UC Information Technology (IT) Temporary and Professional Services RFP #002215

Acceptable File Format

❶ UC Terms and Conditions

Clarifying Questions for Q&A

1. Can UCOP provide the anticipated overall spend for this opportunity?
   Please see Pg. 6 with regards to the estimated "annual volume" of IT Temp and IT Professional Services purchased under the National Agreement through OMNIA Partners Public Sector.

2. How many vendors does UCOP envision choosing?
   It depends on the quality of the proposals and pricing that we receive.

3. What is the estimated ongoing headcount for temporary employees at each location?
   We currently do not have that information across all campuses – the required reporting elements will assist with our having better visibility into in the future.

4. Will UCOP provide detailed job descriptions for each in-scope role?
   We're looking to the selected service providers to provide better insight into that, as you've probably noticed we have standard "job titles" based on the roles currently provided by our incumbent service providers.

5. What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?
   A lot is based on supply and demand, we're hoping the selected service providers will have better viability into that.

6. What is the average length of assignment?
   Typically for IT Temp Services = short term up to (6) months and IT Professional Services = long terms, greater than (6) months.

7. Can UCOP provide any significant changes in business expected in the upcoming years that could impact labor spend or hiring volume?
   Again, we're hoping to work with a service provider who would be able to better answer that question.

8. Given the movement towards automation, how do you see this impacting your demand for staffing in certain areas that are more task based?
   This RFP is specifically for staffing IT Temp/IT Professional Services, considering the commodity the specifics can change on a regular basis.

   How are your current providers supporting a strategy for adopting technology enhancements that can increase efficiencies or replace manual administrative work?
   Suppliers have a chance to submit their recommendations within their submitted proposals. One of the questions we've asked is for participating suppliers to indicate whether or they provide MSP services and have access to a VMS tool, to be used for finding qualified candidates.

9. What are the top three "selling points" of working as a contingent employee of your organization?
   This is subjective and may vary from campus-to-campus,

10. How do your current suppliers track worker satisfaction? **That's usually obtained through the suppliers QBR process.** Can you share the current benchmarks by location, skill set, or in

aggregate? **That can very between campus and the individual departments – that's why it's important for the department manager to let you know their specifications ahead of time**

11. How is hiring manager satisfaction tracked today? If tracked, can you share the current benchmarks?
    Please see the KPIs on Pg. 21 of the RFP document.

12. What are the top three areas hiring managers would like to see improved upon?
    Again, this could very from campus-to-campus and departments on each of the campuses.
    - **On-Time Reporting by UC location and system**
    - **Response to initial order**
    - **Placement of Short-Term or Long-Term positions**
    - **RUSH Placements – depending how quickly a position needs to be filled**
    - **Customer Services Satisfaction**
    - **Requests for Reports**
    - **Placement Accuracy**
    - **Invoice/Billing Accuracy**

13. What are UCOP's primary business drivers and current pain points?
    One of the key drivers is based on "best value" balance of price, quality, service, performance, and other elements.

14. Does UCOP expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?
    This would depend on each situation, UC will look to the awarded suppliers to resolve this.

15. Does UCOP have tenure limits for contingent labor? If so, how are they enforced?
    This would be driven by the individual campuses and their requirements.

16. Is there a UCOP-specific vendor used for background/drug testing, or can the vendor utilize its own identified processes? If there is a specific vendor, what is the cost per test?
    The vendors being used for these services can very from campus-to-campus, awarded suppliers will need to work with the individual campus and meet their requirements.

17. Does UCOP expect vendor to provide timecard management or time clocks or does UCOP intend to leverage an existing internal time management process?
    The process will be dictated by the needs of the campus.

18. What are UCOP's expected payment terms?
    This will be based on the individual campus requirements.

19. What is UCOP's expected invoicing schedule (weekly, bi-weekly, monthly)?
    This will be based on the individual campus requirements.

20. Should funding for background checks be included in our mark-up or billed back separately?
    The rates provided in the Pricing Template should be all-inclusive.

21. Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or UCOP guidelines?
    Fair Wage/Fair Work Plan

22. Does UCOP have mandatory PTO for contingent labor? If so, what is the expectation and does UCOP want this billed separately or factored into the markup/bill rate?
    This would be based on the individual campus requirements.

23. Will UCOP be providing all equipment and work spaces needed for office-based positions?
Again, this will be based on the individual campus/department's requirements.

24. In Section VI, Part D, it states that vendor must notify the University of all felony and misdemeanor violations, does that mean the University will be active in the adjudication process? If not, we can own that part of the review on your behalf and results would be confirmed via attestation form.
Please see Pg, 18 Background Checks – Supplier will arrange for background checks, verifications, references and other investigations, as requested, as part of the overall assessment of candidates presented for consideration.

   All felony and misdemeanor convictions (except for marijuana related offenses greater than two years old) must be reported to the University and may result in the Temporary Staff being prohibited from performing work at the University.

25. In Section VI, Part D, there is mention of a criminal convictions questionnaire the talent might need to complete. Can vendors see this questionnaire ahead of time?
This will be based on the individual campus and their requirements.

26. For the Pricing section and Mark-Up requests; do you want the markup percentage to include our 'Employment Burden' or do you want the markup percentage to only reflect our 'net' gross profit?
The rates and mark-up percentages should reflect the "all-inclusive" costs.

With regard to the Administrative Agreement , Exhibit B:
1. Is it possible to revise paragraph 6 by adding "negligent" before the words "acts or omissions" on the second line of that paragraph?
If the decision is made to award an agreement – the following should be discussed during the negotiation process.

2. Is it possible to strike the first sentence of paragraph 8 wherein you disclaim all express or implied representations and warranties regarding their performance as contract administrator?
If the decision is made to award an agreement – the following should be discussed during the negotiation process.

3. Is it possible to strike "and Supplier" from the first line of paragraph 10?
If the decision is made to award an agreement – the following should be discussed during the negotiation process.

With regards to the RFP and UC Agreement:
1. Section VI Scope of Service, paragraph H States "Credit for unsatisfactory performance is a minimum of 40 hours." Is this accurate? What if the individual only worked a day or two?
Should be a maximum of 40 hours

2. Can you confirm that University employees will provide supervision and/or direction of all work provided under this agreement?
Yes, the requesting camus/department will provide supervision and/or direction.

3. Article 5 of the purchasing agreement states: "Supplier furnish all equipment, personnel and materiel sufficient to provide the services expeditiously and efficiently." What "equipment and material" will we be expected to provide under this agreement, if any?
Standard equipment and material to complete the work for the individual requested role. It's important for you to have this conversation with the department manager.

4. With respect to Article 8 (Indemnity and liability) of the purchasing agreement, are you willing to narrow the indemnification to damages arising out of the negligent acts or omissions of suppler?

We are looking for something consistent with the certificate of insurance language requirement in Article 9 that states: "This provision will only apply in proportion to and to the extent of the negligent acts or omissions of Supplier, its officers, agents, or employees."
Based on the RFP, if you receive notification that the UC plans on awarding an agreement, it's important for you to discuss this during the negotiation process.

5. Can you confirm that Suppliers will be able to amend pricing as needed (on a pass through basis) to account for unforeseen changes in statutory costs during the term of the agreement?
Using the Pricing Template in QUESTIONNAIRE #10, the hourly pay rates, bill rates and mark-up % will be held for each term of the agreement (the first term is for (5) years.

6. Would you recommend that we list or itemize any expenses required for these resources or would UC prefer that all are included in the Bill Rates provided?
Bill Rates need to reflect the "all-inclusive" associate costs.

7. What are the differences in how you purchase the Staff Aug category and the Professional Services category currently? (i.e. agreed Bill Rates by resource, time and materials basis, fixed cost basis, weekly or monthly billing, etc.?)
Temp staffing is usually short term (up to 6 months, Professional Services is usually long term (6+ months). The rates provided on the pricing template, will be used to develop the "rate card" for the agreement.

8. Based on the differences in the definitions of the 2 types of solutions requested (Staff Aug & Professional Services), why is the pricing structure for Professional Services the same as for Staff Aug resources?
Having a consistent format, allowing individual departments to be able to select the level of expertise they require; Junior Level (1-3 Years), Intermediate Level (4-8 years) and Senior Level (8+ years) for each role.

