

RFP USAC-20-041
Administrative Staffing Augmentation Services
Questions and Answers

Number	Question	Answer
1.	Is there any incumbent for this contract or is it a new contract? If yes, could you please let us know the, previous contract number, name of incumbent, their prices and historical spend?	No, there is not an incumbent for this contract. This is a new requirement.
2.	Is budget allocated for this contract? If yes, can you please let us know the same?	The budget allocation for this contract is NTE 3 Million dollars per year over one (1) base year and (2) option year extensions.
3.	Do we need to provide sample resumes or resumes of the personnel going to work on the given requirements?	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors are not required to provide resumes for the labor categories listed in Section B.8.B.
4.	If we provide the resume of the candidate, i.e., going to work on the project in our proposal and if that candidate is not available during the contract execution; Will the agency allow us to provide replacements of such candidates?	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors are not required to provide resumes for the labor categories listed in Section B.8.B.
5.	What is the annual spend for this contract?	NTE 3 million for the base year of the contract.
6.	Is budget allocated for this project?	Yes, budget is allocated for this project.
7.	Do we need to send resume of proposed candidate with proposal?	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors are not required to provide resumes for the labor categories listed in Section B.8.B.
8.	Where might we find Attachment A and Confidentiality Agreement?	Attachment A is the Key Personnel resume as required in Section E.VI.B.6. Offerors must provide Attachment A. The confidentiality agreement is the 1 st attachment after page 34.
9.	On page 32 of the statement of work, regarding Volume II - Technical, it mentions "Attachment B" Transition Plan. Is there a specific document you wish us to use?	A transition plan is not required for this RFP. The RFP has been revised to reflect this.
10.	Please confirm no drug screening is required.	Pre-employment drug testing is not required.
11.	Please confirm that any background checks would be conducted after USAC interviews/accepts personnel.	Background checks are only required for candidates that have been awarded an individual task order.
12.	Please confirm all items necessary to furnish services (laptops, office space, telephone line etc.) are provided by USAC.	Yes, USAC will provide the necessary equipment if needed.
13.	Please confirm the two hours of training USAC notes for IT Systems will be billable hours.	Yes.

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14.	Do we need to have a 498 ID?	No.
15.	(RFP Section 8) - If we intend to bid on one or more labor categories, are they considered Key Personnel in addition to the Account Manager?	Offerors are required to bid on all 16 labor categories. The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors may submit resumes for non-key personnel who will assist in supporting the contract.
16.	Does USAC contracts have to comply with Department of Labor, Service Contract Act (SCA)? I assume no, since you are non-profit.	No, USAC contracts does not comply with the Department of Labor, Service Contract Act (SCA).
17.	How many awards do you expect to make?	USAC has not identified a minimum or maximum amount of awards under this RFP at this time.
18.	Per the instructions, each proposal volume is required to include a cover page. Is this intended to be the completed "RFP Cover Page" provided on page 1 of the solicitation? If so, please provide direction on how/where to include the requested information on company website and DUNS, and the statement that "the proposal shall be valid for 120 days?"	No. The RFP cover page should be submitted as a separate attachment.
19.	Section A, Item 3 states that the Confidentiality Agreement (Attachment 3) must be submitted with a proposal. Which volume and where would USAC prefer to have this document included?	The confidentiality agreement should be submitted with as an attachment to Volume I (Corporate Information), in accordance with Section E.VI.A.4.e. of the RFP.
20.	Section B, Item B.8 states "Contractor's Account Managers shall communicate directly with USAC Procurement Specialist and shall only communicate directly with USAC IT managers via email." Is this correct that all administrative support positions will go through an IT Manager?	Administrative support positions will go through the hiring manager requesting support. These positions support all USAC programs and departments. The RFP has been revised to reflect this.
21.	Section VI, Item B states "If Offeror currently has on staff personnel who meet the qualifications for the position(s) identified in Section B.IX., and who are available for assignment to Task Orders issued under an awarded contract, please provide a resume (not to exceed two (2) pages) that includes their educational background, job and related experience, and the specific position(s) for which they are available on the Contract." However, resumes for temporary employees is not listed as an evaluation factor or subfactor in Section VII. Can USAC please provide direction on this? For instance, should bidders be prepared to submit resumes for any/all of the 16 labor categories detailed in Attachment 2? If so, what is the	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors are not required to provide resumes for the labor categories listed in Section B.8.B.

