, 2023 to January 4, 2024 and most recently changed to January 11, 2024.

**Question 15:** Do all personnel working the Procurement Services need to be U.S. citizens?

**Answer 15:** Requirements to respond to the RFP do not require personnel working to provide procurement services to be U.S. citizens. However, a state or purchasing entity may have specific requirements to sign a participating addendum or a purchasing agency may have specific requirements to sign a task order.

**Question 16:** Can any personnel work from offshore locations?

**Answer 16:** A state or purchasing entity may have specific requirements to sign a participating addendum or a purchasing agency may have specific requirements to sign a task order, relating to citizenship and work location.

**Question 22:** Submittal format - Would the State like to have the full proposal in one large Word/PDF document, or would you prefer each Attachment submitted as a separate document?

**Answer 22:** Per Attachment 08 Offeror Response Worksheet, version 2, "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."

Per the RFP, completed Attachment 09, Labor Categories Price Worksheet, shall be submitted as a separate document and separate file.

All other attachments may be submitted as one file as long as:

**The maximum file size that HlePRO can accept is 100MB. Files larger than 100MB must be reduced into two or more files.** Offeror can choose to 'zip' files and attach in HlePRO. However, zip files must not exceed 100MB.

**Question 23:** Submittal format - Can the State please confirm that we are to complete and return the following Attachments - A07, A08, A08-1, A08-2, A09, and A10?

**Answer 23:** Per the RFP:

**Required Submissions.** The following must be submitted with your proposal:

1. Any response required to be submitted directly through the RFP Website;
2. Completed and signed Attachment 07, Offeror Information, Acknowledgements, and Certifications
3. Completed Attachment 08, Offeror Response Worksheet
4. Completed Attachments 08-A-1 and 08-A-2 Task Order Request Forms
5. Completed Attachment 09, Labor Categories Price Worksheet, submitted as a separate document and separate file
6. Completed and signed Attachment 10, Claim of Business Confidentiality
7. Redacted copy of proposal clearly marked as such, if claiming confidential, proprietary, or protected information

**Question 24:** Attachment 09 - Fully Burdened Hourly Rate - Should we include potential travel costs in the fully burdened rate or will any travel costs be discussed/reimbursed separately depending upon the requesting state and work order?

**Answer 24:** Offeror shall submit prices that represent fully burdened rates inclusive of all cost factors [e.g. direct labor, indirect labor, G&A (General and Administrative), and profit], excluding travel and other Purchasing Entities' taxes, i.e. sales or general excise tax.

| The Contractor may be required to travel in performance of task orders issued under this contract.

The Contractor shall be reimbursed actual cost of all travel conducted while providing the services in accordance with statements of work and respective Purchasing Entities' regulations. Allowable travel and State per diem charges will be agreed upon at the time work is requested. Thus, all travel shall be pre-approved.

The Contractor shall perform all travel necessary to accomplish the tasks contained in a task order. At a minimum, the Contractor shall be prepared to travel in conjunction with studies, vendor site visits, and to provide support at Purchasing Entity meetings. All travel requirements shall be approved in advance by the Purchasing Entity. The Contractor shall be responsible for making all travel arrangements.

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs shall be considered reasonable and allowable only to the extent that they do not exceed, on a daily basis, the maximum State per diem rates in effect at the time of the travel.

If the additional expenses are not justified and approved by the Participating Agency, Contractor will be responsible for paying the difference.

**Question 29:** DOCUMENT PAGE SECTION PARA QUESTION/COMMENT  
Attachment 9 The conditional formatting for the "Fully Burdened Hourly Rate" cell in Row 7 for Years 3, 4, 5, and 6 has an error. It colors the cell red for any hourly rate that is more than 1.92% more than the rate for Years 1 & 2. All other cells with conditional formatting appear to be working correctly.

**Answer 29:** The State did not find the same error in the spreadsheet, please redownload to submit your pricing. The sourcing team will verify the % increase within the spreadsheets and will make sure that the formulas are accurate before determining the disqualification of any supplier.

**Question 30:** What is the commitment to participate by NASPO member once the award is made? What is the current PASS related spend by the members in recent years?

**Answer 30:** The commitment is to support all 50 states with needs for procurement assistance and support services. The spend is provided in Attachment 05, Participation Information.

**Question 31:** How many awards are anticipated through this initiative?

**Answer 31:** It is anticipated that this RFP may result in Master Agreement awards to multiple Contractors at the Lead State's discretion.

The purpose of this solicitation is to select Contractor(s) who can offer all services for all members participating in the NASPO ValuePoint Cooperative Purchasing Program. Full coverage across the nation is our primary goal. Only proposals submitted for nationwide coverage will be considered.

