

# Agency Staffing Analysis and Business and Professional Services RFP

## Selected Questions and Answers

December 8, 2006

1. *Is there a current vendor working or has worked on this project, since the starting date is January 2006 and the narrative refers to "continue the process?" If the answer is yes, would the successful bidder have access to any collected data/information? Is the firm still working on the project? Since no pre-bid conference is scheduled, how can a small, minority or woman owned business offer to partner with potential large corporate bidders?*

The "Anticipated Project Start Date" should be January 1, 2007, not January 1, 2006. The "Selection of In-Scope Agencies" should be January 15, 2007, not January 15, 2006. There is no incumbent firm performing this analysis; no current work is underway. A similar study was performed for the Illinois Department of Corrections ("IDOC"); however, IDOC is not in the current scope of this project. No data has been compiled for the agencies within the scope of this RFP.

---

2. *What is the date of the last GOMB - Agency Staffing Analysis? What is the name of the agency that provided the last GOMB - Agency Staffing Analysis?*

As noted above, a similar agency staffing analysis was performed for IDOC during 2005. However, no analysis has been performed in regards to the agencies within the scope of this RFP.

---

3. *Since no pre-bid conference is scheduled, how can a small, minority or woman owned business offer to partner with potential large corporate bidders?*

The Governor's Office of Management and Budget ("GOMB") remains committed to the goals established in the Business Enterprise for Minorities, Females, and Persons with Disabilities Act, and strongly encourages small businesses to submit a proposal either independently or as part of a joint proposal with another bidder.

GOMB will post a list of firms indicating an intent to respond, which may facilitate partnerships between potential bidders. Please continue to monitor the GOMB website ([www.state.il.us/budget](http://www.state.il.us/budget)) for any further communication regarding this RFP.

---

4. *Project A and B: Would you anticipate that we would have access to agency staff and data prior to February 1?*

Yes. GOMB anticipates granting access to agency staff and data as soon as possible following vendor selection and contract execution.

---

5. *The scope of Project A may require extensive assessment of the program areas and business processes. If this project is to be completed in less than five months, can you please clarify the depth of review that is expected of each program area at each selected agency?*

To the extent that any work cannot be completed within timelines stated in the RFP, please provide the alternate timeline you believe is required to produce a quality product.

---

6. *Project A and B: Is it possible we would have different agencies reviewed as a part of Project A and Project B? You indicated that up to five agencies would be reviewed as a part of Project A. How many agencies do you anticipate being reviewed in Project B?*

GOMB anticipates Project B to be a statewide analysis.

---

7. *What is the expected contract duration, from start to completion?*

The duration of any contract will be determined at a later time, but is expected to be no more than one year.

---

8. *Who will be the contract administrator?*

GOMB will administer contracts, in collaboration with relevant state agencies as appropriate.

---

9. *The evaluation criteria and point system in Section IV lists: "Provision of reports or documentation from earlier project work that details methods and demonstrates ability to meet the services sought by this RFP." for which 15 points can be awarded. Since the proposal is limited to 30 pages, we are interested to know what should be provided to meet this criteria (sic). We have several reports from projects, however, they are more than 100 pages each.*

Please use an appendix to your response to provide these materials, remembering to make reference to any legitimately and appropriately confidential or proprietary material contained in your response.

---

10. *Section III advises proposers to strictly adhere to the lettering and sections outlined. There seems, however, to be no clear indication of where the technical approach and workplan for this project should be included. A is firm background and capabilities, B is references and*

summaries of past projects, C is team leader and team. In what section would you suggest we include a description of approach, workplan and timeline?

Please include this description in your response to Section III, Question A.

---

11. *The RFP indicates that Project A, assessment of the structure/staffing includes central office, local offices, regional offices, and any other agency locations... Does GOMB and/or the Agency anticipate that physical visits will need to be made to these locations during the project? If the answer is "yes" for Question 1, for DHS, IDOT, IDOR, and HFS how many locations does GOMB/Agency anticipate the vendor needing to visit?*

Yes. However, GOMB anticipates any physical visits would be made in accordance with the request of the selected vendor(s).

---

12. *Ultimately, how many agencies will be reviewed in the manner outlined?*

Project A will involve the review of five agencies. Project B will be a statewide analysis.

---

13. *For Project B, the completion of the assessments of business functions impartial to solutions could provide an objective assessment of the current state functions. In this instance, there is no conflicting interest to solution implementation. Only what is in the best interest of the State. While the RFP states that vendors can propose implementation options, will GOMB consider proposals that provide independent, objective advisory point of views to complete the assessment(s) only, provide transition assistance, and ongoing oversight of vendor-solutions procured later by the State?*

GOMB will consider any proposal designed to meet the requirements of the RFP.

---

14. *For Project B, five functions are listed - State Fee Processing; Statewide Data Center maintenance and management; Paper and Printing Services; Customer Service Web Hosting; and Grounds Maintenance - are these five "functions" the scope of Project B, or does GOMB anticipate expanding this scope?*

Please be advised that "Employee and Citizen Helpdesk" is a sixth set of processes to be reviewed. The scope may be further defined and expanded in consultation with the selected vendor(s).