9. What holidays are currently observed and paid by UC?

New Year Holiday	Friday, January 1, 2021
Winter Curtailment	4-Jan-21
Martin Luther King, Jr. Day	Monday, January 18
President's Day	Monday, February 15
Cesar Chavez Holiday	Friday, March 26
Memorial Day	Monday, May 31
Independence Day	Monday, July 5
Labor Day	Monday, September 6
Veteran's Day	Thursday, November 11
Thanksgiving	Thursday, November 25
	Friday, November 26
Winter Holiday	Thursday, December 23 - Friday, December 24
Winter Curtailment	Monday, December 27 - Wednesday, December 29
New Year Holiday	Thursday, December 30 - Friday, December 31

10. What are the current minimum benefit requirements for all of these UC roles in scope? With regard to the Administrative Agreement.
Should be based on fair work/fair wage requirements.

With regard to the Administrative Agreement, Exhibit B:

1. Is it possible to revise paragraph 6 by adding "negligent" before the words "acts or omissions" on the second line of that paragraph?
   If the decision is made to award an agreement – the following should be discussed during the negotiation process.

2. Is it possible to strike the first sentence of paragraph 8 wherein you disclaim all express or implied representations and warranties regarding their performance as contract administrator?
   If the decision is made to award an agreement – the following should be discussed during the negotiation process.

3. Is it possible to strike "and Supplier" from the first line of paragraph 10?
   If the decision is made to award an agreement – the following should be discussed during the negotiation process.

Section 1. Questions 18-23 - Repeat Questions?
These are all duplicate or triplicate questions. Confirming we're okay to repeat our responses?
An issue occurred at the time of the release of the RFP, please answer each of these questions once.

Section 3. Question 5. - Is this a question?
Section 3. National Capabilities, question 5. - Is this a question?: "Omnia Partners in partnership with the University of California to competitively bid and award contracts to national vendors in accordance with purchasing procedures mandated by state procurement laws and regulations. This means the best pricing for both small and large buyers."
This is a statement, the question should considered when responding to the roles/rates within the pricing template.

Is OMNIA PARTNERS Exhibit D required for submission?
Can you please confirm OMNIA Partners - Exhibit D Principal Procurement Agency Certificate Example for UCOP, need not be submitted with response?
OMNIA Partners Exhibit B, Exhibit C, Exhibit D, Exhibit E, and Exhibit H (Requiring Acknowledgement). OMNIA Partners Exhibit A, Exhibit F, and Exhibit G (Requiring Responses/Uploads)

PROF SERVICES UC Campuses Procurement doc submittal confirmation
Is " PROFESSIONAL SERVICES UC Campuses Procurement document" required as part of submission ? Where do we find it?
If you are looking for the pricing template, it's under the QUESTIONNAIRE section, #10.

OMNIA Partners - Exhibit B submission
Is OMNIA Partners - Exhibit B Administration Agreement Example required as part of submission?
No, if selected to entire into a National Agreement, it will be signed during the negotiation process.

Additional document submission
Apart from Attachment #2, #3 and OMNIA Partners - Exhibit A,B,F,G, please confirm that only the 10 Questionnaire documents are required to be submitted mandatory with response?
In addition to providing your proposal, you will need to respond to the question found in the QUESTIONNAIRES , and download the Pricing Template so that you can provide pricing for each of the roles, then upload the completed pricing templates as part of QUESTIONNAIRE #10.

Subcontracting
Is subcontracting with SBE/DBE/SWBE/DVBE mandatory? Is there a participation goal to be met?
Within the evaluation criteria, SUSTAINABILITY is 15% of the overall all score. We have requested that you "Describe specifically how your company will incorporate environmentally conscious business practices and your focus on diversity in your staffing to strengthen opportunities for women, minority, veterans and the disabled." This should be included within your proposal.

Word limit of answers to Questionnaire

What is the word limit of each of the questions required for Questionnaires? Please confirm the answers to the 10 Questionnaire sections need be submitted on CalUsource portal only? Are they also required to be uploaded via the Excel?

You need to respond to the questions in the QUESTIONNAIRES within the application, the length of your response is up to 100 characters. If you need to expand on you response, each question provides the opportunity for you to attach a word.doc for each question. For Questionnaire #10, you must download the pricing template, input your information, save the excel spreadsheet and then upload it as an attachment within Questionnaire #10. Attachments can be in word.doc and/or Excel Format

Regarding FEIN or DUN & Bradstreet Report

Can we submit either of FEIN report or DUN and Bradstreet report and not necessarily both?
Yes.

Previously awarded proposal for reference

Can other vendors access/receive previously submitted and awarded proposal responses of the 7 or 11 incumbents respectively
No.

Question

Can we participate prime and subcontractor at the same time?
Yes, the Prime will respond to the RFP and be responsible for administering the agreement if awarded.

Proposal Requirement #4

For #4 on the list of proposal requirements (Approach to Managing UC's Temp and Prof Services…) what kind of response are you intending suppliers to provide? Is this a narrative response? What would you like included in this section?
Please provide insight into your agency's approach to managing your employees (consultants). Do you have quarterly performance review? Does your review process include input from you clients?

OMNIA Program

If we choose not to participate in the OMNIA part of this program, do we have the option of bidding for consideration for just the UC's? By completing just the "California" Pricing is that how this would occur? If so, will that be thru OMNIA or directly with the UC? If thru OMNIA, will they still require a 3% fee? If we choose to bid on the UC work only, and not take part in the National Program thru Omnia, will that affect the evaluation criteria?
If you choose not to participate in the OMNIA part of this program, do you have the option of bidding for consideration for just the UC's? Yes, by completing the "California" Pricing Template. By completing just the "California" Pricing is that how this would occur? Yes. If so, will that be thru OMNIA or directly with the UC? That will be thru UC. If thru OMNIA, will they still require a 3% fee? This would be N/A. If we choose to bid on the UC work only, and not take part in the National Program thru Omnia, will that affect the evaluation criteria? No.

IT Security Requirements

The RFP includes Appendix DS 8-12-2019 -- IT security requirements. Do these requirements apply to the contractor IT framework used to supporting IT contingent staffing requirements where such staff are working on UC properties using UC IT facilities?
Yes.

As a follow up to your Pre-proposal conference response to this same question, you mentioned that YOU were conferring with your IT/Security Department. Is there still potential that UC can still change this requirement, found in Attachment 6 - DS, as many staff augmentation vendors are not NIST 800-171

compliant. This NIST standard is principally focused on the DoD contractor community and preclude the level of participation UC was hoping for.

Regarding NIST 800-171 compliance as part of the Appendix Data Security, Supplier must provide commercially acceptable cybersecurity and cyber risk management to protect Institutional Information and/or IT Resources. This must include, but is not limited to the Supplier:
1. Developing and documenting a plan that protects Institutional Information and IT Resources.
      a. • Supplier must responsibly execute this plan.
      b. • Supplier's approach must conform to a recognized cybersecurity framework designed for that purpose Examples include the latest versions of PCI DSS, NIST CSF, CIS Critical Security Controls, IS0 27002, NIST SP 800-53 and NIST SP 800-171. Being NIST 800-171 compliant as a UC Supplier of IT Temp and IT Professional Services is not a requirement but provided as an example framework. There are many frameworks that might be followed by a given Supplier. That said, certain UC environments are required to be compliant so Supplier personnel acting within these environments would need to adhere to applicable requirements (ex: Supplier IT staff supporting a Federal research program with controlled unclassified information). UC Suppliers that already follow NIST 800-171 practices will have an advantage over those that don't. Also, beyond NIST 800-171, the newest framework is CMMC (https://www.acq.osd.mil/cmmc/faq.html) which is based on NIST 800-171 and is expected to replace 800-171.

Our company does not presently utilize a third-party certifier or have an in-place IT Cybersecurity Framework that fully complies with NIST 800-171. Can you please confirm that we would be compliant with your IT Security Requirements if we are selected to provide staff augmentation where resources are only working at UC facilities?

Supplier must provide commercially acceptable cybersecurity and cyber risk management to protect Institutional Information and/or IT Resources. This must include, but is not limited to the Supplier: 1. Developing and documenting a plan that protects Institutional Information and IT Resources. a. • Supplier must responsibly execute this plan. b. • Supplier's approach must conform to a recognized cybersecurity framework designed for that purpose. 1 1 Examples include the latest versions of PCI DSS, NIST CSF, CIS Critical Security Controls, IS0 27002, NIST SP 800-53 and NIST SP 800-171.