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	requested and/or maximum number of resumes for each labor category?	
22.	Section VI, Item B.6 states: “It is preferred that the Account Manager have at least three (3) years of experience with IT staffing while in the role of Account Manager.” Would USAC consider removing the “IT” portion of this requirement?	The RFP has been revised to reflect experience with administrative and professional staffing. IT staffing experience is not required for this RFP.
23.	Section VI, Item E, Presentation and Page Limits: the page limits outlined for each volume are very low. In particular, the limits for Volume I do not allow for a robust OCI Mitigation Plan, and Volume II do not allow for a robust recruitment plan. Would USAC consider allowing these limits to be increased? If this is not possible for the OCI Mitigation Plan, could USAC please provide a 1 page template?	No. An OCI Mitigation Plan is not required for this RFP.
24.	Section VI, Item E, Presentation and Page Limitations: the page limits for the Technical volume mention a Transition Plan. However, a transition plan is not requested anywhere else in the proposal. Should this be omitted?	A transition plan is not required for this RFP. The RFP has been revised to reflect this.
25.	Is USAC willing to provide a list of current pay rates/rate ranges by title for in-scope roles?	This is a new requirement.
26.	On page 30 of the RFP document, USAC states, “It is preferred that the Account Manager have at least three (3) years of experience with IT staffing while in the role of Account Manager.” Is this correct?	The RFP has been revised to reflect experience with administrative and professional staffing. IT staffing experience is not required for this RFP.
27.	If offerors have an existing contact with USAC, will business awarded as a result of this RFP be conducted under the existing contract?	No. This is a new contract.
28.	What are USAC’s expected payment terms?	Payment terms are in Section C.VII of the RFP.
29.	What is the timeline for awarding the contract?	Contracts will be awarded after evaluations and approvals are completed.
30.	How many firms does USAC anticipate awarding the contract to?	USAC has not identified a minimum or maximum amount of awards under this RFP at this time.
31.	Can USAC explain the delivery model of positions once awarded?	All Contractors awarded contracts as a result of this RFP will compete for the same task orders in accordance with Section B.6.

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32.	On page 7 under Section B.8 Key Personnel and Labor Categories - Is an Offeror required to provide hourly rates for all 16 Labor Categories (LCs), to be eligible for the award?	Offerors are required to bid on all 16 labor categories.
33.	On page 30 under Technical (Volume II), 5. Experience - Does experience in temporary staffing of only IT resources on Task Order basis considered valid and relevant?	The RFP has been revised to reflect experience with administrative and professional staffing. IT staffing experience is not required for this RFP.
34.	On page 30 under Technical (Volume II), 6. Key Personnel the RFP states “ Identify by name all key personnel”. <ul style="list-style-type: none"> • Please clarify who does the agency consider a Key Personnel? Is it the Account Manager or the staff who would work on the LCs provided in the RFP or both? • Is the Offeror required to provide resumes for the Account Manager as well as the staff which would work on the LCs mentioned in the contract? 	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. Offerors may submit resumes for non-key personnel who will assist in supporting the contract.
35.	On page 30 under Technical (Volume II), 6. Key Personnel the RFP states “Describe the technical knowledge of and experience of proposed personnel in the requested services with respect to, but not limited to, experience and qualifications including depth of knowledge, expertise and number of years”. <ul style="list-style-type: none"> • Is the Offeror required to provide actual resumes for the ‘proposed personnel’ for all 16 LCs? If yes, should these 16 consultants remain available post award? • Will these resumes be part of the evaluation criteria? • Is the Offeror required to provide just sample resumes for the ‘proposed personnel’ for all 16 LCs? 	<ul style="list-style-type: none"> • The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager. • Yes, per Section E.VII.A.1., Key Personnel is a subfactor for the technical evaluation criteria. • Offerors are not required to provide resumes for the labor categories listed in Section B.8.B.

