

RFP L302304 Addendum #3 Technical Questions and Answers

The following questions were received prior to the close of the Technical Question period on May 22, 2024 at 1:00 PM MST:

Question	Answer
Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	The University has utilized IT Staffing Services in the past. Current vendors used are numerous and not material for the RFP proposal process.
Can you please let us know the previous spending of this contract?	Unknown.
Please confirm if we can get the proposals or pricing of the incumbent(s).	You may request access to University records by placing a public records request. Instructions on this process are located here: https://www.arizona.edu/publicrecords
Please confirm the anticipated number of awards.	Unknown. Qualified Vendors will be eligible for award. Please note that Awarded vendors will be eligible for contracts, but an award itself does not guarantee contracts.
Please confirm if there is any preference for the local vendors.	Ability to accommodate our time zone will be considered.
Please provide us with an estimated NTE budget allocated for this contract.	Budget will be decided on a case by case basis
Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name and pricing and are the incumbents eligible to submit the proposal again?	This is a new contract.
Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?	All Requirements are listed in the RFP L302304 Document
How many positions were used in the previous contract?	Unknown. A list of positions are provided on Attachment A of this RFP.
How many positions will be required per year or throughout the contract term?	Unknown.
If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?	All candidates will be reviewed by the requesting department at the time of engagement.
Can we provide hourly rate ranges for the given positions?	Please provide maximum allowable rates on the Attachment A document.
Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?	Work Location, including remote work, will be determined on a case by case basis.
Could you please provide the list of holidays?	Holidays are listed here: https://hr.arizona.edu/sites/default/files/University_of_Arizona_Holiday_Schedule.pdf . There may be modifications and additional time off requirements throughout the year.
Are there any mandated Paid Time Off, Vacation, etc.?	These requirements will be decided on a case by case basis.
In the price section (Excel Sheet), do we need to provide hourly rates based on given skills? Example: Separate rates for 1.6 Project Management Methodologies Expertise, 1.6.1 Agile 1.6.2 Waterfall....	Yes
In Limiting Criteria (Pass/Fail): Background checks provided for all contractors. – Do we need to showcase our process of checks we do for candidates before boarding?	Not required
Is there any preference to locals or SBEs? (We are MBE but not SBE).	No
Will there be a kick-off meeting once the contract is awarded?	No
What are the overtime terms and orientation process if required for any role?	These requirements will be decided on a case by case basis.
Please share the type of background check and drug test required.	See https://hr.arizona.edu/supervisors/recruitment/background-checks#hdr-6
Can we bid for specific positions from attachment A	Yes
Is government experience mandatory?	No
How to provide pricing in column C (attachment-A pricing) because the level of experience for a particular position is not given?	Provide a "Not to Exceed" rate
Do you require sample resumes?	See section 5.4.5 of RFP L302304 Document
Under the pricing tab of Attachment A, is 1.1 to 1.13 one job order?	No, we are requesting pricing for individual roles
Please specify the required roles and experience.	A list of roles are available in Attachment A on the RFP website.
“The Vendor will complete one of the following audits at least annually and immediately after any actual or reasonably suspected Data Compromise: SOC 2 Type I or II, SOC for Cybersecurity, or an accepted Higher Education Cloud Vendor Assessment Tool. Evidence must be provided to the University prior to the Effective Date of this Agreement and at least annually thereafter.” As this is staffing requirement, Is this mandatory to complete all the audits mentioned above?	This will be determined on a case by case basis, depending on the scope of work of the staffing engagement.
Is it mandatory to submit VPAT?	Proposals do not require a VPAT.
Must candidates be W-2 or is the University open to 1099?	W-2 only. For the purpose of this contract, the hiring mechanisms used must meeting the eligibility requirement for ACA purposes. 1099 would not apply. The individuals that are placed by the temp agency must be fully employed through the temp agency and be payrolled/managed through them, as such.
Is the proposal to include rates for hours worked that are outside of the 8am-5pm MST/Monday through Friday expected schedule?	No
Can the vendor bid on one of the service areas or is it mandatory to bid on all?	You may bid on one.
What is the average term of staffing placement for each position/Title?	Highly variable
What is the tentative start date for each position?	There is no set start date for any of the positions.
What is the notice period that the Arizona Board of Regents will offer to fill a position?	This will vary based on the specific need of the hiring manager.