Offshoring

The RFP makes reference to offshoring and disclosures. Please advise if these disclosures pertain to direct labor (resources who work at UC or offsite on deliverables under an SOW), as well as back office support functions (IT, accounting, etc.). Please advise if all offshoring (direct and/or indirect labor) is prohibited and/or clarify UC restrictions on offshoring.

Supplier warrants that professional services staff, including staff who are located outside of the United States, or plan to relocate outside the United States as part of the Agreement, Supplier is solely responsible for complying with all local laws (including tax and payroll). Temporary Staff will have had a full background check initiated by Supplier and that the Temporary Staff will have no known criminal records or criminal charges which would in any way affect the ability of Temporary Staff, to discharge their responsibilities according to the highest ethical standards. Supplier is solely responsible for complying with all local laws (including tax and payroll). In addition, professional services staff will have a full background check to discharge their responsibilities in regard to patient and financial data and the systems that process such information. Background checks will include, but are not limited to, reference checks and criminal checks.

Pre-Proposal Conference Call

I understand the conference call was cancelled due to technical difficulties. Will that be rescheduled?
The conference call was rescheduled for this Wednesday, February 3rd at 1:00 PM (PST) - an invitation has been sent to you.

Do we have any avenue to propose changes or is it a hard?
Please refer to the "Minimum Qualification Form to Respond to RFP. Accept UC Terms and Conditions of purchase (no exceptions allowed). The following articles are not applicable for the requested services under this RFP - Article 13, Article 17, Article 26.

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❷ Information Technology

Manager Contact
Will any suppliers not on the new MSA be able to provide either IT professional Services or IT Temp Services under different contracts post the MSA award?
Assuming you're referring to the OMNIA National Agreement, and yes there could be UCOP agreements established to cover all campuses.

Exhibit A
1. Are we expected to share our sales materials with Omnia. If so, how do we protect our IP by forfeiting our materials to them (Exhibit A, 3.3 section E).**No. This marketing is intended for leads established by OMNIA Partners and based on a master agreement resulting from this RFP. Additionally, the intent is to have co-branding of sales materials for the marketing of the resulting contract. The intellectual property of each Supplier is not forfeited.**

2. Are we expected to bring Omnia into our existing clients and then pay them a fee to pass thru them?
No. Exhibit A, 3.3. section D requests a description of how Supplier will transition any existing Public Agency customers' accounts to the resulting Master Agreement. There is no "pass thru" but rather there is an Administration Fee established in Exhibit B for marketing efforts by OMNIA Partners.

M/WBE Goal Requirement
Is the M/WBE goal requirement, worth 15% of the evaluation score, required as part of submission? What approach should large businesses take to meet these requirements?
Sustainability is one of the evaluation criteria is (15%) of the overall score,, which also includes your focus on diversity in your staffing to strengthen opportunities for women, minority, veterans and the disabled.

Pay Rates and Expenses
1. Is it required to provide pay rates? Pay rates vary depending upon each individual consultant, education, experience, location, market value, and specific requirements of the position.
In Questionnaire #10, the "pricing template" requests that you provide your "ALL-INCLUSIVE" hourly Pay Rate and Bill Rate (Minimum & Maximum) for each role (job title) listed in the below IT TEMP SERVICES and/or IT PROFESSIONAL SERVICES tables for JUNIOR, INTERMEDIATE and SENIOR level positions. *In order to be considered for evaluation, proposed rates for ALL Roles under IT TEMP SERVICES and/or IT PROFESSIONAL SERVICES must be completed.

2. How will expenses be addressed? Please provide a copy of the University's Expense Policy
In the RFP document, UCOP has indicates that "There will be no reimbursement for out-of-pocket expenses."

Admin Fee and Rebate Program
Will you still require the selected vendors to take part of the rebate program in place with the Regents? Alternatively, will rebate program be replaced with the 3% administration fee to OMNIA?
Please note the "California Pricing Template" indicates "The successful supplier(s) that will not participate in the National Program with OMNIA Partners will be required to provide a quarterly Patronage Incentive of 2% of the total sales of products and/or services resulting from the contract to the UC. The successful supplier(s) will be required to submit the quarterly Patronage

Incentive directly to each individual UC location. The amount of quarterly Patronage Incentive provided to each UC location will be calculated based on the total quarterly sales to each location." The rebate program will not be replaced by the 3% administration fee to OMNIA.

Existing Contracts with the University

1. Will all current contracts be superseded and have to go through the OMNIA contracts post award?
Most of UC's current contracts will expire June 30, 2021, per the RFP schedule, we intend to award during the week of April 6, 2021.

2. Will the University still be able to engage consulting firms outside of the OMNIA contract?
Yes, please complete the "California" Pricing Template.
3. If we are unable to support the OMNIA program, will the existing services be terminated when the UC contract terminates?
Yes-UCOP Agreements will be allowed to expire.

How would ongoing services from existing contracts be handled? Will existing contracts with individual medical centers that do not utilize the current UCOP agreement also be terminated?
No, as previously discussed, the RFP is based on the services previously provided under the UCOP agreements. Will vendors still have the ability to work with those entities?
Yes.

4. Can previous articles that were omitted from the University's Terms of Purchase remain moving forward?
Please refer to the SUPPLIER QUALIFICATION form, which indicates "The following articles are not applicable for the requested services under this RFP: Article 13, Article 17, Article 26"

5.. Will The Regents of the UC and associated campuses and locations still be able to issue RFP's for IT Professional Services (services with deliverables) post the MSA award or will this MSA be the only contract to address professional services going forward?
Campuses will be encouraged to use the awarded National Agreement and/or UCOP agreements issued based on this RFP.

6. Will any suppliers not on the new MSA be able to provide either IT professional Services or IT Temp Services under different contracts post the MSA award?
Again, campuses will be encouraged to use the awarded National Agreement and/or UCOP agreements issued based on this RFP.

If not selected to be a part of the OMNIA program, will suppliers still have the opportunity to provide temporary and professional services to the University? If so, what agreement will need to be executed? Will existing agreements be extended?
Through this RFP there will be the possibility of establishing an OMNIA "National Agreement" and/or UCOP Agreements for the campuses to use.

Can we agree to the UC Terms and Agreement but not participate in the OMNIA program?
If you're going for an agreement with UC, please make sure you complete the pricing template for 'CALIFORNIA". If you're awarded an agreement with UC, yes. . .

RFP | Pre-Proposal Conference Cal

Hi Everyone: Unfortunately, we had technical difficulties with today's ZOOM call. I've reached out to our IT Support Team and we're planning on rescheduling the call for next Wednesday, February 3rd. Please watch for the invitation. Also, not having the call today, will not affect the RFP Timelines. RFP responses will still be due on March 3rd, 12:00 PM (PST).

❸ RFP Related Questions

Proposal Related
Q14 unders - General Supplier Information:
The questions is asking for 500 words write up but the filed has only 100 words to fill our response. Can we upload separate PDF documents which has elaborate answers?
The intent is for participating suppliers to condense their response as much as possible. If you believe you need to expand on your response. Yes, upload a separate pdf.

Pricing Sheet - Pay and Bill Rate
Our question is on the pricing sheet that vendors need to submit. Is there a specific reason the UC is looking to get pay rate, bill rate, and the margins as part of the response? Please advise as some of the vendor partners are hesitant to share it
As an entity of the State of California and the fare work, fare wage requirements, for reporting reasons, it's important for us to have visibility into the pay rates, bill rates and mark-up percentages. As stipulated within the RFP, suppliers interested in providing a proposal, and potentially being offered an agreement, must provide the pricing for all roles listed in the pricing template

Questions for University of California
1. Is UC open to additional alternative solutions i.e. managed staffing program?
   Not at this time.
2. What is the average length of assignment for UC's staff augmentation positions?
   The length of assignments will vary. IT Temp services are for up to 6 months, IT Professional Services is greater than 6 months
3. What, if any, are the background and drug screening requirements for staff augmentation positions?
   Please refer to https://www.ucop.edu/marijuana-and-drug-policy/
4. How are orders/requisitions going to be communicated from the UC campuses to the awarded suppliers?
   This will depend on the individual campus requirements.
5. Will all suppliers receive all orders at the same time?
   Time of orders may vary -orders will be placed as the need occurs.
6. Can you confirm all the exhibits/appendices/attachments that need to be returned with the proposal submission?
   Yes, in order to be considered, all documents must be submitted with your proposal.
7. In Cal U Source there is a 100 character maximum limit for each of the questionnaires. Specifically, this would conflict with Q14, Q18, and Q20 on the "General supplier Information" tab as it says to summarize in 500 words or less. We cannot do that with a 100 character count limit. Can you please fix this limit?
   Although we encourage suppliers to keep their response short, if absolutely necessary, we've provided the capability for adding a word.doc in your response to individual questions.