---

15. *Project B: Are State Fee Processing, Statewide Data Center maintenance and management, Paper and Printing Services, Customer Service Web Hosting, Grounds Maintenance sub categories under Employee and Citizen Helpdesk and Hotlines or is that a sixth set of processes to be reviewed?*

“Employee and Citizen Helpdesk” is a sixth set of processes to be reviewed. In addition, with regard to the “Employee and Citizen Helpdesk”, please reference any experience with call-center functionality, especially for general needs such as 311 services.

---

16. *Project B: Are you saying in the second paragraph on page 6 of the RFP under Project B that we can bid on all or several of the functions listed above and we can bid on analysis, and recommendation or analysis and recommendations and services. For example, can we bid on analysis, recommendations, and services for State Fee Processing, but only analysis and recommendations for Grounds Maintenance?*

Yes. Any combination or limited set may be bid, but each should be independently priced.

---

17. *On the page 10 where you list the evaluation point breakdown, you indicate Project B is mandatory. Does that mean we can bid on Project A and B or only Project B, but not only Project A?*

Please ignore the statement that Project B is mandatory. GOMB encourages bids for either Project A or Project B, or both.

---

18. *What is the estimated number of staff covered by this study (by agency)?*

- Department of Human Services – 14,404.5
  - Department of Transportation – 5,705
  - Department of Revenue – 2,104.5
  - Department of Healthcare and Family Services – 2,530
- 

19. *If the vendor is bidding Project A and Project B, does the State anticipate separate pricing in for each Project in Appendix D?*

Yes. Please submit separate pricing.

---

20. *Under Appendix D, Pricing Grid, please clarify what the State mean “Fees should include all out-of-pocket expenses.” Is the State requiring that all out-of-pocket expenses be included in the Blended Hourly Rate or does Fee mean to include separate labor price and out of pocket price?*

Out-of-pocket expenses should be included in the blended hourly rate.

---

21. *What is the preferred contract type for this requirement?*

GOMB anticipates that the contract will include pricing by deliverable.

---

22. *Should "four hard copies of the proposal" and a "hard copy of all required sealed fee-related bid information described in this RFP" be submitted to both GOMB's Springfield, Illinois and GOMB's Chicago, Illinois?*

Please submit responses and fee - related bid information to the Springfield office only.

---

23. *Please confirm the timeline for the workplan under II. Scope of Services Project A, A. Workplan.*

Please see the above responses to Questions 1 and 5. Alternate timeline proposals may be included in your response.

---

24. *Will any preference be given to vendors who provide vendor-performed solutions/services, as compared to vendors who will provide only analysis and recommendations?*

No preference will be given.

---

25. *It is clearly stated that GOMB may select multiple firms through this RFP for the scope of services. Will GOMB consider selecting only two firms, one for Project A and one for Project B, or multiple firms that could perform portions of Project A, and portions of Project B?*

GOMB will consider selecting a single vendor or any combination of firms.

---

26. *Referencing Section III, Response to Request for Proposals, part B: If a respondent proposes to bid on both Project A and Project B, is GOMB requesting 5 references total, or 5 references for each Project, with a total of 10?*

GOMB requests a total of five references.

---

27. *Can GOMB confirm that the separately sealed fee-related information (Price Proposal) can be included in the same container as the separately sealed proposal response to questions A through F?*

The fee-related information **should not be** submitted in the same container as the proposal.

---

28. *To what extent has data and information (processes, resource volumes, staff/personnel counts, etc.) been assembled across the in-scope functions for Project B? Will the information be made available to respondents review prior to proposal submission?*

Data has not been assembled.

---

29. *For Project B, one of the key milestone dates is January 15, 2007 which involves the "Selection of in-scope Agencies": (a) How many Agencies are potentially in-scope and what is the size (in employees), scope of services? (b) Can you confirm that an initial project action is to identify those additional Agencies and Services, with the likelihood of high-benefits from sourcing to be included in subsequent project B activities?*

(a) All state agencies are potentially within the scope of Project B. The total number of employees to be included in the scope is to be determined.

(b) Yes.

---

30. *Similarly, the State has established a rigid timeframe for accomplishing Project A, with final recommendations due by May 1, 2007. Depending on the scope of work chosen by the State, this requirement could result in dramatically different consultant staffing needs during the specified period of the study, making it exceedingly difficult for the responding companies to make a commitment to the State. As with the "not to exceed" question posed above, would the State be willing to negotiate modified project schedules at the point when the scope of the project has been more specifically defined?*

GOMB will consider modified project schedules to the extent necessary. As stated above, alternate timeline proposals may be included in your response. To the extent that a vendor believes that any work cannot be completed within the timelines stated in the RFP, the vendor should provide an alternate timeline it believes will allow a sufficient time to produce a quality product.

---