Can the Arizona Board of Regents provide Microsoft Word copy or fillable PDF forms?	No
Should references be from higher education institutions, or would references from non-academic or primary education clients for whom we've provided IT personnel services also be acceptable?	Other references are acceptable
Will this be a multi-or-single award?	Multi
What has been the average or typical duration (in days, months, or hours) for positions requested in the past?	Highly variable
Has The UNIVERSITY ever awarded this work to a non-local vendor	Yes
Can we use University of Arizona as a reference within our response or do they need to sit outside of the U of A?	You can use U of A
What does “do you offer specific training on developing secure code, FERPA, PII, and HIPAA?” mean? Who would this training be for?	Contractors may need to be knowledgeable of certain privacy regulations depending on the scope and area of work.

What do you mean by "other services we can provide"? Can this be other non-staffing services?	Needs to be staffing related
What do you mean by "Minimum length of term for hiring a contractor?"	We want to know if vendors have a minimum required time frame for engagement? i.e. 6 month minimum term
Are you looking for specific names of universities and the specific number of people we've placed at each of those schools?	Yes
Are travel costs expected to be included in the overall bid or should they be itemized separately?	Itemized separately
Ref – 'The University may reject any vendor's proposal for which such information has been requested but which the vendor has not provided. Such information may include, but is not limited to, financial resources.' Please confirm if a paragraph detailing the vendor's capability will suffice for this requirement, or if we need to provide financial reports.	Financial reports are not required to be submitted with the proposal.
What is the main challenge the University is currently facing in staffing contractors?	Expertise and bandwidth
Which are the most common IT categories the vendor can anticipate the requirement on this year?	Unknown
Are incumbents allowed to bid on this RFP? Please confirm.	Yes
How will job requests be shared among multiple awarded vendors?	University Units will be allowed to choose which of the awarded vendors they engage with on a case by case basis.
Will all job requests be shared among all awarded vendors simultaneously?	No
Is there any ranking system for sharing job requests among awarded vendors such as primary bidder, secondary bidder, and then other awarded bidders?	No
Is it mandatory to have experience with IT Staffing in higher education institutions?	No
How many positions are required under this contract?	Unknown
How many positions are currently open?	As this RFP will be available for the whole university to utilize, amount of open positions in unknown.
What would be the estimated hours for given positions?	See section 5.4.3.4 of RFP
Please confirm minimum guaranteed hours per week for these positions.	Hours are not guaranteed. Arrangements can vary depending on scope.
What is weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate? Please confirm.	We intend contractors to work within University business hours, or the agreed upon schedule will be negotiated at the time of offer. We will not plan to pay contractors overtime rates.
What is average response time to provide resume of qualified resources?	Variable.
Do we have to provide Sample Insurance Certificate with the proposal response or do we have to provide Insurance Certificate with the statements endorsed on it? Please clarify.	Certificate of Insurance with the University listed as additionally insured will be required, but can be provided with your proposal or after awards are announced
To be responsive, is it mandatory to have physical office in the State of Arizona? Please confirm.	No as long as the vendor can meet the RFP stipulations and requirements in meeting our business needs.
To be responsive, is it mandatory to provide Business Registration Certificate (BRC) with the proposal response? Please confirm.	No
Can we provide BRC certificate after the award? Please confirm.	Yes
regarding Scope of Work, Section 5.3, page 30, for ease of reference. Are you able to confirm, that vendors can respond to only portions of the scope of work with staffing augmentation included? We provide a wide array of expertise in most of the scoping bullets and categories listed, however not all would apply directly to our capabilities.	Vendors are not required to provide all services listed in Attachment A.
Please provide the document checklist required with the proposal.	All Requirements are listed in the RFP L302304 Document
It is mentioned each project will have its own SOW. Is there an SOW template available for review? Or are there standard information and terms that are required to be in all SOWs at University of Arizona?	Included in section 4.0 of the RFP document
We have multiple engagement types available. Our model includes matching and sourcing of freelance talent to work at University of Arizona's direction. With that model, some terms in the RFP do not directly apply. Are you open to having separate agreements with individual talent to cover those specific terms (example: Data projects where talent has access to PII, but because they are freelancers and not employees, our company will not)?	No. The UoFA is not open to separate agreements
We have existing MSAs with both ASU and NAU for the same services. Is University of Arizona willing to utilize those T&Cs?	No, the Terms and conditions listed in the RFP will be required.
On the pricing response sheet, it asks for "Number of Staff w/ Specific years of Experience". Are you referring to candidates on-staff or within our network? Or does this question refer to internal staff within the vendor that has experience recruiting for these specific positions?	This number is in reference to the available talent eligible to provide staffing.
