

NOTE: The RFP has been revised to add additional labor categories, and the due date to submit proposals are extended to 10/10/2016. (see revised file)

ADMINISTRATIVE TEMPORARY STAFF AUGMENTATION RFP QUESTIONS AND ANSWERS

Question 1: What is your payment method i.e. check, ACH, credit card?

Our payment method is Credit card and ACH.

Question 2: Is USAC open to alternative invoicing terms other than monthly billing?

Yes, offerors can invoice on a weekly basis with signed approved timesheets and a proper invoice submitted to accounting@usac.org.

Question 3: How many temporary employees are working with you this time?

Currently USAC has 8 non-IT temps supporting various USAC programs and divisions.

Question 4: How many vendors are engaged in your program today? How many do you foresee in the future?

Currently USAC does not have a multi-award contract in place. It is our intent to award no more than 3 multi-award IDIQ contracts.

Question 5: Will you be transitioning current temporary employees if new vendors are chosen?

No

Question 6: What was your contract spending in 2015?

Not applicable to this RFP.

Question 7: What is your drug testing requirements i.e. 5 or 10 panel tests? Will the cost be passed through to your company at no additional mark-up?

USAC has no specific requirements for drug-testing/background checks. Offerors are to follow their on-boarding process for candidates and should only present candidates that pass their standard background and drug testing policy. USAC request confirmation only of passed background checks within thirty days of task order award. **NO COST SHOULD BE PASSED TO USAC.**

Question 2: What are your background screening requirements? Will the cost be passed through to your company at no additional mark-up?

USAC has no specific requirements for drug-testing/background checks. Offerors are to follow their on-boarding process for candidates and should only present candidates that pass their standard background and drug testing policy. USAC request confirmation only of passed background checks within thirty days of task order award. **NO COST SHOULD BE PASSED TO USAC.**

Question 1: Are there any guarantees you expect from your contractors?

Primary expectation is the ability to source and present candidates who meet and/or exceed the positions requirements for each task order. It is USAC's expectation that candidates presented will remain active for the duration of the task orders and be available to start upon acceptance of the position and award of the task order.

Question 1: Do you have any M/WBE requirements or considerations?

No

Question 1: What are your challenges today?

Gaps in resource needs and the ability to source qualified short term personnel.

Question 1: Why are you going out to bid at this time?

USAC has an occasionally need to augment current staff for a short period of time.

Question 1: Can you break-out your spend by position?

Not applicable to this RFP.

Question 1: How many past performance references are needed?

Per RFP Section E. V.C. offerors shall submit up to three past performance references.

Question 1: Please indicate what "Total" on the bid sheet represents?

Please disregard this field on the Bid Sheet. USAC is only looking for bill rates for the base and options years for each labor category. **Please see revised Bid Sheet.**

Question 1: Please indicate what the "Lead time from date of purchase" on the Bid Sheet represents.

Please disregard this field on the Bid Sheet. USAC is only looking for bill rates for the base and options years for each labor category. **Please see revised Bid Sheet.**

Question 1: Please indicate how we arrive at the "Total Firm-Fixed Price"?

Please disregard this field on the Bid Sheet. USAC is only looking for bill rates for the base and options years for each labor category. **Please see revised Bid Sheet.**

Question 1: Section B, letter V indicates services may be performed at the Contractor's facilities. What type of services would be performed outside of USAC's office?

USAC is moving to a more flexible work schedule which may allow for possible telework options. Positions eligible for telework will be identified at the Task Order level.

Question 1: Section B, Letter VII – A. Please confirm for each position opening the contractor must relate all the information in this section when proposing a candidate. For example, if there is an opening for an administrative

assistant to fill in for an short absence what type of information would need to relayed for “in-depth discussion of Offerors technical approach process and approach in achieving the project goals, objectives and deliverables”?

Please see amended RFP Section B. VII-A

Question 1: Please give an example of the agenda for a kick-off meeting with USAC when making a placement through a task order.

Kick-off meetings will not be required for each Task Order. There is an expectation for a Contract Kick-Off meeting and periodic status meetings throughout the period of performance.

Question 1: In Section B, Letter VII-A: is key personnel the same as proposed personnel?

