



STATE OF LOUISIANA

**DIVISION OF ADMINISTRATION
Office of Information Technology**

ADDENDUM 1

For:

**Information Technology Planning and
Management Support Services**

RFP#: 107-28062013001

Addendum Publication Date: July 19, 2013



1.1 PURPOSE

Addendum 1 amends specific sections of the Request for Proposals and provides responses to written inquiries received as a result of the initial posting in accordance with the schedule established in the RFP.

THESE AMENDMENTS ARE HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR PROPOSALS.

1.2 AMENDMENT OF SECTION 1.3 SCOPE OF SERVICES

Original

The period of any contract resulting from this RFP is scheduled to begin on or about June 1, 2013 and to continue for a period of three (3) years.

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Amended

The period of any contract resulting from this RFP is scheduled to begin on or about **August 30, 2013** and to continue for a period of three (3) years.

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1.3 AMENDMENT OF SECTION 3.2.2 TITLE PAGE

Original

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5. Separate and distinct control number for each of the six hard copies placed in the bottom right corner. The control number naming convention is <Proposer Name>-<sequential number> (e.g., "Acme-4"). Please ensure that the signed original copy is designated by control number "1".

Amended

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5. Separate and distinct control number for each of the **eight** hard copies placed in the bottom right corner. The control number naming convention is <Proposer Name>-<sequential number> (e.g., "Acme-4"). Please ensure that the signed original copy is designated by control number "1".

1.4 AMENDMENT OF SECTION 3.2.7 TAB 3 – STAFF INFORMATION

Original

The Proposer should provide an Organization and Staffing Plan that addresses the Proposer's project staff. The section should include the following:

1. An organization chart for its proposed project team



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2. A summary table for each staff category, highlighting the staff on one axis and the key skills and experience relevant to the category on the other axis.
3. A description of each role and resumes for each key position. Resumes should include the following information:
 - a. Proposed role on project;
 - b. Education and training;
 - c. Recent relevant experience (including start and end dates); quality and depth of experience;
 - d. Size and scope of projects supported; and
 - e. Reference contact information, including e-mail address and phone number.
 - f. Resumes should be no longer than three pages in length.
 - g. Letters of commitment are required for all key staff.

The State requires that contract personnel not be removed from the project except for circumstances beyond the Contractor's control. The State reserves the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

If any staff from the Proposer's team requires special accommodations for a handicap or work limitation, please note such in this Section.

The Proposer should describe where it will perform the work necessary to deliver the solution to the State in Baton Rouge, Louisiana.

Amended

The Proposer should provide an Organization and Staffing Plan that addresses the Proposer's project staff. The section should include the following:

1. An organization chart for its proposed project team for **provision of fixed price deliverables**;
2. A summary table for each staff category, highlighting the staff on one axis and the key skills and experience relevant to the category on the other axis. **Separate tables should be provided for fixed price deliverables team member and proposed staff augmentation staff.**
3. A description of each role and resumes for each key position **on the fixed price deliverables team. A description of each role and resumes for each proposed staff augmentation resource.** Resumes should include the following information:
 - a. Proposed role on project;
 - b. Education and training;
 - c. Recent relevant experience (including start and end dates); quality and depth of experience;
 - d. Size and scope of projects supported; and
 - e. Reference contact information, including e-mail address and phone number;
 - f. Resumes should be no longer than three pages in length;
 - g. Letters of commitment are required for all key staff **on the proposed fixed priced deliverables team.**

The State requires that contract personnel not be removed from the project except for circumstances beyond the Contractor's control. The State reserves the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

If any staff from the Proposer's team requires special accommodations for a handicap or work limitation, please note such in this Section.

The Proposer should describe where it will perform the work necessary to deliver the solution to the State in Baton Rouge, Louisiana.



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1.5 AMENDMENT OF ATTACHMENT A: SCOPE OF SERVICES SECTION 2 TASKS AND SERVICES

Original

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19. Administrative Management Plan – The contractor will provide a plan detailing changes to administrative functions and policy around those changes for a centralized statewide IT services model. The Contractor will perform analysis of Executive Branch Departments’ retention policies and determine whether unified or individual policies should be implemented.

20. Utilization Management Plan – The contractor will provide a plan for understanding current use of resources, planned use, future forecasting and models to ensure scalability.

Amended

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19. Administrative Management Plan – The contractor will provide a plan detailing changes to administrative functions and policy around those changes for a centralized statewide IT services model. The Contractor will perform analysis of Executive Branch Departments’ retention policies and determine whether unified or individual policies should be implemented.

20. Project Management Strategy/Resourcing Plan – The contractor will provide a plan for effective management of Major IT Development Projects through the establishment of a centralized statewide project management strategy.

21. Utilization Management Plan – The contractor will provide a plan for understanding current use of resources, planned use, future forecasting and models to ensure scalability.

1.6 AMENDMENT OF ATTACHMENT D: COST SCHEDULES SCHEDULE 3 RATE SHEET MODEL

Original

Schedule 3 Rate Sheet M

For staff augmentation support services to be authorized through work orders, the Proposer shall provide hourly rates for each of the job titles listed in the table. The State has allocated a specific number of hours for each job title in the table for the purposes of computing a total cost for the Rate Sheet Model that can be factored into Schedule 1. These hours will be revealed upon bid opening. No additional rows may be added to this table and no substitutions for a job title or for the number of associated hours is allowed.

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Amended

Schedule 3 Rate Sheet Model

For staff augmentation support services to be authorized through work orders, the Proposer shall provide hourly rates for each of the job titles listed in the table. **This rate should be fully burdened with all costs for the provision of services including travel and expenses.** The State has allocated a specific number of hours for each job title in the table for the purposes of computing a total cost for the Rate Sheet Model that can be factored into Schedule 1. These



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hours will be revealed upon bid opening. No additional rows may be added to this table and no substitutions for a job title or for the number of associated hours is allowed.