UC OMNIA Questions
- General - Is the intention of this award to supersede any other existing agreements with UCOP or UC entities?
  A majority of the UCOP IT Temp/IT Professional Services Agreements are due to expire at the same time that new agreements as a result of this RFP will start.
- Supplier Questionnaire, Tab 1 – Questions 14, 18 and 20 are the same question; Questions 15 and 21 are the same question; Questions 16 and 22 are the same question; Questions 17, 19 and 23 are the same question? Does UCOP intend to delete the duplicate questions?

Yes, there was an issue with the system as the event was being released. Just respond to the questions once.

- Supplier Questionnaire, Tab 1, Question 10: Does UCOP Require the specific information on all approved vendor/supplier sub-contractors or just information around the active sub-contractor program that is in place and how we establish our approved list of sub-contractors?
This is a relatively straight-forward question, if you are awarded an agreement as a result of this RFP, do you intend to use and/or partner with subcontractors? If so, please let us know, with who and what is your relationship with the subcontractor, as the agreement will between your organization and the subcontractor.

- Supplier Questionnaire, Tab 3 – Question 5 – Are vendors required to just confirm understanding of these terms?
The OMNIA Partners National Agreement will be between your agency and OMNIA Partners. If awarded a National Agreement, the question is requesting you to confirm that you will be providing "best pricing" for both small and large organizations.

- Supplier Questionnaire, Tab 3, Question 6: Does UCOP only require supplier to specify if they are a Prime Contract with a National Cooperative Purchasing Program?
Again, if a National Agreement is established it will be with your organization and OMNIA Partners, the questions is asking whether or not you are already under another National Agreement with OMNIA or any other Group Purchasing Organization?

- Supplier Questionnaire, Tab 3, Question 7: Will UCOP and Omnia Partners work with awarded supplier to define the required marketing program to support process, implementation and marketing of the National Program?
Awarded suppliers will partner with OMNIA Partners directly with regards to the implementation and marketing of the National Program – Please download "Attachment A" and the other attached OMNIA documents.

- Supplier Questionnaire, Tab 4, Question 2: In response to this question would UCOP like what ordering methods are currently in place or what methods respondent has the ability to create/develop in alignment with contractual goals of UCOP and Omnia Partners?
The questions is related to how would UC internal business partners submit orders for IT Temp and/or IT Professional Services and how will your agency track orders and be able to provide historical information to share with the individual departments? PLEASE NOTE: UC agreements and the OMNIA Partners National Agreement are two separate agreements.

- Supplier Questionnaire, Tab 4, Question 7: For the identification of billing to multiple cost centers/projects - is that strictly for IT Professional Services or includes IT Staff Augmentation Services as well?
If you have an employee working for different departments, how will the billing be handled – it's important the appropriate person approve the billing for their departments.

- Supplier Questionnaire, Tab 5 – Question 5 – Are vendors required to have any specific sales and marketing technology certificates?
The question is what marketing and sales technology certificates do you have. . .if you don't have any, indicate N/A.

- Supplier Questionnaire, Tab 5, Question 4: Is UCOP looking for a ratio of current number of FTE Employees to our current active contractors as a percentage and a finite number?
Do you have the appropriate number of employees to handle the increased number of requests that an awarded UC Agreement of the OMNIA National Agreement would add to your current client base?

- Supplier Questionnaire, Tab 5, Question 5: For Marketing and Sales technology Certificates, are you looking for our technology partnerships? As an example, respondent is an AWS Certified Partner?
No

- Supplier Questionnaire, Tab 6 – Question 1 – what kind of analytics are required by UC?

These are "general questions" – describe what kind of support your agency is capable of providing to UC.

- Supplier Questionnaire, Tab 6, Question 1: Can UCOP provide further detail on the analytics support they are looking for? As an example, are these delivery based metrics highlighting the labor categories requested, time to submit, time to interview, interview per submittal ratios; and analytics around market rates and the market health (Supply vs. Demand) for specific skillsets?
  This will be based on orders place by departments throughout the various UC campuses and will be made available when the departments place orders.

- Supplier Questionnaire, Tab 6, Question 6: Is UCOP looking for in response to this question if respondent can provide vendor-owned hardware and how compliance is meet remotely?
  The question is related to your process of letting your employees go in remote locations. . .typically outside of the US.

- Supplier Questionnaire, Tab 7, Question 4: To respond to this question, can UCOP further describe "Third-Party Payrolling"?
  The question is more around how your agency will deal with 3rd party billing, since the agreement will be between your agency and your subcontractors.

- Supplier Questionnaire, Tab 8, Question 2: By methodology related to providing clients Business Intelligence, is UCOP just looking for respondent to certify that we will provide access to any reporting related to this contract and market and business intelligence reporting and documentation that can support the goals/initiatives of UCOP?
  No, the questions is more related to how your agency keeps your customers up-to-date with "best practices" in today's market place.

- Supplier Questionnaire, Tab 7 – Question 6 – Management style of what? Engagement, contractors, internal employees, etc.?
  What management style does your agency promote with the individuals you supply to your customer. How does you management style differ from other agencies, why would your service providers work with your agency as opposed to other agencies that are out there today. Where do you see the benefits of working with your agency?

- Exhibit A, 3.2.A.: Doesn't the contract and pricing provide constrain the products and services offered under this contract to IT Staff Augmentation and IT Professional Services?
  No. Offeror may provide any additional product and service offerings/balance of line without providing pricing for those additional products and services.

- Exhibit A, 3.2.C.: Does Omnia provide the Master Pricing on their website for each contract?
  Yes. However, an awarded supplier may request that pricing not be provided on the website.

- Exhibit A, 3.2.E.: If supplier is providing IT Staff Augmentation or IT Professional Services in alignment to this procurement, should we just mark this question as not applicable as we are not providing a product?
  Each offeror should provide a detailed response to the request for information.

- Exhibit A, 3.3.C: If supplier has an active contract with an active Omnia Partner Agency directly, is it mandated that personnel be transitioned to the Omnia contract or just offered as an option?
  There is no mandate for transitioning any personnel.

- Exhibit A, 3.3.C: How does Omnia Track if an account is offered and given access to transition current services as identified under this contract to Omnia? What conversation, email, request is seen as being in compliance that we have offered to transition services to Omnia?
  OMNIA Partners tracks the reporting of contract sales as provided in the Administration Agreement contained in the RFP solicitation.

- Exhibit A, 3.3.J.: Can supplier request that this be provided to Omnia if awarded a contract via this solicitation?
  No. Offeror should submit their entire response at the time of submitting their original response to the RFP.

- Exhibit A, 3.3.J.: Will information requested aligned with this question be redacted from Public Information Requests?
  An awarded supplier may request that certain information be redacted from the OMNIA Partners website.
- Exhibit A 3.3.I.: Is Omnia via this question stating that the Administrative Fee is pre-paid to Omnia off of the guaranteed amount?
- **No. The Administration Fee is based off either the guaranteed sales provided by the offeror or actual sales from contracts resulting from this RFP, whichever is greater.**
- Exhibit A 3.3.I.: Is supplier mandated to pay the administrative fee off of the guaranteed amount even if they have not accumulated the revenue to meet that guaranteed amount?
  Yes. See response to the previous question.
- Exhibit A 3.3.I.: There is a reluctance to put a number in this section, especially for suppliers that have never been part of a national cooperative. Can Omnia provide the estimated 1st, 2nd, and 3rd year sales they project for companies awarded the National Omnia contract as a result of this solicitation?
  No. There are no guaranteed sales or estimations provided for a national contract with OMNIA Partners.
- Exhibit A 3.3.I.: Is vendor able to respond that $0 is guaranteed through the Omnia Cooperative to limit their risk exposure?
  Yes. Supplier may submit $0 in their response to this request.
- Pricing: Does UCOP and Omnia expect a wide range for Pay and Bill Rates, that factor in emerging technologies we might not know about yet since we are being asked to price for a 5 year base contract?
  We've requested rates for the roles that are currently requested by departments throughout the UC system and to the best of your ability provide to the best of your ability to provide rates for those roles for the next (5) years.
- Pricing: Will UCOP and Omnia allow vendors to escalate pricing annually to account for inflation?
  As outlined in the RFP, the rates provided will be held for the first (5) years.
- Pricing: Will UCOP and Omnia allow vendors to amend pricing under the initial option year if exercised?
  It's best to ask that question if your agency is awarded an agreement and in year (4) as that question if your agency is awarded an extension.

