

**CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES**

**REQUEST FOR PROPOSAL – IT GENERAL SERVICES**

**ADDENDUM No. 3**

**November 23, 2021**

Proposals are due Friday, December 3, 2021 by 12:00 p.m.

Answers to questions received by Deadline:

1. Provide the total number of temporary staff on current assignments? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.

Answer: This is not applicable.

2. Please provide a copy of the proposal of all current vendors providing Recruitment and Staffing Services, including rate/cost sheets.

Answer: DPU does not disclose this information.

3. Is there any preference to the local vendors?

Answer: Please reference Appendix C of the Request for Proposal.

4. What are the most frequently used job categories in the subject matter RFP?

Answer: Please reference Section I, Introduction and Background of the Request for Proposal.

5. What is the average length of the assignment?

Answer: Please reference Section I, Introduction and Background of the Request for Proposal.

6. It is mandatory to maintain the local office?

Answer: No; however, Appendix C requirements must be met.

7. Describe how vendors under contract will receive a fair share of business without vendor rotation of job orders implemented in the procurement process?

Answer: Please reference Section I, Introduction and Background of the Request for Proposal.

8. List of benefits current employees receiving from the incumbent.

Answer: This is not applicable.

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9. List of client mandates holidays.

Answer: This is not applicable.

10. List of vacation and holidays current employees receiving from the incumbent.

Answer: This is not applicable

11. What is Mandate Living wage and Supplemental benefits?

Answer: This is not applicable.

12. Details on benefits package current incumbent providing to temp staff.

Answer: This is not applicable.

13. Is there any benefit for local vendor?

Answer: Please reference Section VII, Proposal Evaluation of the Request for Proposal.

14. Is it mandatory to utilize the CSB Subcontractor Participation for this contract?

Answer: The established Cleveland Small Business (CSB) Goal on this project is 10%.

15. Is it mandate to provide to do business License/ certification of the State of OH?

Answer: Firms proposing must be registered with the State of Ohio.

16. Please clarify the below statement mentioned in the RFP –" Section:2 Profile:  
Letters of confidentiality and non-disclosure (specific to Group 4 – Process Control)  
Employee Background Checks (specific to Group 4 – Process Control)

Answer: These documents do not need to be submitted with the responses to the Request for Proposal. However, due to Group 4 regulatory requirements, these will be required to be submitted by the vendor immediately after Notice of Award and contract preparation.

17. Please confirm, it is mandatory to bid with all the Groups categories as mentioned in the RFP document.

Answer: Please reference Section I, Introduction and Background and Section II Scope of Services of the Request for Proposal.

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18. However, kindly note that to prepare an exact proposal at per your requirement and to make our best competitive offer the time offered between RFP issued & Due Date is short, holidays are also coming so, employees are not available on these days and the efforts required to complete the proposal is more than the time allotted. Hence, we need more time to prepare a detailed & competitive proposal. We would like to request City to please extend the due date of the bid submission by at least 2-weeks.

Answer: At this time, the original due date remains 12:00 pm on Friday, December 3, 2021.

19. The City of Cleveland" requires Live Resumes, the staff we will lock for this RFP might not be available at the time of award, will City allow us to replace those staff with equal or more skills?

Answer: Yes.

20. Further, as the RFP, you need resumes to be included in the proposal, can a vendor submit resume for each category mentioned in the respective Group. i.e. there are total 6 categories, can we submit 3-4 resumes each category?

Answer: Please reference Section I Introduction and Background and Section II Scope of Services. Proposers should submit resumes specific to the entire groups that proposer will be bidding/providing responses. Also, please reference the Question 19 response.

21. APPENDIX F: List of Representative Projects, seems to be missing from the original RFP document. Can you please provide a copy of this appendix?

Answer: Please reference Appendix E of the Request for Proposal.

22. In order to provide a response that is considered compliant, must consultants provide a response to section 1A: General and Infrastructure Services Continuity and 1B Role Descriptions – Network and Unified Communications? Are proposers allowed to respond to only one of these sections in Group 1: GENERAL SUPPORT AND INFRASTRUCTURE SERVICES?

Answer: Please reference Section I, Introduction and Background and Section II Scope of Services of the Request for Proposal. Proposers should respond to the entire scope of services and roles for the entire group that intend to bid on.