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1.7 QUESTIONS AND RESPONSES

QUESTION 1:

On page 9 of the RFP it says that we need 1 Original and 8 hard copies of our Technical proposal. On page 19 of the RFP section 3.2.2 paragraph 5 says: "Separate and distinct control number for each of the six hard copies placed in the bottom right corner. The control number naming convention is <Proposer Name>-<sequential number> (e.g., "Acme-4"). Please ensure that the signed original copy is designated by control number "1". How many hard copies do we need 8 or 6?"

RESPONSE 1:

The proposer should provide 8 hard copies of the Technical proposal.

QUESTION 2:

There are 2 sections one for the projects and another for staff Augmentation. We would like to respond only for Staff Augmentation. Is that ok?

RESPONSE 2:

The proposer must respond to all portions of the RFP.

QUESTION 3:

I am an IT recruiter and place IT professionals. I do not do much in the planning arena. Would this be something we can bid on just the staff augmentation piece of the RFP? Or will there be a separate RFP that you will put out specifically for IT staffing?

RESPONSE 3:

Please refer to RESPONSE 2.

QUESTION 4:

"IT Planning & Management Support Services", RFP#:107-28062013001 is this particular RFP open for all the vendors? Can we response to this RFP? Or is this RFP is only for vendors holding any particular State Term Contracts?

RESPONSE 4:

This RFP is open to all vendors.

QUESTION 5:

Is it necessary to provide the Hourly Rate for all the Job Titles mentioned in the BID or any of the Job Title will do?

RESPONSE 5:

The proposer must provide the hourly rate for all job titles mentioned.



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QUESTION 6:

Should Staff Augmentation to be provided for all the Positions or any or more of the positions will do?

RESPONSE 6:

Staff augmentation must be provided for all positions listed.

QUESTION 7:

Was there any previously existing contract for this RFP? If yes, please send us the link to the old contract/RFP.
What are the reasons that the RFP is being advertised?

RESPONSE 7:

There are no previously existing contracts for this RFP.

QUESTION 8:

We have registered for a LaPAC account. Since we are an out-of-state company and new to the State of LA, do we need to complete any other required procedures first to be eligible to respond to the RFP?

RESPONSE 8:

No other requirements must be met prior to submitting a proposal in response to the RFP. However, other requirements referenced in the RFP including Board Resolution, Disclosure of Ownership, and Certificate of Authority must be completed prior to execution of any contract award resulting from this RFP. Additional information for contracting requirements may be found on the Office of Contractual Review website at: <http://www.doa.louisiana.gov/OCR/index.htm>.

QUESTION 9:

Do we need to register for the certification to do business in State of LA before submitting the final proposal? If yes, can we submit a proof that the certification is in progress in the case that we cannot get the certificate before the proposal due date?

RESPONSE 9:

A completed Certificate of Authority is not required prior to submission of a proposal in response to the RFP. Please refer to RESPONSE 8 above for contracting requirements.

QUESTION 10:

We are not a certified SE in LA but plan to submit with subcontractors. Can a certified SE be subcontractor to multi-primes? Do you have any specific requirements for those SEs?

RESPONSE 10:

The proposer must submit certification requirements for all Small Entrepreneurships.

QUESTION 11:

Does the state prefer a minimum number of local SE subcontractors?

ANSWER 11:

The State does not prefer any minimum number of Small Entrepreneurships.



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QUESTION 12:

Item 3.2.6.7-Subcontractor information, the RFP says "...list all of subcontractor services providers that may receive more than \$100,000 in services revenue over the life of the contracts". Do you mean \$100,000 for each subcontractor? Please confirm.

ANSWER 12:

The proposer should list all individual subcontractors that may receive more than \$100,000.

QUESTION 13:

Is the state looking for a vendor to do both areas of Consulting services and Staff augmentation services and do all categories/deliverables in the Scope of Services? Or will the state award multiple vendors, each will do some categories/deliverables best applicable to it only?

RESPONSE 13:

Please refer to RESPONSE 2.

QUESTION 14:

If the state intend to award vendors based on expertise (managed consulting services, staff augmentation), does the state anticipate the number of vendors selected?

RESPONSE 14:

The State intends to award to a single contractor.

QUESTION 15:

Does the state have any preference for vendors which can do both areas?

RESPONSE 15:

The State intends for the selected contractor to have expertise in both areas.

QUESTION 16:

Can we choose only some deliverables which best fit our capacity and experience to respond?

RESPONSE 16:

All deliverables must be submitted by the contractor.

QUESTION 17:

Page 45, schedule 3: Could you please provide JD and minimum/preferred requirements for each positions?

RESPONSE 17:

Qualifications for each of these positions should be at the journeyman to advanced professional level with experience appropriate to provide support services for tasks similar to those associated with the types of deliverables specified for the fixed price deliverables.



QUESTION 18:

For the Managed Consulting Services, with the info given in the 2-Tasks and Services, it seems difficult for vendors to provide a feasible project management plan and a cost schedule. Could you please give us more instructions on this area? More information such as number of departments, staff, computers.... would be helpful.

RESPONSE 18:

Information pertaining to IT staffing, funding, and expenditures is reported to OIT in each annual budget cycle. The information for the 2013 Fiscal Year may be access at:

http://louisiana.gov/Government/Departments/FY_2012_2013_IT0_RFPdata.xlsx

Full requirements gathering and data validation with support and assistance from OIT is considered part of the scope of services. The scope of this planning effort encompasses 20 departments of the Executive Branch of Louisiana State government (exclusive of entities of Higher Education) and the Executive Offices of the Governor. Information Technology support is primarily delivered in a federated model with each department responsible for provision of their respective IT support services. The State operates two shared datacenter facilities.

QUESTION 19:

Will the winning vendor be precluded from providing future “out-tasked” services or other services resulting from the activities, recommendations, or Deliverables of this RFP, not otherwise included as staff augmentation services under this RFP?

RESPONSE 19:

The State anticipates future contracts arising from information gathered as part of this project. Preclusion from these future contracts by the selected vendor will be determined on a case by case basis in accordance with Louisiana Revised Statues R.S. 39:1496.2 and R.S. 39:1594.3.

QUESTION 20:

Are any existing vendors precluded from bidding due to existing contracts?

RESPONSE 20:

Existing vendors are not precluded from bidding on this RFP.