Additional Question

Approach to managing UC's IT Temporary and IT Professional Services as outlined in the Scope of Services - Are vendors required to submit responses to each section of the scope of services? For example, do we need to confirm that we agree to each individual section (ie. Immigration & Naturalization Services Compliance, etc.)?
All temporary staffing personnel employed by supplier shall be US Citizens or legal aliens in accordance with the employment verification provisions of the Immigration and Nationality Act (INA), according to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) signed on September 30, 1996 and any revisions of such Act. It is the supplier's responsibility to verify legal alien's compliance to all current laws and regulations of the United States and state of California as they pertain to alien status and employment eligibility.

My question was actually if suppliers need to respond in agreement to the sections outlined in the scope and services section. For example "We agrees that all temporary staffing personnel employed shall be US Citizens or legal aliens in accordance with the employment verification provisions of the Immigration and Nationality Act (INA), according to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) signed on September 30, 1996 and any revisions of such Act. We understand that it is our responsibility to verify legal alien's compliance to all current laws and regulations of the United States and state of California as they pertain to alien status and employment eligibility." The other sections we could

submit similar statements of agreement include Guarantee of Appropriate Interview and Placement Standards, Background Checks, etc. if that is intended.

Sounds good, If awarded and agreement, and you have additional questions, please bring them up during the negotiation process.

Pricing Template
Should the Pay Rate ($/HR) Minimums and Maximums reflect the GROSS or NET employee wages?
The rates should reflect the "all inclusive" Paty Rate and Bill Rate costs.

Upload Attachments
Do I need to upload the signed NDA and Intent to Bid as attachments?
No, those were to be submitted to the email address provided - Robert.Puerzer@UCOP.edu

RFP Related Questions
1. Per page 5-7, OMNIA Partners and Vizient are listed as integral parts of the RFP process. What role will they both explicitly play after award?
   The RFP indicates that "As a channel partner with Vizient (formerly, Novation), OMNIA Partners leverages over $100 billion in annual supply spend to command the best prices for products and services." UC is in partnership with OMNIA Partners with regards to the potential implementation of a National Agreement with awarded suppliers.
2. Per page 6 of the RFP, UCOP refers to "The Bench" in their list of definitions. We find that a bench translates into increased costs due to non-productivity. Do suppliers need to have a bench to bid or can they have a strong candidate network?
   This is in reference to whether or not awarded supplier will have the appropriate staff (based on the roles listed on the "Priding Template") available when needed.
3. Per page 13, Section G., this proposal seeks to engage in a National Program and Cooperative Contract. If awarded, does this contract supersede current agreements in place with individual entities. For example, if a vendor has current agreements in place with say, UCLA, does winning this UCOP bid overwrite that current agreement?
   The awarded agreement will not impact the individual campus agreements. Although campuses are encouraged to take advantage of the agreement (UCOP or OMNIA agreement) that will be put into place.
4. Per the selection criteria on page 15, section E., is there a minimum points threshold for suppliers to be considered for the program? And how many suppliers will be chosen?
   Please see the "EVALUATION CRITERIA" starting on Pg. 15.
5. Per Section VI on page 21 on Section S. Key Performance Indicators, can you provide clarity around the following: * Response to Initial Offer –
   How long does it take the agency to respond to the initial request * Placement of Short-Term or Long-Term Positions *
   How long does it take an agency to place staff in either situation
   Define 'RUSH' placements.
   A department has an immediate need for an IT Temp/IT Professional Services individual, the department is requesting to have a response within the same day as the request.
6. In the Questionnaire Attachment 1. General Supplier Information Questions – questions 13 to 23 repeat. Is this intentional?
   There was a challenge on how these questions repeated themselves – please respond to individual questions once.
7. In the Questionnaire Attachment 4. Technology – are these questions intended for incumbents only?
   No, these questions are directed towards any agency planning on submitting a proposal.
8. In the General Supplier Information questionnaire, questions 12 and 13, are our current Dun & Bradstreet ratings an acceptable response?
   Yes – please attach you current D&B report.
9. In OMNIA Exhibit A, Question L. Asks us to "Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract

Sales")" to be used to calcuate OMNIA's administrative fee. However, this contract does not guarantee sales. * With this in mind, how should we respond to this question? * Does OMNIA have any additional fees/how will they calculate fees since we cannot be guaranteed sales under this agreement if awarded?

Provide you projected annual sales, there's the 3% marketing fee.

Questions regarding the UCOP RFP
What are the top locations for IT staffing and project needs? - What is the monthly volume of requisitions?
Please see Pgs. 2 & 3 of the RFP document.
Once the RFP is awarded, are we able to build relationships with hiring managers?
Yes
For offsite work, will contractors be asked to provide their own equipment and/or network?
Will depend on your conversation with the hiring manager;
Please clarify whether the UC will require vendor-placed consultants to work onsite at a UC facility?
Again, this will depend on the needs of the department and your conversation with the hiring manager.
If remote work is acceptable, is there a geographic limitation on where the consultant may be located?
Will depend on your conversation with the hiring manager.
Section VII of the RFP states: "Federal Funding Pricing: Due to products and services potentially being used in response to an emergency or disaster recovery situation in which federal funding may be utilized. Supplier's should provide alternative pricing (for emergency or disaster recovery situations with potential federal funding) that does not include cost plus a percentage of cost or pricing based on time and materials; if time and materials is necessary, a ceiling price that the contract exceeds at its own risk will be needed." Can the UC clarify how it expects bidders to address this requirement?
Most of the questions that have been asked will depend on your conversation with the hiring manager and the agreed upon stipulations.

Direct relationships with managers
If we are selected as a supplier, we will have direct relationships with managers to have intake calls, ask questions, etc?
Yes, you will continue to have direct relationship with the UC internal business partners.

100 Character limit
During our preproposal conf call we asked if you can expand 100 characters of if not we can upload additional attachments?
We have confirmed that we are unable to expand the 100 characters limit, if you need to further explain your response to a particular question, please attach a word.doc.

I'm trying to attach word docs but its only allowing me attach xls docs. Please advise.
Here's a list of what file formats the tool supports in the attachments

Attachments

Drag and drop file here OR UPLOAD DOCUMENTS
Supported file formats:
.doc,.docx,.jpg,.pdf,.ppt,.pptx,.rtf,.txt,.xls,.xlsx,.xlsxd,.7z,.bmp,.csv,.epub,.gif,.html,.mht,.jpeg,.msg,.odm,.odt,.oft,.pages,.ott,.png,.pps,.rar,.zip,.sdw,.stw,.sxw,.wpd,.wps,.eml,.ical,.ics,....
Limited to file(s) of 150MB each.
Maximum 5 files can be uploaded at a time.

IT Temporary and Professional Services
Do we need to provide a pricing tab for each of the 50 states on the IT Temporary and Professional Services Excel spreadsheet to be considered for Omnia?
In order to participate under the OMNIA Partners National Agreement, you will be providing a pricing template for the states where you are abler to provide services. Please use the 'CALIFORNIA" pricing template, to provide services for the various UC campuses.

OMNIA Partners - Exhibit A Response to National Coop Contract

Do I provide our Supplier Response to OMNIA Exhibit A - Section 3.0 in as part of this RFP?

In order to be considered for an OMNIA Partners "National Agreement" will need to OMNIA Exhibit A.

Questions for RFP # 002215

1. Can you provide job descriptions for different job titles so our pricing is accurate?
   The agreements we currently have in place are 10+ years old – we're looking to our selected service providers to help in providing current job descriptions for the roles that are listed in the pricing templates.

2. Can we get the pricing sheet and contract of the current incumbents and their names? Or can we search the same on any website?
   That is confidential information.

3. Can we deal directly with UC avoiding OMNIA partners to save 2% program fees?
   Our preference is to establish National Agreements through OMNIA Partners. But, UCOP will review proposals for UCOP Agreements. In order for that to happen, please complete the CALIFORNIA pricing template. Providing rates for all of the roles.

4. If we are bidding for 38 states. Should we create 38 tabs other than California on the pricing sheet?
   Yes

5. Can we have separate pricing tabs for the states CA, NY, NJ, IL and have one common tab for all the other states?
   Yes, but make sure you point that out within your proposal.