**Question 32:** Will there be awards for Large and Small Businesses?

**Answer 32:** There will not be separate awards for large and small businesses.

**Question 33:** 1. How many vendors are anticipated to be awarded a place on the Master Agreement as Attachment 03 Evaluation Plan implies that the list may be very limited (i.e., 3 vendors)?

**Answer 33:** It is anticipated that this RFP may result in Master Agreement awards to multiple Contractors at the Lead State's discretion.

The purpose of this solicitation is to select Contractor(s) who can offer all services for all members participating in the NASPO ValuePoint Cooperative Purchasing Program. Full coverage across the nation is our primary goal. Only proposals submitted for nationwide coverage will be considered.

**Question 34:** 2. Can a summary proposal document also be provided to support the proposal response?

**Answer 34:** Attachment 08 Offeror Response Worksheet provides the details to respond to the solicitation. It does not preclude an offeror to submit a summary proposal document.

**Question 36:** 4. Are you anticipating a BAFO process as part of this procurement?

**Answer 36:** The Lead State reserves the right to award on receipt of initial proposals without an opportunity for discussion or proposal revision, so Offerors are encouraged to submit their most favorable proposal at the time established for receipt of proposals.

**Question 40:** What would be the number of awards you intend to give (approximate number)?

**Answer 40:** There is not an approximate number of awards. It is anticipated that this RFP may result in Master Agreement awards to multiple Contractors at the Lead State's discretion.

The purpose of this solicitation is to select Contractor(s) who can offer all services for all members participating in the NASPO ValuePoint Cooperative Purchasing Program. Full coverage across the nation is our primary goal. Only proposals submitted for nationwide coverage will be considered.

**Question 41:** Is this an old contract or new contract?

**Answer 41:** The resulting contracts of this solicitation will replace an existing contract for acquisition support services. The new portfolio includes additional support services that may be needed by a state's procurement shop.

**Question 42:** What is the tentative start date of this engagement?

**Answer 42:** The start date of the new portfolio is June 6, 2024.

**Question 43:** What is the work location of the proposed candidates?

**Answer 43:** The work location depends on the task order(s) identified by the purchasing entity.

**Question 44:** Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?

**Answer 44:** The resulting contracts of this solicitation will replace an existing contract for acquisition support services. The new portfolio includes additional support services that may be needed by a state's procurement shop.

A list of incumbents may be found on the NASPO ValuePoint website. Incumbents are eligible to submit a proposal in response to the new solicitation.

**Question 46:** Are there any pain points or issues with the current vendor(s)?

**Answer 46:** There are no pain points or issues with the current Contractors.

**Question 47:** Could you please share the previous spending on this contract, if any?

**Answer 47:** The spend is provided in Attachment 05, Participation Information.

**Question 49:** How many positions were used in the previous contract?

**Answer 49:** We do not have that data.

**Question 50:** How many positions will be required per year or throughout the contract?

**Answer 50:** We do not have an estimate.

**Question 51:** If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?

**Answer 51:** Proposal shall include a list of 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.

The assumption is personnel may be replaced meeting the minimum requirements as provided in Attachment 02 Scope of Work to fulfill a task order.

**Question 52:** Can we provide hourly rate ranges for the given positions?

**Answer 52:** No, ranges shall not be provided. The hourly rate is the maximum hourly rate an awarded Contractor may charge per labor category.

**Question 53:** Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?

**Answer 53:** Attachment 09, Labor Categories Price Worksheet does not distinguish a price for on-site or off-site.

**Question 55:** Could you please provide the list of holidays?

**Answer 55:** Holidays would depend on the holiday observed by each state's purchasing entity.

**Question 56:** Are there any mandated Paid Time Off, Vacation, etc.?

**Answer 56:** Mandated paid time off, vacation, etc. would depend on the rules/guidelines by the State's purchasing entity, if any.

**Question 62:** Are references for non-governmental and quasi-governmental entities acceptable? (i.e., power authority)

**Answer 62:** There are no specific requirements for references, if any.

**Question 63:** Should we provide pricing for onshore only? Or should we provide pricing for onshore and offshore resources as an option?

**Answer 63:** There is no optional pricing for labor categories.

**Question 65:** Would the lead state consider granting an extension for the response? Given that the question will not be answered until 2 weeks before the current due date, and the depth of the responses, kindly consider extending the response date.

**Answer 65:** The due date for submission of proposals was changed from December 20, 2023 to January 4, 2024 and most recently changed to January 11, 2024.

**Question 75:** Under the '03 RFP Evaluation' document on page 6 of 6, it is mentioned that there are three potential ways to determine an award. Of the options included, which was used to award the prior PASS award/contract?