QUESTION 21:

What is the proposed budget for the 3 year contract period including the split between Fixed Price Deliverables and Staff Augmentation services?

RESPONSE 21:

No line item budget has been appropriated for support of this initiate. The Division of Administration projects to have sufficient resources available to fund this engagement of the 3 year contract period. Staff augmentation services are to be utilized on an as needed basis with no specific projections for required support. Utilization of staff augmentation services will be constrained by available funding.

QUESTION 22:

Does the state anticipate Staff Augmentation services may be requested prior to the completion of all Fixed Price Deliverables? Are there any general timeframes for when these services might be requested?



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RESPONSE 22:

The State anticipates some staff augmentation to be required prior to the completion of all Fixed Price Deliverables and may be used throughout the life of the contract. The need for staff augmentation is at The State's option with no commitment from The State on usage.

QUESTION 23:

Many of the Deliverables described on pages 29-31 involve the analysis of a significant amount of information from the 20 Executive Branch agencies.

- QUESTION 23A:

Have all 20 Executive Branch agencies committed to providing the necessary data and supporting the initiative?

- RESPONSE 23A:

HB1 Enrolled Act 14 of the 2013 Regular Session of the Louisiana Legislature

(<http://www.legis.la.gov/legis/ViewDocument.aspx?d=853237&n=HB1>) in conjunction with CIO enabling statute R.S. 39:15.1 et seq (<http://www.legis.la.gov/legis/law.aspx?d=95982>) grant authority to the Office of Information Technology to proceed with consolidation of The State's IT resources. The Division of Administration Office of Information Technology will provide direct assistance and support to ensure the completion of requests for data.

- QUESTION 23B:

Can OIT further clarify what information has already been gathered by OIT for each deliverable, and in what form, such that it can be made available to the vendor at the start of the contract?

- RESPONSE 23B:

Please refer to RESPONSE 18.

- QUESTION 23C:

Will the data from each agency be provided in a consistent electronic format across all agencies?

- RESPONSE 23C:

Information collected from agencies will be available in a consistent electronic format.

- QUESTION 23D:

If additional information is needed, will OIT be responsible for gathering the information or will the vendor have to coordinate directly with the affected agencies?

- RESPONSE 23D:

Information gathering of all types will be the responsibility of the selected vendor, with support from the Office of Information Technology.

- QUESTION 23E:

Can OIT provide guidance on how long the vendor should assume this data acquisition process will take?

- RESPONSE 23E:

The Office of Information Technology has not identified any specific timeline on the data acquisition process due to



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the unknown scope of data requirements. OIT will make an effort to provide any requested information expeditiously.

- **QUESTION 23F:**

Will separate agency level data sharing or non-disclosure agreements be required to access the data or will all this be addressed in the resulting Contract?

- **RESPONSE 23F:**

This will be addressed in the resulting Contract.

QUESTION 24:

Can OIT describe the expected level of involvement by the Executive Branch Agencies in providing input to the required deliverables and in producing, reviewing, and approving the required deliverables?

RESPONSE 24:

The Office of Information Technology will be the primary source for review and approval of deliverables. However, input and expertise will be sought from members of the Louisiana Council of Information Services Directors (CISD). Additional information on CISD may be found at: www.lacisd.org.

QUESTION 25:

How many FTE's is OIT planning to dedicate to the project?

RESPONSE 25:

The Office of Information Technology will ensure staff is provided to the selected vendor as needed.

QUESTION 26:

Has the state established target dates and a priority sequence for the Fixed Price Deliverables?

RESPONSE 26:

The State has not established specific target dates for individual deliverables. The State does encourage proposers to consider aggressive timelines for development of these planning deliverables so that IT Consolidation tasks may be initiated in a timely manner.

QUESTION 27:

P29 – Human Capital Management: Can the vendors assume interviews of individual state staff are specifically excluded from this effort?

RESPONSE 27:

Interviews of individual staff members may be required for specific task within the scope of Human Capital Management. However, a global effort to interview each member of the state IT workforce is not anticipated within the scope of this deliverable.

QUESTION 28:

P30 – Project & Portfolio Management: Does the state expect specific recommendations for each application in use across all agencies or more broad categorizations?



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RESPONSE 28:

The State is primarily concerned with strategy, management framework, and guidelines above implementation details and is looking for more broad categorizations.

QUESTION 29:

P31 – Administrative Management Plan: Can the state clarify “retention policies”.

RESPONSE 29:

Within the context of the Administrative Management Plan, the term ‘retention policies’ refers to electronic records retention policy in shared systems such as Statewide Email.

QUESTION 30:

P22 – Section 3.2.7 – Item 3.g – can the state clarify the requirements for a letter of commitment for Key Staff.

RESPONSE 30:

The letter of commitment for Key staff should affirm that the staff are eligible and available for assignment to this engagement under an ensuing contract and may only be removed from the engagement in accordance with the terms and conditions to be set forth in the contract.

QUESTION 31:

Would the state consider a 2-week extension on the response deadline?

RESPONSE 31:

The State is not considering any extension of the set deadline.

QUESTION 32:

Will the selected vendor for the Information Technology Planning and Management Support Services RFP be allowed to be a prime contractor for a potential RFP for consolidation of the State’s IT resources?

RESPONSE 32:

Please refer to **RESPONSE 19**.

QUESTION 33:

If the selected vendor for the Information Technology Planning and Management Support Services RFP cannot be a prime contractor for the potential RFP for consolidation of the state’s IT resources, can that vendor be a sub-contractor to another prime contractor for that potential RFP?

RESPONSE 33:

Please refer to **RESPONSE 19**.

QUESTION 34:

Will this solicitation result in a one project contract for a single vendor or is it to secure multiple vendors for a ‘prequalified list’ for multiple projects?

RESPONSE 34:

Please refer to **RESPONSE 14**.



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QUESTION 35:

If it is a single project, what are the estimated start and end dates?

RESPONSE 35:

Please refer to section 1.6 “Calendar of Events” in the RFP document.

QUESTION 36:

What are the on-site requirements for this project?