6. Please advise which states OMNIA has business customers, so we can concentrate on those states for competitive pricing.
   We recommend you review their website: https://www.omniapartners.com/

7. We require clarity on the IT Temp and IT Professional job titles. Both the requirements are IT related, what is the difference?
   Per the RFP document, Pg. 5 Definitions
   Information Technology (IT) Contingent Labor: Contingent workers are defined as freelancers, independent contractors, consultants, or other outsourced and non-permanent workers who are hired on a per-project bases. They can work on site or remotely. Once the project is over, they leave, though they may be called back when another project arises.

   IT Temporary/Supplementary Staffing Agencies: which are provided by a supplier's resource, direct employee or subcontractor, on a time and material billing basis. The work product and deliverable(s) are owned by UC or Participating Agencies and not the resource nor the supplier. The resource is an "extra set of hands" under the direction of the Project Manager who is a UC employee or the designated Participating Agency employee. UC and Participating Agency owns the means, method, and manner of the work effort.

   IT Professional Services Agencies: Covering services provided by a supplier that utilizes their own resources, direct employees and/or subcontractors, to meet an expected and agreed upon deliverable. Services to be provided are highly specialized functions, typically of a technical nature, with respect to information technology services to the University on a project by project basis; each project to be defined by a mutually agreed to Scope or Statement of Work (SOW), which will be generated independently by each UC location or Participating Agency and may be

referenced by that location's Purchase Order. The billing is quoted on a firm, fixed hourly billing rate for the supplier's identified professional services role offered.

8. What is the difference between pay rate and bill rate?
    Pay Rate = paid to your employee, Bill Rate = is what is billed to the client.
9. On the pricing template under the role relevance tab, please explain what do you mean by Not Relevant, Somewhat Relevant, and Very Relevant?
    For the purpose of this exercise following are the Definitions of Relevancy:
    Not Relevant = Not important or not connected to IT job skill sets
    Somewhat Relevant = These roles could be moderately related to today's IT requirements
    Very Relevant = Roles that are applicable and pertinent to today's IT job requirements

Proposal Requirements #4
On the list of proposal requirements (Approach to Managing UC's Temp and Prof Services…) what kind of response are you intending suppliers to provide? Is this a narrative response? What would you like included in this section?
Provide insight into how your agency manages their employees to meet the needs and requirements of UC.

Proposal Format
Just to confirm, we are to answer the questionnaires in CalUSource and attach a Proposal, Pricing Template and any additional documents to answer the questionnaire? A Proposal format which is outlined in the RFP pages 13-14?
You must respond to all (10) Questionnaires (which includes the pricing template, Questionnaire #10-Download the pricing template, add your rates, by state) and provide your proposal in the format outlined on pgs. 13 - 14.

Pricing Template
I have searched for the Pricing Template and either I'm blind or its called something else. I've scanned all of the attachments and the term Pricing Template is referenced frequently but I'm not finding an actual Pricing Template. Can you point me in that direction?
The Pricing Template is located under the Questionnaires, Questionnaire #10.

Communication Questionnaire
"Communication" questionnaire as stated in Q1 below. What is "manage your candidates" referring to? What type of "sample of a scorecard document presented to staffing partners" is required? Description Ability to organize, present and generate reports for concepts as well as detailed results in an appropriate manner for the intended audience Evaluation Type Technical Q 1.* How do you manage your candidates on behalf of the University of California? Please elaborate on frequency of review and provide a sample of a scorecard document presented to staffing partners
The question centers around, how do you evaluate the contingent workers you send to work with you clients? Do you have quarterly reviews, do you seek input from your clients, etc.

Acceptable Credit Rating Sources
Concerning Credit Ratings, is it acceptable to use Experian and Dun & Bradstreet as a credit sources for questions Q 2. and Q13?
Yes

Questionnaire
Few questions within the portal has mentioned to provide an response at a minimum of 500 words.. But the portal restricts to 100 letters.. Let me know a solution for the same. And, How will 100 letters will suffice to respond to each question??
We encourage participate suppliers to keep their response to a limit, but when necessary each question provides an opportunity to add an attachment to further explain your response.

2/3 Pre-Proposal Conference Call

Will this call be recorded? We have a conflict and will not be able to attend?

The call was not recorded, please find attached a copy of the presentation and let me know if you have any questions. The presentation is also included in the "PRESENTATION" section of the RFP.

RFP Questions

Please see attached for a list of questions regarding the RFP and OMNIA

Please describe how your company is organized, including parent companies, subsidiaries, and affiliates. If we don't have a parent company, subsidiaries, or affiliates, should we just note that is the case, or are you looking for more information here?

We're looking for information related to how your company is organized.

Provide relevant information providing proof of your organization's financial soundness (i.e., AM Best, Moody's). If we are a small business that doesn't necessarily have relationships with these companies to get our ratings, can we use Dun & Bradstreet instead?

You can use D&B and/or provide a statement from you bank or financial institution.

Please provide your most recent ratings from Standard & Poor's, Fitch, and AM Best, and indicate if those ratings have changed in 2019 or 2020. Include the former rating, if applicable. Same question as above, can we use Dun & Bradstreet to show financial stability?

Yes.

.

Section 4:Does your agency currently use Vendor Management Software (VMS) to identify potential candidates to fill current UC positions? Are you referring to our internal database when you say VMS?

Yes – VMS (vendor management system) used when looking for potential candidates for position that need to be filled.

Provide your available ordering methods (i.e., online ordering, order tracking, search options, order history. Can you please elaborate on what you are looking for here? Not exactly familiar what 'ordering' is referring to specifically.

The question is around how does your agency obtain and fill orders (request for services)?

Section 5: What marketing and sales technology certificates do you have? Can you elaborate what you are looking for with this?

Does your agency have any certifications, and if so which ones?

Section 6:Describe what analytics support you provide your clients Is there anything specific you would like to see here?

What types of reports do you provide with regards to the types of services, the length of assignments, which departments on which campuses have you provided services for?

Section 7: What innovations are you currently working on regarding talent management? Are you referring to internal employees or contractors talent?

Your agency's contracted talent.

OMNIA Contract question: So UC System will review and select winners but are we also bidding to get selected for OMNIA's agreement at the same time? If we don't qualify for OMNIA but selected for UC, what happens then or is that not a possibility?

National Agreements (which cover the services under OMANIA Partners) and/or UCOP Agreements for service specific to UC.

In the OMNIA Partners - Exhibit A, Section 3, we are to respond to a number of questions and items. When and how are we supposed to finish this by? Or would this be only for those vendors ultimately selected by the UC system to work on after they are selected?

As indicated in the RFP, OMNIA Partners Exhibit A, Exhibit F, and Exhibit G (Requiring Responses/Uploads)

Terms & Conditions Question

Referencing Page 9: ACCEPT UC TERMS AND CONDITIONS OF PURCHASE (no exceptions allowed)... We (TEKsystems) recently signed an agreement with the University of San Francisco and were able to make some changes to the T&C's. Do we have any avenue to propose changes or is it a hard "No"?

As indicated within the "SUPPIER QUALIFICATIONS" no exceptions allowed.

Co-op

Is providing pricing that is shared with National Co-op mandatory? Are responders able to only present pricing for UC?

If you plan on only presenting pricing to UC, please use the "CALIFORNIA" pricing template - make sure to provide pricing for "ALL" of the provided roles

Conference Call

Is the call still happening today? I have been in the Zoom waiting room for the past 20 minutes.

We had technical difficulties with the conference call, the call has been rescheduled for Feb. 3rd.
A copy of the presentation that was covered on the call can found in the "ATTACMENT" section in CalUSource.

IT Security Requirements

The RFP includes Appendix DS 8-12-2019 -- IT security requirements. Do these requirements apply to the contractor IT framework used to supporting IT contingent staffing requirements where such staff are working on UC properties using UC IT facilities?