**Answer 75:** Proposers needed to earn 55% of the total available points to be considered responsive for an award. We followed #2 of the three options described in this RFP.

**Question 76:** Is there a limit to the number of awards provided under this solicitation?

**Answer 76:** There is no limit to the number of awards.

**Question 78:** Greetings,  
Could you provide an answer as to the reason or a rationale for the Contract Start Date: 06/06/2024, please?  
It is six (6) months after the Closing Date of submission, why so long, please...  
Thank you,

**Answer 78:** The reason for timeframe is to allow states to sign a participating addendum once master agreements are fully executed.

**Question 80:** What are the current rates being offered?

**Answer 80:** Hourly rates for current contractors are available on the NASPO ValuePoint website.

**Question 81:** Can you confirm that size 12 font is a minimum font size?

**Answer 81:** The requirement for font and size are deleted. See Addendum 8, Change No. 1.

**Question 82:** How can offerors include discounted prices in the price spreadsheet?

**Answer 82:** Offeror cannot offer discounted prices on Attachment 09, Labor Categories Price Worksheet. An awarded Contractor may offer lower labor category pricing when responding to a request for task order.

**Question 87:** 00 RFP Overview  
Section III K  
Page 8

The instructions require "Proposal shall be submitted in size 12 Arial font or equivalent, excluding charts, tables and graphs."  
Attachment 08, 08-A-1 and 08-A-2 are formatted in Arial 11 point font. Please clarify the font size to be used in completing these worksheets

**Answer 87:** The requirement for font and size are deleted. See Addendum 8, Change No. 1.

**Question 88:** 00RFP Overview  
Section III K  
Page 8

We recommend the insertion of tables in our response as necessary. Is that deemed appropriate?  
The instructions require "Proposal shall be submitted in size 12 Arial font or equivalent, excluding charts, tables and graphs."  
Please provide the prescribed font size for charts, tables, and graphs.

**Answer 88:** The requirement for font and size are deleted. See Addendum 8, Change No. 1.

**Question 93:** Attachment 01, RFP Terms and Conditions, Section D.3, states that "inclusion of cost or pricing information in any document other than the Labor Category Price Worksheet may result in Offeror's proposal being deemed non-responsive." When completing the sample task order forms (Attachments 08-A-1 and 08-A-2), please confirm that offerors should provide only technical narratives and should not provide pricing information for either scenario.

**Answer 93:** Provision is deleted from the RFP. See Addendum 8, Change No. 2.

Offeror shall provide a complete response to the task order requests for both scenarios, which will include pricing, including a breakdown.

**Question 98:** Recognizing that a subset of state acquisition support needs represent significantly greater complexity, will HI/NASPO confirm it is permissible for bidders to propose additional LCATs (e.g., those with more experience or specialized expertise) not currently listed on "09 Labor Categories Price Worksheet" to support potential future strategic services needed by State clients that would not be factored into the price evaluation score calculation?

**Answer 98:** The labor categories are provided in the RFP. No other categories will be considered.



**Question 100:** The RFP states that the 'objective is to provide a wide range of professional procurement support services' but that it is 'not intended to be utilized to provide staff augmentation services.' Recognizing that a subset of state acquisition support needs represent significantly greater complexity and potential value at stake, does HI/NASPO intend this vehicle to be a fit for these types of more strategic needs wherein "best value" should be defined more by the ROI/value delivered vs. low-cost pricing?

**Answer 100:** The objective of this procurement is to create a vendor list of qualified Contractors who can support the needed skill set and complete services that otherwise would be conducted by a state's procurement shop. The contracted consultant will fill the needed gap and best value will be determined when a purchasing entity reviews the responses to a request for task order.

**Question 101:** In "08 Offeror Response Worksheet" under II. Evaluation Criteria 1: Experience skills & Qualifications Section A., will HI/NASPO please clarify what they mean by "customer surveys/references"?

**Answer 101:** 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 102:** In "08 Offeror Response Worksheet" under II. Evaluation Criteria 1: Experience skills & Qualifications Section D., will HI/NASPO please confirm that only applicable questions should be responded to (e.g., customer website capabilities may not be applicable to all offerors services)?

**Answer 102:** All questions shall be answered. For example, 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 in the website to promote the PASS portfolio.

**Question 104:** Can bids be made on individual categories independently?

**Answer 104:** Awards are based on a Contractor providing services for all categories. Awards by individual categories will not be made.

**Question 105:** Is it possible to bid on different services within the same category?

**Answer 105:** Awards are based on a Contractor providing services for all categories, inclusive all the services within a category.

**Question 115:** 01 General Provisions, page 8, 4. Preparation of Offer. This provision states responses to RFP shall be signed in ink, and the instructions are to submit electronically through HlePRO. How is the ink signature to be handled when submitting through HlePRO to meet the General Provision requirement?