RESPONSE 36:

Due to the nature of this project, The State expects the selected vendor to have on site staff in the Office of Information Technology. The State recognizes for specific tasks work may be completed from remote office locations.

QUESTION 37:

Please describe the process for engaging staff for the staff augmentation services. Would the additional staff brought in be involved in a team approach to the project or require a single person on-site, full time?

RESPONSE 37:

Staff augmentation resources will be accessed through a work order process, to be specified in the resulting contract. The need for additional staff resources will depend on the specific tasks assigned.

QUESTION 38:

In addressing Attachment A, Scope of Services, what level of detail do you require for responses to each of the 21 areas listed? And in what section of the Technical Proposal shall we discuss our approach to the 21 areas? Do all areas need to be addressed?

RESPONSE 38:

All areas of Attachment A, Scope of Services need to be addressed in sufficient detail to explain approach, methodologies, technology, etc. These are to be addressed in the Technical Approach, outlined in section 3.2.8.6 of the RFP document.

QUESTION 39:

Do you have a budget for this project? If so, can you share it with bidders?

RESPONSE 39:

Please refer to RESPONSE 21.

QUESTION 40:

How is the Budget Narrative, Tab 3 of Cost Schedules, different from the WBS and project plan required for the Technical Proposal?

RESPONSE 40:

Information provided in the Budget Narrative should explain all cost based assumptions and other information to substantiate the costs provided in Schedule 2. The information provided in the Budget Narrative and cost schedules must directly correspond to the scope of services specified in the Technical Proposal.



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QUESTION 41:

PG8: Given the need for additional details to define the scope of work and the most accurate pricing for the state, would the state consider extending the submission deadline to August 30, 2013?

RESPONSE 41:

Please refer to RESPONSE 31.

QUESTION 42:

Will the awarded provider of this RFP also be permitted to bid on subsequent bids that may result from this RFP?

RESPONSE 42:

Please refer to RESPONSE 19.

QUESTION 43:

Will the winning provider have exclusive rights to implementations of recommendations?

RESPONSE 43:

The selected vendor will not have exclusive rights to the implementation of any recommendations.

QUESTION 44:

PG29: Would the state please clarify the following sentence “Through the provision of consulting services the contractor shall be required to produce a schedule of deliverables associated with the following tasks.”

- QUESTION 44A:

Is the state asking for an initial phase that will produce a schedule of deliverables for the tasks, and the assessments will be performed on a T&M basis? Or, is the state looking for the schedule and the deliverables themselves in the proposal and pricing?

- RESPONSE 44A:

The State would like the schedule and deliverables to be part of the proposal and pricing.

QUESTION 45:

PG29: In order to properly define the time and resources needed to address the scope of services would the state please provide the following minimum level of details:

- QUESTION 45A:

Overall: Number of agencies in scope; IT spend across those agencies; approximate number of servers under management; approximate amount of data stored

- RESPONSE 45A:

The agencies in scope are the 20 departments of the Executive Branch (excluding institutions of Higher Education) and the executive offices of the governor. The other information requested is considered part of the vendor's responsibility in the data gathering process as explained in RESPONSE 23D. Also please refer to RESPONSE 18.

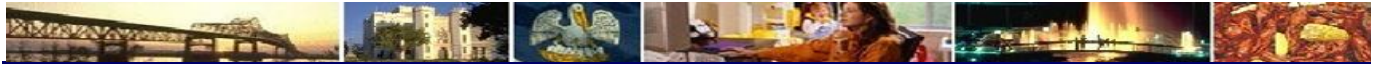


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- QUESTION 45B:
Human Capital Management – Number of employees; current job functions
- RESPONSE 45B:
Please refer to RESPONSE 18.
- QUESTION 45C:
Organizational Structure – Available IT org charts for all in scope agencies
- RESPONSE 45C:
Please refer to RESPONSE 18.
- QUESTION 45D:
Services Catalog Development – Existing service catalog; existing service levels
- RESPONSE 45D:
Please refer to RESPONSE 23D.
- QUESTION 45E:
Technical Architecture – Existing architectures for in-scope agencies
- RESPONSE 45E:
Please refer to RESPONSE 23D.
- QUESTION 45F:
Project and Portfolio Management Strategy – List of current executive branch projects; list of existing executive branch applications
- RESPONSE 45F:
Please refer to RESPONSE 23D.
- QUESTION 45G:
Facilities Strategy and Management Plan – List of existing facilities
- RESPONSE 45G:
The Facilities Strategy and Management Plan is primarily intended to address State datacenter facilities. The State currently operates two shared datacenter facilities in Baton Rouge, the Information Services Building datacenter and the Department of Public Safety Independence Park datacenter.
- QUESTION 45H:
IT Network and Communications Plan – Diagram of existing network architecture

RESPONSE 45H:

A conceptual model of the State's existing network architecture may be accessed at:
<http://louisiana.gov/Government/Departments/backbone-wan-2013-07.jpg>
http://louisiana.gov/Government/Departments/LSI_Network_Diagram_2013.jpg



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QUESTION 46:

Will the state allow a partial bid on scope?

RESPONSE 46:

Please refer to RESPONSE 2.

QUESTION 47:

What is the current state of the network, environment, systems, etc.?

RESPONSE 47:

Please refer to RESPONSE 45H.

- QUESTION 47A:

Can we have access to this information in order to help us bid?

- RESPONSE 47A:

Please refer to RESPONSE 45H.

QUESTION 48:

Reference page 28 – How do we determine the number of staff augmentation resources needed?

RESPONSE 48:

No specific number of staff is required as part of the staff augmentation section.

QUESTION 49:

Can we separately bid on just the staff augmentation effort?

RESPONSE 49:

Please refer to RESPONSE 2.

QUESTION 50:

Is the lack of experience in the public sector an automatic disqualifier?

RESPONSE 50:

The proposer must be able to meet the mandatory experience requirements as stated in section 3.2.6.6 Mandatory Requirements.

QUESTION 51:

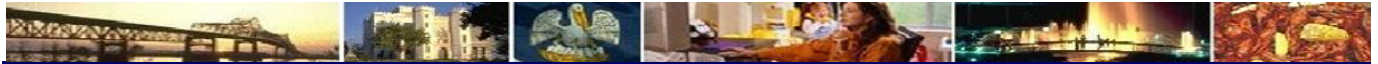
Are there documented IT processes & methodologies in place today?