Regarding NIST 800-171 compliance as part of the Appendix Data Security, Supplier must provide commercially acceptable cybersecurity and cyber risk management to protect Institutional Information and/or IT Resources. This must include, but is not limited to the Supplier:
1. Developing and documenting a plan that protects Institutional Information and IT Resources.
> **a. • Supplier must responsibly execute this plan.**
> **b. • Supplier's approach must conform to a recognized cybersecurity framework designed for that purpose Examples include the latest versions of PCI DSS, NIST CSF, CIS Critical Security Controls, IS0 27002, NIST SP 800-53 and NIST SP 800-171. Being NIST 800-171 compliant as a UC Supplier of IT Temp and IT Professional Services is not a requirement but provided as an example framework. There are many frameworks that might be followed by a given Supplier. That said, certain UC environments are required to be compliant so Supplier personnel acting within these environments would need to adhere to applicable requirements (ex: Supplier IT staff supporting a Federal research program with controlled unclassified information). UC Suppliers that already follow NIST 800-171 practices will have an advantage over those that don't. Also, beyond NIST 800-171, the newest framework is CMMC (https://www.acq.osd.mil/cmmc/faq.html) which is based on NIST 800-171 and is expected to replace 800-171.**

IT Security Requirements

The RFP makes reference to offshoring and disclosures. Please advise if these disclosures pertain to direct labor (resources who work at UC or offsite on deliverables under an SOW), as well as back office support functions (IT, accounting, etc.). Please advise if all offshoring (direct and/or indirect labor) is prohibited and/or clarify UC restrictions on offshoring.

As indicated under "Background Checks" Supplier is solely responsible for complying with all local laws (including tax and payroll). In addition, professional services staff will have a full background check to discharge their responsibilities in regard to patient and financial data and the systems that process such information. Background checks will include, but are not limited to, reference checks and criminal checks.

Answering Questionnaire Items

Are each of the ten items under Questionnaire in Login Area needed to be addressed on portal only or are separate document response also required to be provided?

Response to Questionnaires are to be made within the portal. Please do not provide separate documents.

RFP Related Questions-Section II: Introduction To The Request For Proposal

Please clarify the split of IT services required between professional & temporary (Value & Volume)

Pg. 6 of the RFP Document indicates that of the projected estimated spend, $26.5M (64%) Temp Spend and that $15M (36%) IT Professional Services.

However, no minimum or maximum volume is guaranteed to Supplier. Under the OMNIA Partners National Agreement. This projection is based on the current annual volumes among the University of California, other Participating Public Agencies anticipated to utilize the resulting Agreement(s) to be made available to Suppliers through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and OMNIA Partners.

Section VI: Scope Of Services

Please define the legal alien term.

A **resident alien** is also known as a permanent **resident** or a lawful permanent **resident**, which means they are **considered** an immigrant who has been **legally** and lawfully recorded as a **resident** of the country.

Section II: Introduction To The Request For Proposal

We understand as per the RFP that you require only onshore resources, HCL has heavily invested in building an offshore dedicated facility for UC in offshore. This facility currently hosts UC professionnal and temporary resources as per the UC security and compliance guidlines. We would like to share those rates as well to provide UC the financially competitive advantage for this RFP. We are hoping this will be accepted as part of this RFP.

Not at this time.

Exhibit A

Please list all the entities covered by Omnia, this is needed as the RFP says that our current rates will be overridden by the rates shared in this RFP.

Please refer to OMNIA Partners website: https://www.omniapartners.com/

Is there a word limit to responses that we are going to submit

UC encourages respondents to condense their response to the RFP, however when it is absolutely needed, we've made it so respondents to add additional documents to the response to their questions in the QUESTIONNAIRE section of the RFP.

Section V: General Information

Please elucidate on what sort of sample reports are required (Staff Aug/University Case studies). We would like to understand more around the responsibilities of roles to give exact pricing

The final decision on what types will be required will be based on your conversation with your UC business partner – for example, the number of contingent labor you currently have employed, providing services for UC, how long have they been there, how much has been billed to the UC (department) on a quarterly basis, etc.

Exhibit A, 3.3 Marketing and Sales,

Please suggest if we can ommit the clause L under Marketing and sales listed here: L.Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

$_____.00 in year one

$_____.00 in year two

$_____.00 in year three

This cannot be deleted.

Information Technology Temporary and Professional Services
1. In the RFP_rev15_01.14.2021 document, within the Scope of Services there is a table that lists Key Performance Indicators (KPIs) in Section 5 on page 21. A few of these items are unclear as to what is exactly meant by the named KPI. Can the University please clarify what is meant by the KPI standard of "within of business day" for item 3 – Placement of Short-Term (under six months) or Long-Term Positions (Over six months)?

Does this mean that a resume is to be provided within one day, or a candidate recommended for an interview within one day, or something else?
This relates to the response time that the agency has gotten back to the customer (UC department manager).

Also, for KPI 4 – RUSH Placements, what is the meaning of "the same business day" standard? Is this intended to be the standard for providing a resume, arranging an interview or something else?
Again, this relates to the amount of time taken to respond to the client.

2. In the RFP_rev15_01.14.2021 document, Scope of Services section I Supplier Response Time states that orders for temporary staffing services will be made 48-72 hours before need. Scope of Services Section S Key Performance Indicators item 3 Placement of short-term (under six months) or long term positions (over six months) seems to establish a standard of one business day. Can the University please clarify this apparent inconsistency or otherwise clarify the meaning of these Scope of Services elements?
Pg. 19 indicates "Orders/releases for personnel services will be initiated by University requesters. Requests will be made as much in advance of the required start date as possible. Typically, requests will be made at least 48-72 hours in advance of need." The KPI's center around the amount of time that agencies will take to fill those orders.

3. Reference Exhibit G OMNIA Partners New Jersey Compliance Form. This form requires companies bidding to complete the form to register in the State of New Jersey to conduct business there. We are a company that does not have any employees currently working in the State of New Jersey but plan to have employees there after award of this procurement. We assume that the proper way to complete this form is mark the form as "as a non-New Jersey Business Entity with employees residing in the state." Is this correct? If not, how should we mark the form?
Yes,

Please remember to submit all questions related to the RFP via the "Discussion Forum". UC's response to RFP questions will be distributed to all participants by no later than Wednesday, February 17th.

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❹ Confirmation of Ability

Minimum Requirements Statement & UC NDA Agreement
Do we upload the signed two attachments (Confirmation of Ability and NDA) on the portal or do we email those to you? If only uploading is sufficient do we need to do a "submit"?
The "Confirmation of Ability" and the "NDA" have to be submitted via email to robert.puerzer@ucop.edu

As a part of the Intent to Bid & Minimum Requirements Statement, you are asking us to accept the terms and conditions with the Attachment 4, 5, and 6. Does that mean we cannot take any exception to these documents or we can mention them in our response?

No exceptions are allowed.

Section IV : Supplier Qualification : Minimum Qualifications to respond to RFP (Page 9) - has mentioned to download, sign and upload attachment 2 in CalUsource.. Will the Intent to Bid mail along with attachment 2 and 3 suffice or do we also have to include the attachment to the portal?? There aren't any section given to upload the same.
The "Confirmation of Ability" and the "NDA" have to be submitted via email to robert.puerzer@ucop.edu

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❺ <u>UC Information Technology</u>

Pricing
In the National Program tab do we need to fill the information seperately for all the states?
For the National Program a separate pricing template should be provided for each state where your agency is able to provide IT Temp/IT Professional Services.

Query
Is participation with Omnia Partners mandatory to being selected and continuing as a Supplier to UC?
Participation in the National Agreement Program with OMNIA is preferred, but your response and completion of the CALIFORNIA pricing template will also be reviewed and considered by UCOP.

RFP Response on Portal
Please confirm if we need to fill the answers for Technical and all other sections on the portal also. Or do we need just need to attach our proposal response on portal.
You must respond to the questions for each "QUESTIONAIRRE" in the portal. Your "proposal" will need to be attached to RFP under 'ATTACHMENTS".

RFP Questions

1.	If applicable, who is the incumbent for these services and for how long have they served University of California Office of the President (UCOP) in this capacity? **There are currently (7) IT Temp and (11) IT Professional Services providers, most have been in place for 10+ years.**
2.	What are UCOP's current pay and bill rate ranges for the positions listed in the provided pricing template? **As the incumbent service provider agreements have been in place for 10+ years, we are looking for the suppliers who are bidding on this RFP to provide current rates as they reflect in today's market.**
3.	Can UCOP provide detailed job descriptions for the positions listed in the solicitation? **Again, in awarding contracts as a result of this RFP, we're seeking partners who can assist with identifying the "job descriptions" as they reflect roles in today's market place.**
4.	Understanding that background and similar pre-hire expenses should not billed back; can you please advise to the allowable procedures for billing back ACA, SFHCSO, Sick pay, etc.? If these cannot be billed back as an expense, should we assume that our bill rate is fully loaded to include the mandatory state requirements for healthcare? **Yes, the "bill rates" and "pay rates" should reflect the "all-inclusive costs"**
5.	To ensure FCRA compliance, is it our company's policy to provide Clients with an attestation of completion of background check pursuant to Clients' requirements, but not the actual results. Will UCOP accept letters of attestation in lieu of actual background check results? **As long as all stipulations, as outlined in Scope of Services, "Section D" are covered.**
6.	If government-mandated costs or expenses are enacted during the contract term, will respondents be allowed to request rate increases to cover these higher rates?