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36.	<p>On page 31 under Volume III Section C.2 the RFP states “A list of up to three (3) current or recently completed contracts for similar in scope to those required by this solicitation”.</p> <ul style="list-style-type: none"> • Will the Offeror’s past performance/contracts in IT domain suffice showing experience in placing candidates on IT positions like Project Manager, SharePoint Developer, Technical Writer, etc.? • Is the Offeror required to provide past performances for other LCS like Receptionist, File Clerk, Office Coordinator, Payroll Specialist, etc. that are essentially non-IT LCs? 	<ul style="list-style-type: none"> • Offerors past performance references must be for administrative and professional staffing projects.
37.	<p>Page 1: Do we need to submit a signed copy of Page 1 with our proposal in addition to our cover page for each Volume?</p> <ul style="list-style-type: none"> • If yes, should Page 1 included in a specific Volume, each Volume, or as a separate attachment? 	Page 1 of the RFP should be submitted as a separate attachment.
38.	Page 5 – Section B, Number 5, Bullet Point 1: Will mandatory IT Security and Privacy Online Training occur before Contractor Personnel’s start date on assignment?	IT Security and Privacy Training will occur after the Contractor’s start date.
39.	Page 6 – Section B, Number 6, Letter F Interviews: This section references “speed” interviews. Can USAC define “speed” interview?	A speed interview is when a contractor meets with several interviewers and interviews with each interviewer individually in 5-15 minute increments.
40.	Page 8 – Section B, Number 11, Letter D Confidentiality Agreements: Will USAC accept DocuSign as a signature method on Confidentiality Agreements?	USAC will accept DocuSign as a signature method.
41.	Page 30 – Section B, Number 2: The first paragraph states “This statement will be no longer than one (1) written page”. Is this page limit referring to any statement of exceptions, or is it referring to our detailed description about how we will fulfill the requirements of the RFP?	One sentence will suffice if an Offeror will comply with all requirements and Terms and Conditions set forth in the RFP. If a contractor has exceptions to USAC’s terms and conditions, the exceptions statement may not be longer than one page. Exceptions are excluded from the page limit for Volume II.
42.	Page 30 – Section B, Number 2: Is an exception to propose mutual language under Limitation of Damages considered material (in other words, will this kind of proposed exception result in disqualification)?	Whether an exception to any Terms and Conditions of the RFP is material depends on the nature of the change and whether it fundamentally changes the intent of the provision.

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43.	Page 30 – Section B, Number 4 Recruiting: Is USAC looking only for Key Personnel resumes, or resumes for any of the labor categories that appear in the Scope of Work? <ul style="list-style-type: none"> • If yes, can we include resumes of potential contractors that are not currently on payroll? We do not keep a payrolled, on-staff “bench”. 	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager.
44.	Page 30 – Section B, Number 6 Key Personnel: Is the Account Manager the only Key Personnel role?	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager.
45.	Page 32 – Section D, Number 2: Should the bid sheet be attached as a separate appendix in its original Excel format, or should it be embedded as a table in Volume IV, Price?	Attachment 1 may be submitted in Excel format as a separate attachment to Volume IV.
46.	Are the temporary employee badges provided by the staffing vendor or USAC? If it is by the staffing vendor, would you please describe the information that we must include on the badge?	Temporary employee badges will be provided by USAC. Contractors may be charged a fee if badges are lost or damaged.
47.	Is pre-employment drug testing required? If so, what panel of drug testing is required?	Pre-employment drug testing is not required.
48.	Are any positions allowed to be remote work situations due to Coronavirus?	In the event of an emergency or pandemic, USAC may permit teleworking.
49.	General: Who are considered to be the Key Personnel for this opportunity? Is it the Account Manager ONLY or in addition to the Account Manager any additional Labor Categories from Section B.8 (page 8) can be treated as Key Personnel? Please clarify.	The Account Manager is the only key personnel required under this RFP. Each Offeror must submit the resume of the proposed Account Manager.
50.	General: We believe, we don't need to submit Attachment 4 (IT Security Rules Behavior Form) at this time, please clarify?	Attachment 4 is for informational purposes at this time and does not need to be submitted with a proposal response. Contractors will be required to sign those before accessing USAC systems.
51.	Do we need to submit Appendix A as part of Attachment 3?	No.