**Answer 115:** Ink signed offer may be scanned and uploaded in HlePRO.

**Question 116:** 02 Scope of Work, page 4, V. Task Order. Is a vendor required to respond to every task order issued by a participating entity?

**Answer 116:** There is no requirement to respond to every task order, but it will behoove any awarded Contractor for PASS if they want to remain in good standing with a purchasing agency, purchasing entity and/or participating State.

**Question 117:** 00 RFP Overview, page 7, III General Information and Instructions, F. How to Ask Questions. In the event that RFP updates occur after the Q&A period, will you provide additional time so respondents can ask clarifying questions regarding those updates, extending the proposal due date accordingly? If so, how many business days will respondents have to submit follow-up questions?

**Answer 117:** Q&A period was extended, which allowed for a total of 198 questions.

**Question 118:** 00 RFP Overview, page 8, IV. Offeror Response, A. How to Respond, item b. Please confirm the solicitation number for this opportunity. The RFP Overview document lists 24001 as the solicitation number. The HlePro lists P24000899 as the solicitation number. Which number should be on all vendor submission materials?

**Answer 118:** The submission should refer to RFP 24001. P24000899 is a system generated number in HlePRO.

**Question 121:** NASPO ValuePoint Sample Master Agreement, General: Will NASPO consider adding a reasonable and customary Limitation of Liability clause appropriate for professional services to balance Contractor's exposure with the work being performed? Contractor proposes the following language for NASPO's consideration:

"Limitation of Liability. Neither party shall be liable for consequential, special, punitive, or incidental damages, or lost profits from any cause under this Agreement. Each party's liability (whether in contract, tort, negligence, strict liability, by statute, or otherwise) to the other party or to any third party under this Agreement shall in the aggregate be limited to direct damages not to exceed the fees received by Contractor for the portion of its Services giving rise to such claim."

**Answer 121:** NASPO declines the proposed addition of Limitation of Liability.

**Question 122:** Exhibit 1 Hawaii Sample Documents (Hawaii Participating Addendum), General: Will the State consider adding a reasonable and customary Limitation of Liability clause appropriate for professional services to balance Contractor's exposure with the work being performed? Contractor proposes the following language for the State's consideration:

"Limitation of Liability. Neither party shall be liable for consequential, special, punitive, or

incidental damages, or lost profits from any cause under this Agreement. Each party's liability (whether in contract, tort, negligence, strict liability, by statute, or otherwise) to the other party or to any third party under this Agreement shall in the aggregate be limited to direct damages not to exceed the fees received by Contractor for the portion of its Services giving rise to such claim."

**Answer 122:** The Hawaii Participating Addendum will be agreed upon after an Offeror is awarded a master agreement.

**Question 123:** Exhibit 1 Hawaii Sample Documents (Hawaii Participating Addendum), Section 7 (Indemnification and Defense): Will the State consider modifying the clause in order to limit indemnification to third party claims and to balance Contractor's exposure with the work being performed? Suggested revisions below:

"The CONTRACTOR shall defend, indemnify, and hold harmless the State of Hawaii, the contracting agency, and their officers, employees, and agents from and against all third party liability, loss, damage, cost and expense, including all reasonable attorneys' fees, and all third party claims, suits, and demands therefore, to the extent arising out of or resulting from the negligent acts or omissions of the CONTRACTOR or the CONTRACTOR's employees, officers, agents, or subcontractors under this Contract. The provisions of this paragraph shall remain in full force and effect notwithstanding the expiration of early termination of this Contract."

**Answer 123:** The Hawaii Participating Addendum will be agreed upon after an Offeror is awarded a master agreement.

**Question 124:** Exhibit 1 Hawaii Sample Documents (Hawaii Participating Addendum), Section 8 (Cost of Litigation): Will the State consider modifying the clause in order to balance Contractor's exposure with the work being performed? Suggested revisions below:

"In case the STATE shall, without any fault on its part, be made a party to any litigation commenced by or against the Contractor in connection with this Contract, the CONTRACTOR shall pay all reasonable costs and expenses incurred by or imposed on the STATE, including attorney's fees."

**Answer 124:** The Hawaii Participating Addendum will be agreed upon after an Offeror is awarded a master agreement.

**Question 125:** Hello, the link provided in Addendum #3 does not appear to be functional. Please advise. Thank you! <https://youtu.be/RrplClyvfrg>

**Answer 125:** <https://youtu.be/RrplClyvfrg>

We checked and it works. Perhaps try cutting and pasting and using a different browser.