		The rates provided are to be held for the first (5) years of the awarded agreement.
7.		A respondent's willingness to enter into a separate agreement for a national marketing program through OMNIA Partners, a private entity, has no bearing on their capability to provide UCOP, a public entity, with the direct services sought in this solicitation. The inclusion of the OMNIA Partners program as 10% of proposal evaluation is not fair and equitable to all RFP respondents; it is not only potentially against the best interests of respondents to participate in the OMNIA program, but it is also wholly separate from the ability of respondents to service public agencies on a national scale, let alone service the UC system. As such, we request that UCOP remove this criteria from the evaluation. **If a supplier is awarded a National Agreement with OMNIA Partners, those rates will also be applicable to UCOP. The National Agreement is the preferred option, but suppliers can go into partnership with UCOP by completing the PRICING TEMPLATE for the STATE OF CALIFORNIA. Again, pricing should be provided for "ALL" of the roles listed on each pricing template.**
8.		How many public agencies does OMNIA Partners hold existing agreements with? And to how many of these agencies does OMNIA Partners currently market IT Temporary and Professional Services? **We recommend you visit OMNIA Partners website: https://www.omniapartners.com/**
9.		If respondents do not intend to participate in the OMNIA Partners program, where in the proposal response should this be indicated? And what should be done regarding the provided OMNIA contract documents? **See Question 7 – you can also indicate this within your proposal.**
10.		For UCOP's Non-IT Temporary Staffing contract, it is our understanding that UC assignments are limited to a maximum number of hours. Is this also true of this contract? If so, what is the maximum duration a temporary employee can be on assignment? **Current IT Temp services typically tend to be up to 6 months and IT Professional Services are typically greater than 6 months. Depends on the length of the project.**
11.		Can UCOP provide a revised Pricing Template that allows for separate California rate ranges by campus or region? Due to local regulations such as the recent San Francisco Health Care Security Ordinance, the cost of placing the same position at different locations can vary significantly across the state. **We've provided the opportunity for suppliers to provide their "minimum" and "maximum" rates and Mark-Up percentages throughout the each state.**
12.		Section D of the RFP notes that "Supplier will arrange for background checks, verifications, references, and other investigations, as requested, as part of the overall assessment of candidates presented for consideration." Can UCOP please elaborate on the specific criteria and screenings required when referring to "verifications" and "other investigations"? **We recommend you visit: https://www.ucop.edu/local-human-resources/manager-resources/hiring-process/background-checks.html**
13.		Is off-campus parking available at no cost or is the temporary employee required to purchase the parking pass for a temp job? **Please refer to Pg. 20 "Parking at the University" of the RFP**
14.		Are parking passes considered a daily, weekly, monthly, or annual expenditure? For example, if a temp has a three-month assignment, do they have to buy a full year pass? **Please refer to Pg. 20 "Parking at the University" of the RFP**

15.	What is the cost of the parking pass? If it varies by campus and location, what is the range? **Please refer to Pg. 20 "Parking at the University" of the RFP**
16.	The Special UC Terms regarding the 2% Patronage Incentive in the California tab of the Pricing Template appears to be incomplete, ending with "based on the total quarterly sales to…". Can UCOP please provide the full language of these special terms. **As indicated "the successful supplier(s) who will not be participating in the National Program with OMNIA Partners will be required to provide a quarterly Patronage Incentive of 2% of the total sales of services resulting from the UCOP agreement. The amount of the quarterly Patronage Incentive provided to each UC location (Pages 3 & 4 of the RFP) will be calculated based on the total quarterly sales (services) provided to each location.**
17.	Is the 2% Patronage Incentive a total fee owed or an incremental amount distributed among UC's even if we do not have billing within each UC location? How is this distributed and calculated if we have total sales calculated with only three (3) UC locations? **Again, refer to Pages 3 & 4 of the RFP as it relates to "UC Locations" the 2% percentage fee is based on those UC locations.**
18.	If we do not have any sales (pre-placements), do we still owe the 2% Patronage Incentive? If yes, how is this calculated with no total sales? **If there are "no placements" at the UC locations, there is no percentage incentive.**
19.	Presently, the CalUSource submission portal allows for only 100 characters to be entered for every question posed in the 10 Mandatory Questionnaires, limiting responses to roughly 15 words per answer. This is not nearly enough room to allow for full and substantive answers to the questions posed. Please advise how UCOP plans to address this issue. **We encourage short responses, but as indicated in the RFP, suppliers can attach a word.doc as a response to the individual question.**
20.	In the General Supplier Information questionnaire, questions 14-17 and 18-23 appear to be duplicates of each other. How should respondents address duplicate questions in the Questionnaires? **True, there was an error when the event was saved – please answer each of the questions once.**
21.	#5 of the National Capabilities questionnaire does not appear to include a question: "Omnia Partners in partnership with the University of California to competitively bid and award contracts to national vendors in accordance with purchasing procedures mandated by state procurement laws and regulations. This means the best pricing for both small and large buyers." Is there additional text missing from this question? **The point around this is whether or not agencies can support small and large initiatives.**
22.	#1 of the Communication questionnaire asks respondents to "provide a sample of a scorecard document presented to staffing partners." Are respondents to upload this particular document as a separate supplier attachment in the Attachments section of the CalUSource portal? The questionnaire itself does not include the "Add Attachment" function seen elsewhere. **You will be able to add "sample of a scorecard document" to the "ATTACHMENT" section of the RFP – or include a copy within your proposal.**

23.	Will UCOP allow for submission of direct hire pricing or would UCOP enter into a separate contract in the event that direct hire placements are needed? **Yes – also see "Pg. 9" of the RFP document with regards to 'CONVERSION FEE".**

Pricing Template

What is the current split of business between Temp Services and Professional Services?
As indicated on Pg. 6 of the RFP document: IT Temp reflects (64%), IT Professional Services reflects (36%) of the spend.

Please provide job descriptions for the roles listed within the Professional Services and Temp roles pricing template. The requirements of the job impacts rates.
Most of the current UCOP agreements have been in place for 10+ years, part of this exercise is for the awarded suppliers to provide insight into the current roles and job descriptions for those roles as the reflect today's market.

Please advise why the HIM Director and HIM Manager in Professional Service are not IT roles? Does the University intend to include coding , CDI and auditing in the Omnia contract?
The provided pricing templates provide space for participating suppliers to add those roles that participating suppliers believe we should add to each of the commodities (IT Temp/IT Professional Services).

Resumes

Do we need to submit resumes? If yes, do you want representative resumes from our firm or do you want actual people who will be assigned to the task? If so, when will the task begin?
Resumes are not needed at this time. Resumes will be required when orders are submitted, so that hiring managers can review potential candidates.

Awards

How many vendors do you intend to award this contract to?
Currently, we do not have a set number of contracts we intend to award, it all depends on the quality of the proposals and pricing templates that are received.

Incumbents

Are there any incumbents? If yes, please share the details.
UC's current incumbent service providers have been invited to participate in the RFP. There are currently (7) IT Temp providers and (11) IT Professional Service providers.

Can you share the names of the current incumbent providers?
 Amerit Consulting
 Apex Systems
 AVID Technical Resources
 Bay Systems Consulting
 Kelly Services
 Pomeroy
 Ronin Staffing

Where do I find the names of the current incumbents?

Please share the names of 11 IT Professional Services Providers.
 314e Corporation
 Advantis Global, Inc.
 Blackstone Technologies

Calance Corporation

CCG Partners, Inc.

Insight Global, Inc.

MODIS

Oxford Global Resources, Inc.

Randstad Technologies
VISUS LLC

World Wide Technology, Inc.

Character Limits

Will you be expanding the character limit beyond 100 for the supplier questionnaire responses? Some of the questions cannot be answered with the current response limitations.
Although we encourage suppliers to limit their response to each questions, each of the questions have been set up providing the ability for you to add attachments. (like a word.doc) for you to further explain your response