#55 of the Evaluation Criteria asks, "What is the fee if we wish to hire someone we recruited, via your payroll service?" Can you clarify this question?	If we have identified a candidate on our own and want to hire them as a contractor via your company, is that possible and what is the fee for that service?
For the Reference section, does the University of Arizona permit the use of professional references from individual recruiters that had previous/prior relationships with similar Higher Education institutions and have brought those relationships to their current named Vendor responding to this RFP? Ex: Recruiter has worked with 5x Universities prior to working with current vendor. He/She has brought those relationships to current vendor, wherein the process, proficiencies, and recruiting abilities remain equal, and wish to use those references in this RFP response.	We do not permit the use of professional references from recruiters.
Do you want the Certificate of Insurance along with the proposal submission or just the statement of assertion for the proof that we can provide insurance upon award?	A Statement of assertion is acceptable with the proposal. If vendor is awarded a Certificate of Insurance will be required prior to award finalization.
In the 'Evaluation criteria' sheet of the Excel file, can you please clarify what are the minimum and maximum word limits within which the UA expects us to respond to the 'Vendor Response and Comments' column? This will give us an idea if you are looking for just a brief statement or full-fledged explanations.	No preference.
What exactly can we provide in 'optional Proposal Narrative'? Does the 4 Page limit extend to the Transmittal letter or Title page also?	You may include any info you feel would be beneficial in presenting the services you provide. Transmittal and Title pages can be separate from page limit.
In the Evaluation question stating 'How is the PTO Coordinated between UA, vendor and contractor?' Please confirm if PTO here is Paid Time off?	PTO is Paid Time Off.

In the Evaluation question stating 'Provide the scale of engagement from other contracts: staff experience, scale of contract, number of contractors, etc.'. Please clarify what exactly UA is asking with the scale of engagement or contract? Are you looking for budgets of contracts? And for how many contracts do you want us to provide this data.	Scale includes budget, size of organization, and/or other info that demonstrates your experience.
Do we need to include a sub-contractor for this RFP?	No
How do you release the requirements through Portal or Email?	The university will communicate requirements through various methods on a case by case basis, but most requests will come via email or phone.
You have mentioned that no more than two files should be uploaded: a completed Attachment A spreadsheet and an optional Proposal Narrative (section 5.0). However, our submission includes: 1.Attachment A 2.Certifications and Forms (5 pages) 3.Redacted Version 4.Optional Proposal Narrative This totals four files. Please increase the allowed file count and page limit to accommodate these documents.	This is fine. See Addendum #1
Do we need to be an AZ small business to participate in this RFP?	No
Could you please provide the anticipated date of award for this RFP?	Our goal is to award prior to November 1st 2024, however there is no guarantee of when the award or awards will be announced as it will depend on the number of responses and the amount of time it takes the Committee to review them all appropriately.
What would be the estimated hours per week for given positions?	Variable
Is it mandatory to bid on all positions?	No
What communication method will be utilized for the distribution of requisitions/task orders among the vendors awarded under the contract? This includes options such as Email, VMS, or any alternative mode.	Email is the most commonly used.
In the event that the agency opts to use a VMS for requisition/task order distribution under the contract, could you please verify the name of the VMS being considered?	We do not use a VMS.
Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors?	No they will not.
If requisitions under the resulting contract are intended for specific vendors among those awarded, how does the agency plan to determine and select those particular vendors for receiving requisitions?	Proposals will be reviewed by hiring managers to find matching skill sets.