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52.	<p>Do we need to provide Attachment 1.xlsx (Excel Sheet) as part of the Volume IV (Price)?</p> <ul style="list-style-type: none"> • If “YES” to question “a” above, can we embed the Bid Sheet as an Object in the Word document of our Volume IV (Price)? • If “NO” to question “b” above, can we convert the Attachment 1.xlsx (Bid Sheet) Excel into a Word document? • If we convert Attachment 1.xlsx (Bid Sheet) into word file, it exceed the page count, is it okay if we exceed the page limitation of 3 pages? 	Attachment 1 may be submitted in Excel format as a separate attachment to Volume IV.
53.	To make things easy, can we can submit two files under Volume IV heading, for example, Volume IV-Cover Page.docx and Volume IV-Bid Sheet.xlsx (RFP provided Attach 1.xlsx)?.	Yes.
54.	Are attachment A (Resumes) and Attachment B (Transition Plan) separate files or separate sections within Volume II?	A transition plan is not required for this RFP. The RFP has been revised to reflect this.
55.	What is the Transition period duration – 30/45 days?	A transition plan is not required for this RFP. The RFP has been revised to reflect this.
56.	Is there any page limitation for the Transition Plan section?	A transition plan is not required for this RFP. The RFP has been revised to reflect this.
57.	Is this a recompetete? If yes, how many incumbent vendors are there?	This is a new requirement.
58.	How many contractors were hired in any year under this contract?	This is a new requirement.
59.	How many awards will be made?	USAC has not identified a minimum or maximum amount of awards under this RFP at this time.
60.	Historically, what percentage of temporary personnel have converted to full time employees?	USAC does not disclose this information.
61.	If multiple vendors are selected, how will you distribute job orders? Will they rotate or will all vendors be able to work on all orders?	All Contractors awarded contracts as a result of this RFP will compete for the same task orders in accordance with Section B.6.
62.	Does the client’s evaluation process provide an advantage of any kind for local businesses?	The Offeror’s evaluation process must meet the requirements listed in the RFP.
63.	How many vendors does USAC intend to select as a result of this RFP?	USAC has not identified a minimum or maximum amount of awards under this RFP at this time.