**Question 129:** Questions 126 and 127: Correction to page number references  
The correct page number reference is 6.

**Answer 129:** Question does not require an answer.

**Question 130:** Addendum 3 provides a non-functioning link to the video of the pre-proposal conference (<https://youtu.be/RrplClyvfrg>). Please confirm its location. Thanks.

**Answer 130:** Please try a different browser.

**Question 131:** Appendix D is referenced a few times, however, the proposal does not include an Appendix D. Please provide Appendix D.

**Answer 131:** Reference to Appendix D was not locatable.

**Question 132:** Section 2.2.2.1 states that the IV&V Project Work Plan will not be a project deliverable (see Payment Schedule, Attachment C). However, in reviewing Attachment C it is included. Please confirm that the IV&V Project Work Plan is or is not included in the Deliverables.

**Answer 132:** We couldn't find this. There is no Attachment C for this solicitation.

**Question 133:** Section 3.1.1 on page 17 references Section II.B. Might this be 2.2.2?

**Answer 133:** We could not find the section that is being referenced.

**Question 135:** Is our entire response to the 2 scenarios to be included on the respective Task Order Request Forms? Are we limited to the space and pages provided or is there some other limit?

**Answer 135:** There is no space or page limit.

**Question 143:** Can formatting changes be made to the Offeror Response Worksheet to personalize our response, or should the formatting be left as is?

**Answer 143:** Per Attachment 08 Offeror Response Worksheet, version 2, "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."

Per the RFP, completed Attachment 09, Labor Categories Price Worksheet, shall be submitted as a separate document and separate file.

Formatting should be left as is.

**Question 144:** If supplementary materials are submitted (i.e., cover letter / transmittal letter), will they be considered during the evaluation process?

**Answer 144:** Per Attachment 08 Offeror Response Worksheet, version 2, "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."

**Question 145:** What strategies have been most successful in promoting NASPO ValuePoint Master Agreements in the past?

**Answer 145:** This information is not presented in the RFP.

**Question 148:** Is NASPO PASS intended to support Planning and Procurement of any services for state and local government agencies, or is it specific to planning and procurement services for information technology projects?

**Answer 148:** The NASPO PASS is intended to support the procurement lifecycle and support services and not specific to information technology projects.

**Question 149:** Please confirm that all work described under V. Task Orders is direct to participating entity. Please clarify what periodic reports are required to be submitted to the lead state directly and/or NASPO Valuepoint.

**Answer 149:** Work through PASS is/are requested by a participating agency, which a participating entity, approved by a participating state have signed a Participating Addendum with an awarded Contractor. The RFP describes reports required to be submitted to the lead state (for task orders for Hawaii only) and NASPO ValuePoint (see Attachment 04, Sample Master Agreement).

**Question 150:** Since former procurement professionals are often best positioned to provide services in some categories, and since as a profession public procurement does not always attract professionals with degrees, can titles such as program directors and managers have work or experience equivalency for the required degrees.

**Answer 150:** Scope of work provides, "Experience for degrees is acceptable on a year-to-year equivalent basis."

**Question 151:** Are there any service level agreement terms associated with this contract and if so, what are they? Are there any penalties for not meeting them?

**Answer 151:** There are no service level agreement terms associated with the contract. However, see Attachment 02, Scope of Work, Section V. Task Orders, F. Post Management Plan. This section describes requirements for quality control and performance management plan.

**Question 152:** If selected, is there a service level agreement (SLA) or minimum percentage of opportunities which a vendor must respond to?

**Answer 152:** There are no service level agreement terms associated with the contract. However, see Attachment 02, Scope of Work, Section V. Task Orders, F. Post Management Plan. This section describes requirements for quality control and performance management plan.

There is no requirement to respond to every task order but it will behoove any awarded Contractor for PASS if they want to remain in good standing with a purchasing agency, purchasing entity and/or participating State.

**Question 153:** Do all the opportunities/needs under this contract get released to all vendors on the awarded list or only a sub-set of these vendors? If the latter, how does that sub-set of vendors get determined and by whom?

**Answer 153:** Opportunities are driven by a states' participation in executing participating addenda and the instructions they provide to their participating agencies.

**Question 154:** How is the annual Contract Performance Review scored and what is it based on? Are there past score cards available for us to see on the NASPO website?

**Answer 154:** There are no score cards for Contract Performance Review. The Performance Review is more of a conversation with the lead State, NASPO and the Supplier. NASPO will ask about the current success, struggles, PA adoption, etc.

**Question 155:** Are specific certifications/qualifications required to provide any services under this proposal (for example, training or organizational change management), or will these be provided with the individual opportunities?

**Answer 155:** See Attachment 02 Scope of Work, VII. Minimum Qualifications of Labor Categories.

**Question 156:** Which states constitute the majority of opportunities under the contract already in place for these services?