RESPONSE 51:

The State currently utilizes a federated model for provision of IT support services. Availability of documented processes and methodologies will vary by organization.

QUESTION 52:

Can you provide System names and a high level description of their functionality?



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RESPONSE 52:

Please refer to RESPONSE 23D.

QUESTION 53:

Can you provide the names of the COTS & Open Source products in use?

RESPONSE 53:

Please refer to RESPONSE 23D.

QUESTION 54:

Are systems requirements, design, architecture, test, infrastructure etc. well documented?

RESPONSE 54:

The level of design documents and other documentation across all agencies varies by product. Please refer to RESPONSE 23D.

QUESTION 55:

Do you have any custom application(s) deployed? If so, is the application code well documented?

RESPONSE 55:

Please refer to RESPONSE 54.

QUESTION 56:

Please confirm all agencies that are in scope.

RESPONSE 56:

The total number of agencies in scope are the 20 executive agencies.

QUESTION 57

Please provide the technology budgets and technology staff counts for each agency in scope.

RESPONSE 57:

Please refer to RESPONSE 18.

QUESTION 58:

Is agency participation mandatory, strongly encouraged, or must be solicited?

RESPONSE 58:

Please refer to RESPONSE 23A.

QUESTION 59:

Does the State have any limitations on contract commitments (e.g., cannot commit to contracts over x years in length)?

RESPONSE 59:

The State's current limitation on consulting services contracts is 3 years or up to 5 years with legislative approval. Operating services contracts are limited to a total of 5 years duration.



QUESTION 60:

Are all of the following platforms/areas in scope?

- 1) Datacenters
- a) Mainframe
- b) Network /WAN
- c) Midrange
- d) LAN
- e) Email
- 2) Desktop Procurement / Support
- 3) Voice and Data Services
- 4) Agency Applications Development / Support
- 5) E-government (State Website)
- 6) Call Centers
- 7) Enterprise Security

RESPONSE 60:

All of the above areas are considered in scope of this project.

QUESTION 61:

Please list all out of scope:

- 1) Agencies
- 2) Systems
- 3) Technologies

RESPONSE 61:

While within the scope of the planning effort, participation by agencies under direction of statewide elected officials in the IT consolidation is optional. Institutions of Higher Education are not within the scope of this engagement. The Integrated Criminal Justice Information System is not within scope of this engagement.

QUESTION 62:

Will the successful vendor of this RFP be precluded from proposing on, or being selected for any subsequent RFPs involving follow-up work to this RFP, such as the implementation of ideas or plans created by the contract resulting from this RFP?

RESPONSE 62:

Please refer to RESPONSE 19.

QUESTION 63:

What involvement, if any, does the State anticipate for the twenty executive branch departments in the development of, or acceptance of the deliverables of the contract resulting from this RFP?

RESPONSE 63:

Agency departments will provide consultation to Office of Information Technology and assist with any data gathering efforts.



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QUESTION 64:

What is the approximate number of direct staff that currently supports the State IT efforts that are spread across numerous agencies? What is the approximate number of impacted customers that these IT staffs service?

RESPONSE 64:

The approximate number of IT staff across the 20 executive departments (not to include Higher Education) is 1,000. This staffs support programs across the breadth of the Executive Branch of state government and ultimately all citizens of the State of Louisiana.

QUESTION 65:

The State encourages proposers to utilize firms participating in its Veteran and Hudson Initiatives as subcontractors. According to the RFP, 50 points will be granted to the proposer that is certified as a qualifying small entrepreneurship. However, the RFP does not state how many points will be granted to a non-qualifying firm that subcontracts a portion of its work to a qualifying firm. How many points will it allocate to a firm under such a scenario? And does the number of points allocated depend on the amount of work the qualifying subcontractor performs or the percentage of fees it receives?

RESPONSE 65:

Section 2.2.2.6 Veteran and Hudson Initiative of RFP addresses awarding of points to proposers who utilize qualified sub-contractors under these programs. Primarily points will be awarded based on the percentage of effort measured by dollar value projected for each qualifying sub-contractor.

QUESTION 66:

Among the RFP's administrative requirements is a signed "Board Resolution" authorizing someone to sign a contract with the State. For your larger prospective proposers, securing a board resolution may not be possible. Will the State accept an alternative means of demonstrating an employee's authority to bind the firm? If so, what would it suggest?

RESPONSE 66:

Should this issue arise with a proposer who receives an intent to award resulting from this RFP, the issue will be addressed at that time.

QUESTION 67:

Another administrative requirement is a "Disclosure of Ownership." This form does not appear on the OCR website, as the RFP suggests. Will that form be provided to prospective proposers prior to their submission of bids?

RESPONSE 67:

The Disclosure of Ownership form is located on the website of the Louisiana Secretary of State at: <http://www.sos.la.gov/BusinessServices/PublishedDocuments/320DisclosureofOwnershipCorporation.pdf>.

QUESTION 68:

General – Will the winning Contractor, and its corresponding Sub-Contractors, be precluded from providing hardware, software, IT implementation services, IT operational services or other IT solutions at additional cost to the State based on recommendations resulting from the work performed under this RFP?

RESPONSE 68:

Please refer to RESPONSE 19.



State of Louisiana

QUESTION 69:

Attachment A: Scope of Services – The Scope of the RFP is currently defined in terms of tasks to be performed. What are the other factors Contractors should consider relative to Scope such as number of departments and agencies in scope (i.e., each and every agency; 20 to 30 agencies that represent the bulk of IT spend within the State; every executive branch agencies only; others considerations, etc.) and technology footprint within scope (i.e., IT infrastructure and operations (I/O) only; enterprise applications; all agencies applications; external service providers; other considerations, etc.)?

RESPONSE 69:

Please refer to [RESPONSES 18, 23D, and 64](#).