Do we need to provide Legal Workers Certification with the proposal?	Yes
To be responsive, is it mandatory to provide the computer equipment? Please confirm.	See section 5.3.1 of RFP document
To be responsive, is it mandatory to provide higher education references? Please confirm.	No
Can we provide government references for similar scope of work from different industries? Please confirm.	Yes
Can we provide commercial references for similar scope of work from different industries? Please confirm.	Yes
Can we provide mix of commercial and government client references for similar scope of work? Please confirm.	Yes
Does the RFP include SOW project work as well as Contingent needs?	Yes
If there are follow-up interviews conducted for finalists, will they be held in person, and if so what is the time frame?	RFP finalists will not have in-person interviews
Once the awards are made and new requirements released will all suppliers see all orders on an automated tool at the same time?	No
Alternatively will there be "tiered suppliers" receiving orders at different times?	No
Once the awards are made, will there be a University of Arizona central point of contact to distribute and manage the order flow?	No
Will the awarded suppliers be permitted to engage directly with the Hiring Managers?	Hiring managers will reach out to awarded suppliers as needed
Will individual project (SOWs) involve another RFI or be sent to all suppliers?	No
Will the University consider the following addition to the Terms and Conditions? Except as provided herein with respect to any indemnity provision for third party claims, breach of confidentiality, breach of security, death, bodily injury, damage to property, gross negligence, willful misconduct or as otherwise prohibited by applicable law or regulation, in no event will Successful Vendor be liable to the University for any incidental, indirect, special, or consequential damages or lost profits or savings and the aggregate total liability of Successful Vendor arising from or related to the engagement of Successful Vendor, whether in contract, breach of warranty, tort, or otherwise, shall not exceed the contract price.	No
We understand this is a solicitation for Time and Materials IT Staff Augmentation, however we often provide SOWs for fixed price, deliverable based projects with payment milestones. We find this very useful when multiple resources are needed to accomplish a desired outcome (migrations, implementations, production deployments etc.). Would it be possible to leverage this contract to provide SOWs where the work requested is deliverables-based and for a fixed price, with regular payments being provided upon reaching agreed-upon payment milestones? We have implemented this type of approach for similar contracts and have had great success and highly satisfied customers.	Yes, Vendors may offer fixed pricing for projects, however vendors will have to provide a breakdown of how the fixed pricing was calculated using the RFP Rate table so that the UA and government auditors can prove that the fixed pricing does not exceed the maximum allowed labor rates established in this RFP.
Do we need to submit our response for all the requirements listed in Evaluation criteria in the Excel sheet only or do we need to address this requirements in detail in different response file?	Responses should be submitted in the Excel sheet

Do we need to submit the requirements listed in section 3.9.5 on page no. 11 of the RFP with the submission?	No
Do we need to upload Certifications and Forms separately?	You can aggregate certifications and forms into a single PDF file for submission.
What could be included in RFP Proposal Narrative in PDF format (limit to 4 pages).	Whatever you wish to share about your business.
Does a vendor need to share key personnel resumes under Contractor Management requirement "Can you share the resumes of proposed contractors"? Can we add those resumes in RFP Proposal Narrative in appendix section?	Resumes are not required as part of the proposal process.
Do we need to provide the business license with the proposal?	No
Do we need to provide the financial statements? If so, please confirm for how many years.	No
I Can we include additional materials, such as graphics or organizational charts, alongside Attachment A to provide further explanation for our responses, particularly for those questions where extensive answers may be provided?	Additional materials can be included in the optional proposal narrative.
As per the RFP, in the Form of Your Proposal & Detailed Pricing section, in the sub-section 5.4.1.2 it is mentioned that "(Optional) RFP Proposal Narrative in PDF format. Page limit of 4 pages, we request University to increase the page limit to at least 10 pages. Please consider?	No
Section 5.4.5 reads "If your proposal is selected, you will be asked to provide a resume for a University-selected sampling of positions in your proposal within 48 hours". Is the offeror required to provide references along with the resumes of the actual proposed candidates? Please clarify.	No references for candidates will be required.
Does the ABOR require actual resumes or sample resumes for this requirement?	Actual resumes will be required but do not need to be submitted as part of the proposal.
Can the offeror be allowed to bid on the selective roles, skills, or positions listed in Attachment A?	Yes
Can the ABOR extend the deadline by two weeks?	See Addendum #2
Section 4.14 of the RFP reads "The University is committed to its Small Business Utilization Program and to the development of Small Business. If subcontracting is necessary, the Successful Vendor will make every effort to use Small Businesses in the performance of the Agreement". Is there any mandatory set-a-side goals for this contract?	No
Is the Small Business Utilization Program mandatory for both the Prime Contractor and Subcontractor?	No
Section 5.4.3.3 reads "Rates should be provided through 2029. If the rates are not constant during that period, there should be a rate through 2025, another for 2026, another for 2027, another for 2028, and another for 2029". Can the offeror add additional rows and columns to denote yearly pricing with an escalation in the Pricing Tab in Attachment A? Please clarify.	You may add additional columns to denote yearly pricing.
Can you revise the price sheet to accommodate the price proposal?	You may add additional columns to denote yearly pricing. The rows may not be modified.