**Answer 156:** We do not have this information.

**Question 157:** Is there a preference for large or small firms to be awarded as a prime vendor for this contract?

**Answer 157:** There is no preference.

**Question 158:** Can you provide a list of the top 3 types of requests sought after by state governments for services under this contract?

**Answer 158:** We do not have this information.

**Question 159:** What is the utilization, by vendor, of the current, active vendors on this current contract which is now being re-bid?

**Answer 159:** We do not have that data available.

**Question 160:** Will NASPO consider extending the due date for responses due to the time needed to provide you with a high quality response and the pending holidays which negatively impacts available, personnel work days?

**Answer 160:** Proposal due date is extended to January 11, 2024.

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

**Answer 161:** Ideal bidder will meet the minimum mandatory requirements and score within the pool of highest scored proposals.

**Question 162:** Are there any bonds required to do this work?

**Answer 162:** Bonds are not required to respond to this solicitation. Bonds may be required to respond to individual task order requests.

**Question 163:** Is all work fixed price or is it also Time and Materials with a cap?

**Answer 163:** This is a Firm-Fixed-Price (FFP) contract based on labor hours under which only FFP task orders can be issued. For work performed by the Contractor's employees and/or Subcontractor employees, the labor categories, direct-productive-labor-hours (DPLH) and fixed labor rates shall apply. The qualifications for the labor categories are identified in Attachment 02 SCOPE OF WORK, Section VII Minimum Qualifications of Labor Categories.

**Question 164:** How will the vendor understand what the future preclusions are respective to each procurement or support need under this contract?

**Answer 164:** Awarded task orders are on an as-needed basis. There is no guarantee of work or type(s) of support needed under this contract.

**Question 165:** Are any sub-contractors also precluded from the same, future work as the prime vendor? If not, how is this handled?

**Answer 165:** The Subcontractors providing services shall meet the same service requirements and provide the same quality of service required of the Contractor and in a timely manner. No subcontract shall relieve the Contractor of its responsibilities for the Services it provides. The Contractor shall manage the quality and performance, project management and schedules and timely start and completion of services performed by each of its Subcontractors. The Contractor shall be solely responsible and accountable for the completion of all Services it has subcontracted.

In addition to any rights the State has under Law, the State shall have the right to require the removal of a Subcontractor or any of its personnel providing or supporting services for good cause. In such a case, the State shall specify the deadline for such removal after consultation with the applicable Contractor. A Subcontractor proposed by the Contractor to replace the removed Subcontractor shall be subject to the approval of the Lead State.

The State shall have the right to directly retain any Subcontractor after the expiration, termination, or suspension of the Contract under which it is retained, including any Subcontractor providing services subject to any part of a Contract that is terminated or suspended.

**Question 166:** Are there any preferred certifications sought by vendors to be awarded on this contract?

**Answer 166:** There are no preferred certifications which an Offeror shall hold to be awarded on this contract.

**Question 169:** Attachment 03, Page 3 A: "Offers will be evaluated on customer service and policies and procedures an entity has developed and maintained to provide customer satisfaction and good business relationships. Offer will be evaluated on past experiences as a NASPO ValuePoint Contractor or other cooperative agreements." - Please elaborate on this. What happens if offeror has never worked with NASPO?

**Answer 169:** 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 and if the Offeror has worked with NASPO ValuePoint or other cooperatives.



**Question 170:** Regarding Attachment 08-A-1, Task Order Request Form, Scenario 1, Page 2, Question 3: This question states that the deliverables are an RFQ and training, while the Offeror Response Worksheet states for Scenario 1 that we're assisting the new employees with obtaining training so they can prepare a new solicitation. Should we complete the Task Order Request Form as if we're providing training on how to prepare an RFQ, or as if we're taking their specifications and preparing an RFQ for them, then training them on how to carry out the solicitation process?

**Answer 170:** For this scenario, the request for procurement assistance is to help the new purchasing specialist prepare the solicitation document for the purchase of a new SUV and provide procurement training as opposed to the Contractor creating the document and handing it over to the purchasing shop. Services would include preparing the solicitation document in addition to training the specialist.

**Question 172:** Regarding The task Order Request Form, Attachment 08-A-2: What information is asked for on page 1 under scope of services (The questions in brackets) and how is this different from details in Sections 4 through 10, starting on page 2? Is the information in Section 1 on page 1 to be completed for this sample?

**Answer 172:** Scope of Services on page 1 is normally completed by the requestor. The information is high level. Offeror shall complete the questions on page 2 as they would when responding to a task order request.

**Question 176:** In order to be awarded a master contract, do vendors need to be registered to do business with the State of Hawaii if they only intend to do business with addendum states?