QUESTION 70:

Attachment A: Scope of Services - Human Capital Management – Does the statement “The contractor will perform an assessment of existing state IT staff with respect to their skills, competencies, experience, and job functions” apply to all IT employees across the entire State or just those within Executive Branch, or just those currently part of the existing centralized statewide IT? Approximately how many IT employees and departments would this include?

RESPONSE 70:

Please refer to [RESPONSE 64](#).

QUESTION 71:

Section 2.2.3 – Cost Proposal – This sections states that all cost proposals will be opened and scored. It also states that all cost scores will be calculated based on Cost of Lowest Cost Proposal. Does this apply to all received proposals, or only those proposals that meet the Administrative Compliance / Mandatory Requirements AND also score 150 Points or higher for the Technical proposal Evaluation?

RESPONSE 71:

This condition applies only to those proposals that meet the [Administrative Compliance/Mandatory Requirements](#) and also score 150 points or higher for the technical proposal evaluation.

QUESTION 72:

Section 2.2.2.6 – Veteran and Hudson Initiatives – Specifically how will points be awarded for Veteran and Hudson Initiatives when the proposer is not a certified small entrepreneurship?

RESPONSE 72:

Please refer to [RESPONSE 65](#).

QUESTION 73:

Section 2.2.2.6 – Veteran and Hudson Initiatives –What specific levels of participation (i.e., in terms of number of participating small entrepreneurship, in terms of dollar amount of small entrepreneurship participation, etc.) will result in a proposer that is not a certified small entrepreneurship earning the full available points for this evaluation category?

RESPONSE 73:

It is unlikely that a proposer who is not a certified organization under either of these programs will be eligible to receive the full allocation of points. Please refer to [response 65](#) for allocation of points for certified sub-contractors.



State of Louisiana

QUESTION 74:

Section 2.2.2.6 – Veteran and Hudson Initiatives – What is the maximum points that a proposer that is not a certified small entrepreneurship can earn in this category?

RESPONSE 74:

Please refer to RESPONSE 73.

QUESTION 75:

Section 2.2.2.6 – Veteran and Hudson Initiatives – What must a proposer that is not a certified small entrepreneurship demonstrate to earn maximum available points for this category?

RESPONSE 75:

Please refer to RESPONSE 73.

QUESTION 76:

Attachment D: Cost Schedules – Specifically how will staff augmentation rates be factored into the evaluation of cost proposals?

RESPONSE 76:

The extended cost total from Schedule 3 Rate Sheet Model will be carried forward to line 2 of Schedule 1 Project Cost Summary and become a component of total cost to be evaluated.

QUESTION 77:

Attachment D: Cost Schedules – Recognizing that the State has not provided any specific work requirements or level of experience requirements for staff augmentation roles, how does the State plan to ensure it comparing comparable qualifications and experience levels when evaluating staff augmentation rates?

RESPONSE 77:

Please refer to RESPONSE 17 for the expected level of staff augmentation staff experience and expertise. Qualitative differences in proposed staff will not be addressed under the referenced cost schedule, but may be evaluated in the technical proposal based on information provided in Section 3.2.7 TAB 3 Staff Information as amended.

QUESTION 78:

Attachment D: Cost Schedules – Recognizing that the State has not provided any specific work requirements or level of experience requirements for staff augmentation roles and the fact that staff augmentation rates vary greatly depending on these factors, would the State consider making the staff augmentation an optional and non-evaluated component of this RFP?

RESPONSE 78:

Staff augmentation is a required, evaluated component of this RFP.

QUESTION 79:

Attachment D: Cost Schedules – What is the total number of staff augmentation hours (in total, not by role) that the State anticipates over the three year life of the contract and plans to use in basis of staff augmentation evaluation? We are just looking for rough estimate to better understand is this in the few hundreds, thousands, or tens of thousands of hours range.



State of Louisiana

RESPONSE 79:

The State has not determined the requirements at this time, however, the effort is not expected to extend into the tens of thousands of hours.

QUESTION 80:

Attachment C – Sample Contract – Section 4.1 Statement of Work – Does the State plan for the winning proposer to develop and finalize a Statement of Work as part of the negotiations process, or should proposers submit a Statement of Work as part of the Technical Proposal? If a Statement of Work is to be submitted as part of the Technical Proposal, what are the specific content sections expected in the Statement of Work?

RESPONSE 80:

The detailed scope of work will be finalized as part of the contract negotiation process.

QUESTION 81:

Attachment C – Sample Contract – Section 6.0 Compensation and Maximum Amount of the Contract – Please confirm that it is the State's intent to finalize the retainage and penalty provisions as part of the negotiations process.

RESPONSE 81:

It is The State's intent to finalize these provisions as part of the contract negotiations process.

QUESTION 82:

General – Will the State consider granting a two to four-week extension on the Proposal due date?

RESPONSE 82:

Please refer to RESPONSE 31.

QUESTION 83:

Is the overall intent of this solicitation to procure a consulting engagement to assist OIT in developing a strategy and plan for reducing overall IT costs through a thorough analysis of existing operation and procurement processes and recommendation for improvement? Is the staff augmentation intended to assist in the implementation and overall project management of the plan?

RESPONSE 83:

It is The State's intent to solicit a consulting engagement to assist the Office of Information Technology in developing a strategy and plan for reducing overall IT costs and to utilize staff augmentation services where required.

QUESTION 84:

Please confirm that this solicitation does not include the actual procurement of IT, Telecommunication, or Security services? Please also confirm that it does not include the actual outsourcing of services, operations staff, or processes in the event that the plan recommendation does in fact include outsourcing?

RESPONSE 84:

This solicitation does not include the procurement of IT, telecommunication or security services, nor does it include any outsourcing of staff, services, or processes.



State of Louisiana

QUESTION 85:

Is the successful bidder under this solicitation precluded from bidding or being awarded IT, Telecommunication, Security, Hardware, etc. services that result from any procurement RFPs that are issued as a result of this RFP or any future RFPs that the State issues?

RESPONSE 85:

Please refer to RESPONSE 19.

QUESTION 86:

Please confirm that the staff augmentation option is limited to oversight and management of the execution of any or all approved plan recommendations. Please also confirm that it does not include actual functional operations?