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64.	Please provide your annual staffing spend.	The anticipated spend for the base year of this contract is a not to exceed amount of \$3,000,000.
65.	How many agency positions does USAC anticipate in 2020?	The anticipated spend for the base year of this contract is a not to exceed amount of \$3,000,000. The amount of positions will be dependent on the labor categories needed and hourly rates.
66.	Does USAC currently have conversion fees at the end of contracts? If so, what are those fees?	USAC will not pay any fees if a Contractor completes an assignment and is hired as a USAC full time employee.
67.	Are ranges for bill rates acceptable for this RFP?	Ranges are not acceptable. Offerors must submit a not to exceed hourly bill rate for each option year.
68.	Understanding that pricing is always a factor in selection and given the tightening of the IT market in DC, does USAC expect rates to increase related to these submissions?	This is a new requirement.
69.	Will USAC provide electric timesheets or is the contractor expected to do so? Is there an expectation regarding daily punch/in out records or do daily/weekly time records meet USAC's needs?	Offerors are responsible for providing their own timesheets. Per Section B.5, Contractors must sign in and out of USAC's visitor management system each day. Timesheets must reflect the login information in the USAC visitor management system.
70.	What specific reporting is USAC seeking?	Section C.X contains additional information about Reporting requirements. Additional information about what Vendor must include in its reports may be set forth in each Task Order.
71.	Will the iCIMS portal be used for req distribution along with candidate submittals?	The iCIMS portal will be used for the base year of the contract. The applicant tracking system may change in the event USAC procures and implements a new applicant tracking system.
72.	Will agencies be providing contractors to perform work on-site, remote or both? If remote, please elaborate on the responsibility of agencies.	Individual task orders will be performed on-site at USAC headquarters.
73.	Will employees of supplier (excluding those assigned to perform work at USAC's site) be provided with or require access to USAC's network, software or systems?	No, individuals assigned to task orders will be granted access to USAC software and/or systems.
74.	What roles would require Privacy Act Training? What are the costs associated with this training?	All roles will require privacy training. USAC will provide the training.
75.	Please provide additional details regarding the scope of the requested background check (i.e., 7 year scope). Is any other screening or verification required (drug, education, etc.)? If so, what is the additional required screening?	Candidates must undergo federal and state criminal background checks in accordance with Section B.11.E of the RFP.

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76.	<p>The RFP states “All personnel proposed by Contractor for work on any Task Order must meet all the qualifications for their respective position set forth in Attachment 2, and must have successfully undergone a federal and state criminal background check within thirty (30) days of submission of the Task Order proposal. Contractor shall submit an email confirmation that assigned personnel has successfully passed all required criminal background checks in accordance with Contractor’s policy. Contractor shall provide USAC with its employee background check policy, for approval, upon request.”</p> <p>Can USAC clarify exactly what the scope of the criminal and background check?</p>	Seven year criminal is required at a minimum.
77.	Can USAC confirm the offeror is not required to bid on all 16 categories?	Contractors must bid on all 16 labor categories in order to qualify for an award.
78.	<p>The RFP states “All personnel proposed by Contractor for work on any Task Order must meet all the qualifications for their respective position set forth in Attachment 2, and must have successfully undergone a federal and state criminal background check within thirty (30) days of submission of the Task Order proposal.”</p> <p>a. What if the personnel already have federal and state background checks but not within 30 days after submission of the proposal? Does the background checks need to be performed within 30 days after submission of proposal?</p> <p>b. Is the requirement to submit background checks after the submission of the Task Order proposal OR after an award is made? The contractor will incur additional costs related to background checks if the contractor did not get an award for the proposed personnel.</p>	The background check must be performed within 30 days after selected candidates start date. Background checks are only required for candidates that have been awarded an individual task order.
79.	The RFP states “All personnel proposed by Contractor for work on any Task Order must meet all the qualifications for their respective position set forth in Attachment 2, and must have successfully	If a background check is delayed, USAC may postpone or terminate the task order award.

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	<p>undergone a federal and state criminal background check within thirty (30) days of submission of the Task Order proposal.” Can the within 30 days of submission be extended if the background checks are delayed due to circumstances outside the control of the contractor?</p>	
80.	<p>The RFP states “In the event the Contractor personnel assigned to a Task Order leaves prior to the Task Order end date, Contractor will be given the opportunity to backfill the position. If the replacement candidate is not selected within thirty (30) days of notification, the position will be opened to other contractors.” Given that all new personnel will require a background check, can 30 days of notification be extended if the background checks are delayed due to circumstances outside the control of the contractor?</p>	<p>If a background check is delayed, USAC may postpone or terminate the task order award.</p>
81.	<p>Is USAC willing to accept similar experiences and/or a higher level of experience in lieu of the stated requirements for any labor category? For example, for the Senior Staff Audit Support Specialist, would USAC accept 10+ years performing a similar role in lieu of a certification and/or high-level of experience with one of the listed tools?</p>	<p>Substitutions for experience and education will be at each hiring manager’s discretion.</p>