The Relationship Manager is a key position as they will be the single point of contact at the IDIQ level responsible for managing all task orders issued to that awardee. Candidates presented and awarded under a Task Order are considered Key Personnel.

Question 1: What is your average length of assignment?

Temp positions can vary from 2-weeks to 1-year.

Question 1: Could you please clarify on the below points:

- 1. Quantity of each Job Title and approximate number of hours**
There is no set amount of positions. Task Orders will be issued on an as needed basis based on business needs.
- 2. Historical Data**
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- 3. Do we need to provide proposed candidates resumes along with our response document.**

Resumes do not need to be submitted for each labor category. Only pricing.

Question 1: Section V. stated "Individual task orders may require Services be performed at the Contractor's facilities and/or at USAC's office.". The Bid Sheet allows only one fived price per labor category, USAC is not allowing on and off-site rates?

USAC is moving to a more flexible work schedule which may allow for possible telework options. Positions eligible for telework will be identified at the Task Order level. Rates should be consistent for both on-site and off-site work.

Question 1: Are proposed personnel (sample resumes) for each labor category considered key and are they expected to start at contract award?

Offerors should only submit resumes for Relationship Manager as this is the only Key Personnel required at the IDIQ level. Resumes for candidates will be presented at the Task Order level. It is USAC's intent to award a contract vehicle to procure these services in the future. Candidates are not expected to start work at the time of IDIQ Contract award. Task Orders will be issued at a later date.

Question 1: What is the anticipated award date for this contract?

November 30, 2016

Universal Service Administrative Company (USAC) | Administrative Temporary Staff Augmentation | Questions & Answers (Q&A)

Question 1: What is the average duration each resource will work?

Temp positions can vary from 2-weeks to 1-year. Expected duration will be announced in the Task Order Request for Proposal (TORP).

Question 1: What is the anticipated date that USAC expects work to begin?

USAC's intent is to award the IDIQ contract by November 30, 2016. Task Orders will be issued on an as needed-basis based on business needs.

Question 1: From the time of task order submission, what is the average time for candidate selection and start?

Average time depends on how quickly USAC received resumes, the manager's availability to interview, and the candidates and their ability to start.

Question 1: What is the total number of positions that USAC expects to staff over the life of this contract? If possible, please share a breakdown of potential headcount by labor category.

This is unknown at this time. It is USAC's intent to award a contract vehicle to procure these services in the future. Candidates are not expected to start work at the time of IDIQ Contract award. Task Orders will be issued at a later date.

Question 1: Can an existing contract with USAC be included as one of the past performance references?

Yes

Question 1: Please clarify the background investigation (BI) requirements? Does USAC require 7-year county, 10-year county, other?

USAC has no specific requirements for drug-testing/background checks. Offerors are to follow their on-boarding process for candidates and should only present candidates that pass their standard background and drug testing policy. USAC request confirmation only of passed background checks within thirty days of task order award. **NO COST SHOULD BE PASSED TO USAC.**

Question 1: What kind of volume are you anticipating on this contract?

This is unknown at this time. It is USAC's intent to award a contract vehicle to procure these services in the future. Candidates are not expected to start work at the time of IDIQ Contract award. Task Orders will be issued at a later date.

Question 1: How many requisitions do you expect to see in the next coming year(s)?

This is unknown at this time. It is USAC's intent to award a contract vehicle to procure these services in the future. Candidates are not expected to start work at the time of IDIQ Contract award. Task Orders will be issued at a later date.

Question 1: What is the average duration of an employee on a contract in USAC?

Temp positions can vary from 2-weeks to 1-year. Expected duration will be announced in the Task Order Request for Proposal (TORP).

Question 1: If this information can be provided -- we would like to know the firm(s) that was/were previously awarded the above stated staffing solicitation and the contract amount.

USAC chooses not to disclose as the previous contract expired in 2013.

Question 1: How many staffing contractors do you currently have?

Currently none are under a contract vehicle to provide these services.

Question 1: What's your total spent in amount in a year on contractors hired through agency like ours?

Varies depending on business needs.

Question 1: How many vendors will be awarded as it is a multiple vendor award?

It is USAC intent to award no more than three IDIQ contracts.

Question 1: Similar past experience should be interpreted as "staff augmentation" OR "Staff Augmentation of Auditor, Accountant...".