RESPONSE 86:

Staff augmentation is limited to oversight and execution of any or all approved plan recommendations.

QUESTION 87:

Cost Schedule 2 in Attachment D asks for due dates and fixed prices for each deliverable – these are the same 21 deliverables listed at the beginning of the Scope of Services in Attachment A (page 28). However, in Section 2 of Attachment A, there are only 20 deliverables listed with further detail. The discrepancy is the second to last deliverable in Cost Schedule 2 and on page 28, “Project Management Strategy / Resource Plan”. This isn’t specifically defined in the Scope of Services. Is this an additional deliverable? If so, can you please provide a description similar to the other 20 deliverables?

RESPONSE 87:

Please refer to Section 1.5 AMENDMENT OF ATTACHMENT A: SCOPE OF SERVICES SECTION 2 TASKS AND SERVICES of this addendum which provides the definition of the “Project Management Strategy/Resource Plan.”

QUESTION 88:

Will Bidding on this work preclude us from performing subsequent work regarding this project?

RESPONSE 88:

Please refer to RESPONSE 19.

QUESTION 89:

Can you list the number and location of IT facilities (to include headquarters)?

RESPONSE 89:

The State currently operates 2 enterprise data centers. Please refer to RESPONSE 23D.

QUESTION 90:

Can you list the infrastructure to support each IT facility: servers, network, storage, etc.?

RESPONSE 90:

Please refer to RESPONSE 23D.



QUESTION 91:

What applications are supported at each IT facility?

RESPONSE 91:

Please refer to RESPONSE 23D.

QUESTION 92:

Can you list the number of FTEs supporting each IT facility by resource type and fully burdened comp?

RESPONSE 92:

Please refer to RESPONSE 23D.

QUESTION 93:

Can you provide a detailed budget for each IT facility?

RESPONSE 93:

Please refer to RESPONSE 23D.

QUESTION 94:

How many agencies will participate in the consolidation?

RESPONSE 94:

Please refer to RESPONSE 64.

QUESTION 95:

Is there a budget set for this RFP response and if so, what criteria did you use to set that budget amount?

RESPONSE 95:

Please refer to RESPONSE 21.

QUESTION 96:

Should application modernization be included in our planning or just migration/consolidation?

RESPONSE 96:

Migration and Consolidation should be included in any planning documents. Application Modernization may be address in this planning effort as an optional component.

QUESTION 97:

Should we consider consolidation of infrastructure and applications?

RESPONSE 97:

Consolidation of application and infrastructure should be considered as part of this project's scope.



State of Louisiana

QUESTION 98:

Is the phone system/communication strategy to be considered in scope or out of scope?

RESPONSE 98:

The phone/communication strategy should be considered in scope of this project.

QUESTION 99:

How detailed of a plan are you looking for the winning bidders to create? Can you give us some context on expectations?

RESPONSE 99:

The State seeks a well thought out formalized strategy with sufficient details and tasks to support the execution of the plan and the operations of associated functions.

QUESTION 100:

How are customer satisfaction ratings measured by the state currently?

RESPONSE 100:

Customer satisfaction rating metrics vary widely across the State, depending on the Agency and support function.

QUESTION 101:

When would you expect the plan to be implemented?

RESPONSE 101:

The State anticipates a phased implementation of the consolidation plan with the initial phases moving to implementation at the earliest possible opportunity.

QUESTION 102:

When does the State expect the plan to be completed by the vendor?

RESPONSE 102:

The selected vendor should supply dates in Schedule 2 based on level of effort required to generate, previous experience, and estimated cost savings. The State would consider an aggressive timeline as desirable.

QUESTION 103:

How many State resources will be dedicated to the planning project? Are those individuals known? If so, can you name them and their roles on the project?

RESPONSE 103:

Please refer to RESPONSE 25.

QUESTION 104:

How many personnel are the State expecting the vendor to commit to the planning effort?

RESPONSE 104:

The State expects the selected vendor to supply as many personnel as are required for this project, as determined by the vendor.



QUESTION 105:

What is the anticipated usage of the staff augmentation portion of the contract? Has a number of positions been identified for that scope of work?

RESPONSE 105:

The number of positions for staff augmentation has not been determined at this time, as this is a service The State may optionally utilize.

QUESTION 106:

Is the State attempting to model their consolidation effort after a similar effort in another state? If so, which state?

RESPONSE 106:

As The State has a unique set of systems that comprise its IT network, there has been no other state identified as a model.

QUESTION 107:

Number and location of DCs

RESPONSE 107:

Please refer to RESPONSE 89.

QUESTION 108:

DC equipment list by location

RESPONSE 108:

Please refer to RESPONSE 23D.

QUESTION 109:

Applications supported by each facility

RESPONSE 109:

Please refer to RESPONSE 23D.

QUESTION 110:

Applications integration strategy and any diagrams/documentation (move package analysis)

RESPONSE 110:

Please refer to RESPONSE 23D.

QUESTION 111:

Disaster recovery plans for each DC

RESPONSE 111:

Please refer to RESPONSE 23D.



QUESTION 112:

Overall DC equipment strategy (purchased vs. leased), residual book value of owned equipment

RESPONSE 112:

Please refer to [RESPONSE 23D](#).

QUESTION 113:

1.3 Scope of Services: With respect to the three-year schedule, does that include only these planning and management tasks, or does the State expect to actually complete the IT consolidation within the three-year timeframe?

RESPONSE 113:

These activities are to only include planning and management tasks.

QUESTION 114:

1.3 Scope of Services: Other than the overall three-year schedule, does the State have a timeline or projected completion dates for any of the tasks and deliverables? Recognizing that the Statewide IT Consolidation Plan and the Operational Plan for Service Management and Delivery both represent a culmination of several predecessor tasks and deliverables, has the State defined priorities or expectations around which tasks should be completed soonest?

RESPONSE 114:

Please refer to [RESPONSE 102](#)

QUESTION 115:

1.23 Proposer Subcontractors: This section requires the Proposer to provide specific information regarding proposed subcontractors. We sometimes contract with individuals or small consulting firms to provide services to us in a staff augmentation role. These non-employees, independent consultants may perform a portion of the proposed services. Should these individuals be specifically identified as subcontractors in our proposal?