Rather than providing pricing for every skills can we provide the NTE rates of the positions only?	All pricing that Vendors put in Attachment A will be considered Not To Exceed (NTE) pricing for the life of the RFP Award.
Section - 4.7 Federal, State, and Local Taxes, Licenses and Permits: It is mentioned that "Successful Vendor must demonstrate that they are duly licensed by whatever regulatory body." Could you please explain, specifically what type of license is required and from which agency or entity it should be issued from.	Licenses vary based on geography and business type. It is the Vendor's responsibility to ensure compliance with State of Arizona and US regulations and requirements.
Will the awarded vendor take over any payrolling of incumbent candidates?	No
How many roles do you anticipate to recruit for yearly during this contract?	Unknown
How many interviews happen prior to offer?	Variable
How long does it take from submitted a resume to interview to offer?	Variable
How will agencies be notified of orders? By price? By experience?	Hiring managers will reach out to awarded suppliers based on the skills needed.
Regarding specification 5.4.5 - Can the resumes be from talent we have placed in the past? Or do they need to be active consultants to the Arizona market?	Active consultants
Regarding specification 5.4.5 - How many of the roles will be included in the sampling request?	This will depend on how many proposals are received.
Regarding the Terms and Conditions - Are vendors allowed to disclaim to/leverage an existing UA contract, such as an Arizona Board of Regents contract?	Not at this time.
can we list representative institutions or does UA require a comprehensive customer list?	A representative list will be sufficient.
Are we able to use sub-contractor labor to fulfill some of the categories or is this restricted to full time staffed employees only?	Full time staff only
Could you please provide more details on the D2L Functional Expertise requirement in terms of responsibilities? For example, are you looking for expertise in Course Design/Building, D2L LMS Administration, or a D2L Support role to assist university users with D2L (L4 and L3) queries?	No course design or building. No LMS administration.
Could you please provide more details on the Panopto Functional Expertise requirement in terms of responsibilities? For example, are you looking for a Panopto expert to edit recorded videos, upload videos, generate or upload closed captions, and create in-video questions? Or do you need someone to support university users with Panopto-related queries?	No specific needs have been identified at this time.
Could you please provide more details on the Illuminate Functional Expertise requirement in terms of responsibilities, resource expertise, and specific tools to be considered?	Illuminate experience is no longer needed.
Could you please provide more details on the iTunesU Functional Expertise requirement in terms of responsibilities and resource expertise?	iTunesU experience is no longer needed.
Do we need to sign Addendums (if issued) and attach to the response?	Only if the Addendum explicitly states that a signature is required.

Is the UA open to contractor H1B visa holders?	Yes, they must follow the requirements outlined by US Citizenship and Immigration Services. Though the process should not delay the ability to provide talent in a reasonable timeline. The vendor is responsible for ensuring their employees are eligible to work in the US. UA would not be part of those decisions. The fact that someone is on a visa would not be an impediment to placement; although, if the person is working on a position that is governed by ITAR/EAR/Export Control regulations, there may need to be limitations but in place to meet federal regulations.
There are some questions in the spreadsheet RFP #302403 Attachment A where we think an elaborated response may be required instead of simply stating "Yes" or "No". Are we allowed to expand our response to such closed-ended questions?	You may elaborate your response in the "Vendor Response and Comments" column.
Are electronic signatures allowed?	Yes
Could the University of Arizona please confirm that vendors can fill out proposal forms electronically?	Yes
Is it necessary to have licenses to do business in Arizona at the time of the submission or is required post-award?	It is required prior to submission.
Does the University of Arizona accept offshore resources to work on this engagement?	No
Is it required to provide the Good Standing Certificate alongside the proposal response?	No
Could the University of Arizona please clarify if vendors need to include the information listed in the "Determination of and Information Concerning Vendor's Qualifications" section of the RFP within their response?	This information does not need to be included in the vendor's proposal.
Could the University of Arizona please clarify if a proposal narrative is optional to submit within the response for this RFP?	A proposal narrative is optional.
Could the University of Arizona please clarify if vendors have to submit the forms allocated in CERTIFICATIONS AND FORMS in a single PDF or individually?	Single PDF is preferred
Could the University of Arizona please clarify if vendors have to submit the forms allocated in CERTIFICATIONS AND FORMS within a response?	Yes they must be submitted with proposals.
Is there any SBE/MBE/WBE goal for this solicitation? If yes, what is the established goal?	No
Could the University of Arizona please confirm what kind of proof vendors need to provide in the section "Proof of Compliance with Affordable Care Act requirements described in section 5.0"? Should vendors only fill out the form, or is additional proof required?	Form 6.3 is all that is required.