**Answer 176:** The Offeror is advised that in order to be awarded a Master Agreement under this solicitation, the Offeror will be required, to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to Hawaii Revised Statutes HRS §103D-310(c):

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1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

**Question 177:** In order to be awarded a master contract, do vendors need to be registered in Hawaii Compliance Express (HCE) and be in compliance with Hawaii laws even if they are compliant to do business in other states?

**Answer 177:** The Offeror is advised that in order to be awarded a Master Agreement under this solicitation, the Offeror will be required, to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to Hawaii Revised Statutes HRS §103D-310(c):

1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

There is an option to show compliance through individual paper documents and not through HCE.

**Question 183:** If vendors would like to opt into this contract at a later date, will there be additional onboarding opportunities to be awarded this master contract in the future?

**Answer 183:** There is no option to be added to the Master Agreement later.

**Question 188:** Attachment No. 8 A 2 / Page No. 1 / Section No. Scope of Services / Paragraph 1

Question: Is it necessary to identify a specific state in Scenario 2? We would like to include information in our response that relates a live project that has substantial similarities to the scope of services detailed in this scenario, but prefer to avoid disclosing the client.

**Answer 188:** The scenario does not require naming of an agency, just the State. The reason for naming the state is to obtain an understanding that Offerors know there are specific statutes and rules that differ from state to state.

**Question 189:** Attachment No. Addendum 3 / Page No. 1 / Video Link

Question: We would appreciate an alternative link to the pre-proposal video, as we are not able to open the currentyoutu.be link.

**Answer 189:** <https://youtu.be/RrplClyvfrg>

We checked and it works. Perhaps trying cutting and pasting using a different browser.

**Question 190:** How is the State of Hawaii and/or NASPO ValuePoint handling support for construction procurement? Will you please elaborate on how and why it is not related to this RFP Scope of Work? This is an area where we recognize a significant need for procurement assistance and support services, which we currently provide strategically given various delivery methods. Thank you!

**Answer 190:** This procurement does not include any purchases/contracts related to construction. Procurement of construction and design services includes an entirely separate process for some states, like Hawaii.

**Question 191:** Is it possible that the Q&A deadline be extended upon release of the corrected pre-proposal link update? I thought there was a reference to the construction procurement question as related to design professionals such as architects and engineers providing services compared to procurement consulting firms and could be mistaken but cannot verify. Thank you!

**Answer 191:** The Q&A deadline was extended. This procurement does not include any purchases/contracts related to construction, inclusive of professional services for architects and engineers.

**Question 193:** Exhibit 01 Hawaii Sample "E. Inspection of Facilities. Pursuant to HRS § 103D-316, the Participating State, at reasonable times, may inspect the part of the plant or place of business of the Contractor or any subcontractor that is related to the performance of a Master Agreement and this Addendum."

Are we expected to have a facility in each state, including Hawaii?

**Answer 193:** It is not an Offeror requirement to have a facility in every state.

**Question 196:** 03 RFP Evaluation PlanC. Technial Scenarios – Describe how you will respond to needs assessment phase and walk us through the development of the task order document and how awarded contract will be managed. Please confirm that you are not asking offerors to submit task order documentation, but to just explain our process for development of the task order document as well as how the awarded contract will be managed.

**Answer 196:** See Attachment 03, RFP Evaluation Plan, VII. EVALUATION CRITERIA, C. Technical Scenarios.

"The Offeror's technical scenario proposal is worth a total of 200 points, 100 points will be awarded to the response for each technical scenario. The Offeror's technical scenario proposal shall be submitted in a narrative format and **include the completed task order response sheet**, provided in Attachment 08-A-1 and 08-A-2 Task Order Request Forms. Offers shall be evaluated for completeness of the task order, inclusive of the pricing justification for labor categories.

Offeror shall explain its step-by-step process in response to the two scenarios described above. Describe how you will respond to the needs assessment phase and "walk us through" the development of the task order document. After an award is made, explain how the awarded contract will be managed."

The following changes are made to the RFP:

**Change No. 1:**

**AMEND** Attachment 00, RFP Overview, Section III. General Information, K. Required Format and Content as follows:

**Required Format and Content**

All Proposals must be submitted in the following format. Detailed information on submitting each of these sections is contained in later sections of this RFP. ~~Proposal shall be submitted in size 12 Arial font or equivalent, excluding charts, tables and graphs.~~

**The maximum file size that HlePRO can accept is 100MB. Files larger than 100MB must be reduced into two or more files.** Offeror can choose to 'zip' files and attach in HlePRO. However, zip files must not exceed 100MB.