Staff Augmentation

Question 1: Do you expect us to have the key people on our rolls today? We do not maintain a bench of people but hire to deploy using our network and database through our recruitment process.

No, resumes for candidates will be presented at the Task Order level.

Question 1: On an average, what is the amount of time taken to onboard a selected employee?

Average time depends on how quickly USAC receives resumes, the manager's availability to interview, and the candidates and their ability to start.

Question 1: Will you post updates to this RFP to your website or will we receive them via email?

To the USAC procurement Website at <http://www.usac.org/about/tools/procurement/default.aspx>.

Question 1: In RFP document, Mentioned two different place performance locations like Services requiring work at USAC's office, One Metro Center, 700 12th Street, NW, Suite 900, Washington D.C. 20005. Is there any other locations that you are looking to work our proposed candidate. In that case do we need to provide a pricing range or exact price for each location basis.

USAC is moving to a more flexible work schedule which may allow for possible telework options. Positions eligible for telework will be identified at the Task Order level.

Question 1: Regarding Key personnel: Are you looking for the personnel who will manage this account from my end or about proposed candidates who will work as a key personnel for your services?

Offerors should only submit resumes for Relationship Manager as this is the only Key Personnel required at the IDIQ level. Resumes for candidates will be presented at the Task Order level.

Question 1: Regarding Place of performance: this opportunity we would like to ask about anticipated percentage of work that needs to be performed at contractor facility.

USAC is moving to a more flexible work schedule which may allow for possible telework options. Positions eligible for telework will be identified at the Task Order level.

Question 1: Quantity of each Job Title and estimated number of hours

Temp positions can vary from 2-weeks to 1-year. Expected duration will be announced in the Task Order Request for Proposal (TORP). It is USAC's intent to award a contract vehicle to procure these services in the future. Candidates are not expected to start work at the time of IDIQ Contract award. Task Orders will be issued at a later date.

Question 1: Historical Data

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Question 1: Do we need to provide proposed candidates resumes along with our response document

Offerors should only submit resumes for Relationship Manager as this is the only Key Personnel required at the IDIQ level. Resumes for candidates will be presented at the Task Order level.

Question 1: Is this a new requirement for USAC or is there an incumbent?

New requirement. Previous contract vehicle expired in 2013.

Question 1: Section C. Past Performance Information (Volume III) – Will USAC inform offerors of the due date for past performance questionnaires that it sends to offerors' references so that offerors may plan accordingly to ensure that the questionnaire is completed and returned by the specified date?

Yes

Question 1: Section VIII Scope of Services C. – The RFP indicates that contractor personnel maintain a daily and weekly work schedule consistent with USAC normal work hours and practices. What would be the maximum length of a TOPR assignment?

Temp positions can vary from 2-weeks to 1-year. Expected duration will be announced in the Task Order Request for Proposal (TORP).

Question 1: What is USAC's anticipated level of effort and timing for the TOPRs, e.g. number and size of TOPRs anticipated in the base year of the IDIQ?

This is unknown at this time. It is USAC's intent to award a contract vehicle to procure these services in the future.

Question 1: In regards to Attachment 1 Bid Sheet, since we are filling out for hourly rates for each of the three years, what if anything should we put in the lines below the hourly rates for Total, Lead Time, Other, and Total FFP? We are not sure how these items may be meaningful in relation to hourly rates.

Please disregard this field on the Bid Sheet. USAC is only looking for bill rates for the base and options years for each labor category. **Please see revised Bid Sheet.**

Question 1: Are there incumbents, and if so is the Contractor happy with their past performance?

No incumbents

Question 1: When do you anticipate the contract being awarded?

November 30, 2016

Question 1: Can a portion of this contract be set aside for small and minority owned business?

This procurement is full and open.

Question 1: Please clarify this statement. Contractors may invoice for up to 10% of the total task order value in travel expenses, if applicable, provided Contractor complies with USAC travel policies. Does this mean that if an employee incurs an approved expense, the vendor will not be reimbursed for 90% of the cost?

No travel will be required under Task Orders and travel to USAC offices is not reimbursable. This statement means an awardee cannot invoice for more than 10% of the total value of the task order in travel expenses. For example, \$150K contract value is allowed \$15K in travel expense.