23. Keeping in mind due date for questions and the upcoming federal holiday, would the City of Cleveland, DPU considering a two-week extension to its original due date?

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24. The RFP says that resumes and certifications should be included as appendices. What kind of certifications are desired—certifications for the firm or for individuals?

Answer: Please reference the Request for Proposal, Section VI, Section 3 and Appendix B.

25. Would the City allow digital signatures for the forms that do not require a notary?

Answer: Per City of Cleveland Codified Ordinance 181.103, "Electronic Signature" means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record.

26. Are we to use estimated hours as indicated in Appendix B pricing forms?

Answer: Yes

27. We anticipate the need to have additional roles involved in the project beyond the roles identified in Appendix B. Can we add roles to the form?

Answer: Please reference Section II, Scope of Services of the Request for Proposal.

28. Do Group 2 proposal teams need to address the requirements under section 2.3 regarding the streetlight management system or can a team only propose on sections 2.1 and 2.2?

Answer: Please reference Section I, Introduction and Background and Section II Scope of Services of the Request for Proposal. Proposers should respond to the entire scope of services and roles for the entire group that intend to bid on.

29. We are a California-based MBE certified company by Pacific Southwest Minority Supplier Development Council, are we still eligible to bid?

Answer: Yes

30. Regarding authorization to conduct business in the State of Ohio, County of Cuyahoga, and the City of Cleveland. Do we need to be authorized in the three of them (State, County, City), or an authorization in one in specific would be sufficient to qualify? For example: If we are authorized to conduct business only in the State of Ohio, are we still eligible to bid?

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Answer: Yes

31. Do we need to be authorized to conduct business before we submit or after the award?

Answer: Preferably before submission of proposal but no later than notice of selection

32. If we do not count with authorization to conduct business but we subcontract a partner that is authorized, are we still eligible to bid?

Answer: Yes

33. Do we need to provide sample insurance?

Answer: No

34. Is CSB certification/goal a mandatory requirement?

Answer: No, firms don't have to be certified with the City of Cleveland to submit a proposal. Please review Office of Equal Opportunity requirements within the RFP.

35. Is this a new requirement or are there any incumbents currently performing the services? If there are incumbents can we have the names and if possible a copy of their past contract with the City?

Answer: Please submit a public records request

36. What is the budget allocated under this contract?

Answer: City of Cleveland doesn't disclose such information.

37. Regarding Signatures, would you like wet/ink signatures or digital signatures?

Answer: Per City of Cleveland Codified Ordinance 181.103, "Electronic signature" means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record.

38. How many awards are to be made under this contract?

Answer: TBD

39. Could you please share the details of IT spent through this contract in the last 3 years?

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Answer: Please submit a public records request

40. For Pricing, would you like us to provide an hourly rate price range or a single hourly rate?

Answer: Fixed single hourly rate for the duration of the contract term.

41. “Appendix E: Sample Agreement” Please verify this Appendix is misnamed as Appendix D on the document itself.

Answer: Appendix D covers Sample Agreement

42. “Appendix F: List of Representative Projects” Please verify this Appendix is misnamed as Appendix E on the document itself.

Answer: Appendix E covers List of Representative Projects

43. “Information about experience should include direct experience with the specific subject matter demonstrating a technical strength in at least five of the items listed in the Scope of Services section”. What are the “items” this requirement is referring to? The six service groups? Our understanding was there was not a requirement to bid on a certain number of groups.

Answer: There is not a requirement to bid a certain number of groups. Please reference Section I, Introduction and Background and Section II, Scope of Services. Proposers should respond in a way that best presents their expertise, strength and experience within the groups that they are bidding on.

44. Vendors are asked to provide:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees

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- Number of signed contracts in progress
- Latest gross sales revenue
- Latest gross income
- Letters of confidentiality and non-disclosure (specific to Group 4 – Process Control)
- Employee Background Checks (specific to Group 4 – Process Control)

Please explain what is required for the last two items.

Answer: The letters of confidentiality and non-disclosure as well as the employee background checks do not need to be submitted with the responses to the Request for Proposal. However, due to Group 4 regulatory requirements, these will be required to be submitted by the vendor immediately after Notice of Award and during contract preparation.