**Change No. 2:**

**AMEND** Attachment 01 RFP Terms and Conditions, IV. Proposals, D. Labor Categories Price Worksheet as follows:

**Labor Categories Price Worksheet.**

Offeror must complete all required elements of Attachment 09, Labor Categories Price Worksheet. The format and structure of the Worksheet is intended to allow for a fair evaluation of like pricing among Offerors. Deviation from the format or structure of the Labor Categories Price Worksheet may result in Offeror's proposal being deemed non-responsive.

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1. Offeror is wholly responsible for ensuring figures and calculations submitted in Offeror's completed Labor Categories Price Worksheet are accurate, even if formulas have been provided by the Lead State as a courtesy.
  - ~~2. Inclusion of cost or pricing information in any document other than the Labor Categories Price Worksheet may result in Offeror's proposal being deemed non-responsive. No. 3 not used.~~
  3. Offeror's proposed prices must be inclusive of all fees and charges, including but not limited to fees or charges for shipping, delivery, credit card payments, and personnel. All costs proposed by Offeror must also be inclusive of the NASPO ValuePoint administrative fee. Proposed prices incorporated into a Master Agreement resulting from this RFP represent not-to-exceed pricing and minimum discounts, where applicable. Except as permitted by Subsection 5, pricing offered to Participating Entities and Purchasing Entities must be no higher than pricing set forth in the Master Agreement.
  4. A Participating Addendum may also require payment of an additional administrative fee by Contractors to a Participating Entity based on sales to Purchasing Entities within the jurisdiction of the Participating Entity. Unless otherwise negotiated by the

Participating Entity, Contractor may adjust the Master Agreement pricing incorporated into the Participating Entity's Participating Addendum by an amount not to exceed the Participating Entity's fee. Such adjustments will have no effect on the NASPO ValuePoint administrative fee, pricing in the Master Agreement, or pricing offered to Purchasing Entities outside the jurisdiction of the Participating Entity.

**Change No. 3 - The following reflect information regarding completion of additional states' Intent to Participate:**

- **ADD Exhibit 5, Maryland Ts and Cs**
- **ADD Exhibit 6, Virginia Ts and Cs**
- **REPLACE Attachment 05, PARTICIPATION INFORMATION**
- **AMEND Attachment 00, RFP Overview, III. GENERAL INFORMATION AND INSTRUCTIONS, C. RFP Documents** as follows:

**C.RFP Documents.** This RFP consists of this RFP Overview, the following attachments and Exhibits, and any information or materials posted by the Lead State to the RFP Website, as amended:

1. Attachment 01, RFP Terms and Conditions
2. Attachment 01-A, Hawaii General Provisions
3. Attachment 02, Scope of Work
4. Attachment 03, RFP Evaluation Plan
5. Attachment 04, Sample Master Agreement
6. Attachment 05, Participation Information
7. Attachment 06, Protest Information
8. Attachment 07, Offeror Information, Acknowledgements, and Certifications
9. Attachment 08, Offeror Response Worksheet
10. Attachment 08-A-1, Task Order Request Form – Scenario 1
11. Attachment 08-A-2, Task Order Request Form – Scenario 2
12. Attachment 09, Labor Categories Price Worksheet
13. Attachment 10, Claim of Business Confidentiality
14. Exhibit 1, Sample Hawaii Documents – Participating Addendum (PA); Attorney General Conditions; Uniform Request for Quotes; Form SPO-012, Evaluation: Vendor or Product; FEMA Terms and Conditions
15. Exhibit 2, Montana's Ts & Cs
16. Exhibit 3, Idaho's Ts & Cs
17. Exhibit 4, Illinois' Ts & Cs
18. Exhibit 5, Maryland's Ts & Cs
19. Exhibit 6, Virginia's Ts & Cs

- **AMEND Attachment 00, RFP Overview, IV. OFFEROR RESPONSE, C. Other Documents** as follows:

**C.Other Documents.** The following are informational only and do **not** need to be submitted with your proposal:

1. This RFP Overview
2. Attachment 01, RFP Terms and Conditions

3. Attachment 01-A Hawaii General Provisions
4. Attachment 02, Scope of Work
5. Attachment 03, RFP Evaluation Plan
6. Attachment 04, Sample Master Agreement
7. Attachment 05, Participation Information
8. Attachment 06, Protest Information
9. Exhibit 1, Hawaii Sample Documents
10. Exhibit 2, Montana's Ts & Cs
11. Exhibit 3, Idaho's Ts & Cs
12. Exhibit 4, Illinois' Ts & Cs
13. Exhibit 5, Maryland's Ts & Cs
14. Exhibit 6, Virginia's Ts & Cs

*Carey Ann Sasaki*

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Carey Ann Sasaki  
Procurement Officer