Is there a specific format for the proposal response (font size, font type, spacing, etc.)?	The technical response must be submitted on the 4 tabs of Attachment A.
Can firms provide ongoing contracts as references?	Yes
Is the University looking for firms to recruit the requested positions or for firms to provide in-house personnel to perform the services?	No, this is out of scope for this proposal. We are looking for the vendor to provide us with a temporary/contingent workforce not to recruit to fill our employee vacancies.
Under Section 3.9 Evaluation Process and Award, point 3.39.8 Method of Award, could the University please clarify what information vendors have to provide for Administrative Processes?	Vendors must answer questions in Attachment A.
Could the University please confirm that vendors only have to follow and provide the information required in section 5.4 "Form of Your Proposal & Detailed Pricing" to create the technical response?	Vendors must provide the information in section 5.4 and the certifications in section 6.
Section 5.4 Form of Your Proposal & Detailed Pricing, states "(Optional) RFP Proposal Narrative in PDF format. Please limit to 4 pages." could the University please clarify what this document is?	This is an optional submission to provide the committee with any additional information you think would be beneficial in selecting a vendor.
Section 5.4 Form of Your Proposal & Detailed Pricing, states "(Optional) RFP Proposal Narrative in PDF format. Please limit to 4 pages." could the University please clarify what information vendors have to provide for this requirement?	As this is optional, there is no information required.
Section 5.4 Form of Your Proposal & Detailed Pricing, states "(Optional) RFP Proposal Narrative in PDF format. Please limit to 4 pages." Could the University please clarify if this document has to be submitted as a separate file from the Technical Response?	The optional proposal narrative should be submitted separately from the technical response.
Can firms provide references from IT Staffing Services Contracts?	Yes
Section 5.4 Form of Your Proposal & Detailed Pricing, states "You do not need to propose a rate for each role/skill/position. Only fill out the rows for the roles for which you would like to be considered." However, in the next point, it states "Rates should be provided through 2029. If the rates are not constant during that period, there should be a rate through 2025, another for 2026, another for 2027, another for 2028, and another for 2029." Could the University please clarify if vendors have to provide hourly rates in the Attachment A?	Hourly rates must be provided but only for the positions you are able to provide staffing for.
Attachment A Pricing Response, could the University please clarify if vendors have to provide hourly rates for all the roles outlined in the Role, Skill, or Positions column?	Only fill out the rows for the roles for which you would like to be considered.
Could the University please clarify if they are looking for vendors to provide all the services required in this solicitation?	Vendors are not required to provide all services listed in Attachment A.
Attachment A Pricing Response, column that states "Number of Staff w/Specified Years of Experience", could the University please clarify if vendors have to provide their resources available for each role or position listed in this outline? If yes, is the University looking for companies to provide in-house resources?	Yes
Attachment A Pricing Response, for example, code 2 Enterprise Application Services (EAS) has multiple subcategories, could the university please clarify if vendors have to provide hourly rate for code 2 and all its subcategories and the same for all?	Vendors must provide an hourly rate for all positions they wish to be considered for.
Evaluation Criteria section states "Proof of Compliance with Affordable Care Act requirements described in section 5.0." Could the University please clarify which proof vendors have to provide with the response to suffice this requirement?	Certification 6.3
Evaluation Criteria section states "Proof of Compliance with Affordable Care Act requirements described in section 5.0." Could the University please clarify under which section of the technical response vendors have to address this requirement?	All certifications should be included with Attachment A.
Could the University please specify in the solicitation, where vendors can find the proposal format to follow and create the technical response?	Section 5.4

Could the University please clarify if vendors have to provide their recruitment approach? if yes, under which section do vendors have to include it?	This is not required for this RFP.
Attachment A, Evaluation Criteria TAB, could the University please confirm if all the questions have to be answered in that Excel file since the space is not enough to provide a detailed answer?	Questions must be answered in the excel file. Answer cells can be widened if necessary.
Attachment A, Evaluation Criteria TAB States "How are time approvals managed? " could the University please provide clarification on what they want vendors to provide for this requirement?	A brief narrative on the time entry and approval process is sufficient.
Attachment A, Evaluation Criteria TAB States "Will inquiries be responded to within 2 business days?? " could the University please provide clarification on what they want vendors to provide for this requirement?	A Yes/No response is sufficient.