45. *"Each proposer must: Be authorized to conduct business in the State of Ohio, County of Cuyahoga and the City of Cleveland."* We were able to request a letter showing registration for the City of Cleveland and a Certificate of Authority showing registration with the State of Ohio. In order to register with Cuyahoga County, however, we need to provide a physical location and a date business begins operations. We are unable to apply at this time, as we are only bidding on the opportunity and it is not an actual start. Would it be sufficient to provide a letter with the bid stating our intent to apply should we win?

Answer: Yes

46. *"Inflation shall be measured by the Consumer Price Index for Urban Wage Earners and Clerical Workers for the Midwest Region, as tracked by the Federal Bureau of Labor Statistics."* Would DPU consider using Employment Cost Index which, per the DOL Bureaus of Labor Statistics, is more accurate prediction of labor costs?

Answer: Please adhere to City of Cleveland Reimbursable policy.

47. Does Exhibit B include the Contractor's response? If not, when is the Contractor response included?

Answer: To be negotiated with City of Cleveland Law Department prior to execution of contract.

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48. Page 20 of the RFP states that DPU requires \$2,000,000 in professional liability, while page 95 indicates a minimum of \$5,000,000. Please clarify which figure is correct.

Answer: DPU requires a minimum of \$5,000,000 in professional liability.

49. If we have higher limits than required, will DPU accept a higher deductible, provided that the coverage has a higher limit and that we have proven contractor financial capability?

Answer: Yes

50. There is a note on page 12 of the RFP that states: "*\*See APPENDIX B: Fee table 6 to enter bid on group services related to section 6.1 and 6.2*" However, we do not see any other reference to section 6.2 in the RFP. Please clarify if there is a section 6.2 and, if so, what it entails.

Answer: Please reference Section 6.1. Section 6.2 was consolidated into Section 6.1

51. How does that help you and DPU evaluate us?

Answer: Please reference Section VII Proposal Evaluation of the Request for Proposal regarding the evaluation process

52. Therefore we would request the removal of the requirement to provide resumes for all of the positions?

Answer: The resume submission requirement will not be removed. Please reference Section I Introduction and Background and Section II Scope of Services of the Request for Proposal. Proposers should submit resumes that meet the requirements specific to each of the groups that the proposer will be bidding/providing responses to. Also, please reference the Question 19 response

53. How much of the work will be remote (at least part of the time) versus on-site?

Answer: This is unknown at this time. As noted in Section 1 Introduction and Background of the Request for Proposal, these are staff augmentation contract(s) for a variety of IT services on an as-needed basis which is driven by the needs of the business.



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54. The Education requirements – can those please be waived / or substituted by experience?

Answer: Please reference Appendix B regarding education and experience requirements within each group's roles and descriptions. Experience is accounted for education where applicable

55. Can you please tell us how many of these positions have been procured or are expected to be within the next three years and for what kind of hours/duration?

Answer: It is unknown at this time as to what is to be expected within the next three years. As noted in Section 1 Introduction and Background of the Request for Proposal, these are staff augmentation contract(s) for a variety of IT services on an as-needed basis which is driven by the needs of the business.

56. Can you please be forthcoming about this?

Answer: Response has been provided in the previous questions.

57. Are you really expecting to have 16 (different) people perform these roles - almost all very part time – over the course of 3 years? Or is this a possible list and we are expected to provide resumes and spend time recruiting NOW for opportunities which either may never come or may come in two and a half years for a few months?

Answer: Unless deemed an emergency by DPU IT, awarded vendor(s) of the group(s) are expected to be able to secure the required resources within a reasonable time frame that will be defined during contract preparation.

58. Are you really going to have all of these roles and will they be very short, intermittent or part time?

Answer: It is unknown at this time as to what is to be expected within the next three years. As noted in Section 1 Introduction and Background of the Request for Proposal, these are staff augmentation contract(s) for a variety of IT services on an as-needed basis which is driven by the needs of the business. This applies to all the groups.

59. Since the questions are just due today – can you please extend the due date as we need to have time to receive and process the answers!

Answer: At this time, the original due date remains 12:00 pm on Friday, December 3, 2021