RESPONSE 115:

When contracting with individuals, the proposer should represent these individuals as staff and make a notation that they are to be engaged as independent consultants. Each small consulting firm should be identified as a sub-contractor.

QUESTION 116:

3.1.2 Cover Letter: Is the Cover Letter mentioned in this section the same as the Transmittal Letter mentioned in section 3.2.3, or are these two separate letters that must be included in the Technical Proposal?

RESPONSE 116:

The Cover Letter and the Transmittal Letter are two different documents.



State of Louisiana

QUESTION 117:

3.2.2 Title Page: This section references six hard copies which contradicts the 8 hard copies and 1 original listed on page 9 of the RFP. Please clarify the total number of hard copies required of the Technical Proposal.

RESPONSE 117:

Please refer to RESPONSE 1.

QUESTION 118:

3.2.6.4: The RFP requires vendors to provide “audited financial statements for the past three years...” Due to the lengthiness of our 10K (over 200 pages) would the State allow Proposers to provide the previous three years 10Ks only on the CD copies of the Technical Proposal?

RESPONSE 118:

The State will allow proposers to submit three years’ 10Ks on the CD copies of the Technical Proposal.

QUESTION 119:

3.2.6.6 Mandatory Requirements: This section and section 3.2.10 References appear to be the same. Does the State require that Proposers repeat their references in both locations?

RESPONSE 119:

The proposer should repeat their references in both locations.

QUESTION 120:

Attachment A: Scope of Services, Tasks and Services, Human Capital Management: Are IT job classifications currently standardized across the State? Would the State provide current IT position descriptions?

RESPONSE 120:

IT job classifications and specifications are standardized across The State. The State anticipates the significant updates to the current job classification may result from this planning effort. More information on current job titles can be found on the Louisiana Civil Service website at:

<http://www.civilservice.louisiana.gov/asp/OneStopJobInfo/View1Sorting.aspx>

QUESTION 121:

Attachment B: Certification Statement: Attachment B requires the Proposer to accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in the RFP. But Section 3.2.11 provides that Proposers may include a listing of all requested contract edits, exceptions, or changes to the sample contract provided in Attachment C: Sample Contract. May Proposers qualify certification #3 of Attachment B by indicating that their acceptance is subject to the Contract Edits and Assumptions listed under Tab 7?

RESPONSE 121:

The contract edits to be provided in Tab 7 are intended to address only the contract terms or condition which are not identified as Mandatory.



State of Louisiana

QUESTION 122:

Attachment C: Sample Contract, 4.6 State Project Director: In addition to the State Project Director, please provide a description of the State team dedicated to this project, including a summary description of roles.

RESPONSE 122:

The composition of The State's team has not been determined at this time. Please refer to RESPONSE 25.

QUESTION 123:

Attachment A: Scope of Services: With regard to conducting assessments of current policies, models across many areas (project management, financial, procurement, etc.), is it reasonable for the contractor to assume that the information is readily available from each executive branch department? Has the State already started collecting/consolidating some/all of this information or is the expectation that the contractor will initiate all requests for information from each department? We are concerned about the duration of time it may take for some departments to respond to these sorts of requests and to subsequent requests for follow-up items or clarification of information.

RESPONSE 123:

Please refer to RESPONSES 18, 23A and 23D.

QUESTION 124:

Attachment A: Scope of Services: What is the current level of commitment and overall buy-in and acceptance across the executive branch departments towards this IT consolidation effort? What was the level of involvement of the executive branch department in determining the strategy and plan for IT services consolidation? Can the contractor assume full and complete cooperation for this assessment effort?

RESPONSE 124:

Please refer to RESPONSES 18 and 23A.

QUESTION 125:

General: Would the State share any financial targets or expectations for cost reductions associated with this consolidation effort?

RESPONSE 125:

Please refer to RESPONSE 23A.

QUESTION 126:

General: Would the State provide the budget associated with this effort?

RESPONSE 126:

Please refer to RESPONSE 21.

QUESTION 127:

General: What services are currently centralized within the State, and what services are managed by each Executive Branch?

RESPONSE 127:

The State currently has a centralized ERP system, network (through the Office of Telecommunications), state-wide email, and 2 enterprise data centers.



QUESTION 128:

Attachment A: Scope of Services: Section 2 Tasks and Services describes the consulting services for 20 Deliverables. Page 44 lists a total of 21 Deliverables which includes a deliverable named “Project Management Strategy/Resourcing Plan. Is it the State’s intention to include this deliverable in this Scope of Work and if so, can the State please provide a description of the tasks for this deliverable?

RESPONSE 128:

Please refer to [RESPONSE 87](#).

QUESTION 129:

PG23: Regarding the work breakdown structure requested with the proposal, we understand the State wants contractors to identify tasks that State staff will perform, but please confirm the State does not expect the proposal to contain a work plan with specific resources allocated to tasks. Based on the tight turnaround time associated with the proposal due date and the lack of schedule and state resource information, we would not want to make assumptions that might be inconsistent with State expectations and that would very likely differ from similar assumptions made by other proposing contractors.

RESPONSE 129:

The State expects the proposal to contain high level overviews of plans, not to contain resources.

QUESTION 130:

Does the State envision making a single award or multiple awards on this procurement?

RESPONSE 130:

Please refer to [RESPONSE 14](#).

QUESTION 131:

Section 2.2.2.6 Veteran and Hudson Initiative – Our firm is seeking to identify teammates to meet the criteria for this initiative but require more time to finalize. Would the State consider granting a two-week extension to the 7/31/2013 due date?

RESPONSE 131:

Please refer to [RESPONSE 31](#).

QUESTION 132:

2.2.3 PHASE 3: COST ANALYSIS – There are two cost schedules (Schedule 2 and Schedule 3) that the vendor is required to complete. Are both cost schedules used to determine the number of points awarded to a proposer? If both, what portion of the 200 available points is given to each schedule?

RESPONSE 132:

Both cost schedules are used to determine the number of points awarded, as determined by Schedule 1.