

**ADDENDUM NUMBER 1**

**DATED JANUARY 14, 2023**

**TO**

**SPECIFICATIONS TO REQUEST FOR BIDS #23071**

**FOR**

**TECHNOLOGY PROFESSIONAL CONSULTING SERVICES**



The above-entitled specifications are hereby modified as follows and except as set forth herein otherwise remain unchanged and in full force and effect.

**Bid Due Date Change**

Bid due date is extended to January 31st at 2:00 PM CST.

**Questions and Answers**

1. **Question:** Please share detailed information of existing Administrative Systems and Applications

**Answer:** Examples

Peoplesoft Campus Solutions 9.2

Peoplesoft Human Capital Management/Payroll (North America) 9.2

Peoplesoft Financials/Supply Chain 9.2

Cherwell Service Management

Movelt

Tidal

Perceptive Content

DocuSign

Adobe Sign

Brainware

ReconNet

Informatica PowerCenter

Power BI

MS Power Platform

Cognos

Tableau

Ellucian Advance

Oracle Datawarehouse

Toad

Outsystems

Adobe Coldfusion

2. **Question:** Please share the tools and technologies used in existing Administrative Systems and Applications

**Answer:** Examples

Oracle Database

Oracle Linux OS

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Windows OS  
Peopletools (Peoplesoft development toolset)  
Toad/SQL Developer  
SQL Server  
FusionReactor (CF monitoring tool)  
Zabbix Monitoring (Enterprise level monitoring)  
Adobe Coldfusion  
SQR Reporting  
sFTP/HTTPS (MoveIT transfer protocol)  
SecureFX/SecureCRT (file share access)

3. **Question:** Please share the Job descriptions and level of experience required for all the specified roles  
**Answer:** Table provided as a sample of roles we would hire for engagements. Different roles/levels can be provided with pricing list for each, if applicable. See competency matrix tab used for similar internal positions.
4. **Question:** Please confirm whether we can submit the actual profiles for proposed candidates or can we submit the sample profiles?  
**Answer:** Actual profiles preferred. Sample profiles are acceptable, as long as they accurately depict skillsets of each candidate.
5. **Question:** Is this a new contract or are there any incumbents, if so please share the list of the current incumbent?  
**Answer:** This will replace an existing contract that will expire this year. Multiple suppliers were previously awarded.
6. **Question:** If there is an incumbent for this contract, is the incumbent eligible to submit the proposal again?  
**Answer:** This is an open RFP.
7. **Question:** What is the budget for this contract?  
**Answer:** This information won't be shared.
8. **Question:** Can supplier provide remote resources instead of onsite. Please share the acceptable locations for Remote and Offshore.  
**Answer:** Remote resources are acceptable. Resources are expected to operate within reasonable working hours of the Central (CST/CDT) timezone.
9. **Question:** "Page No – 17, Section - Volume I – Functional section (If there is a supplier related contract that must be signed as part of doing business, it should also be included in this section) Could you please clarify on this question – Please share if there is there any separate attachment for this."



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**Answer:** In some cases supplier's have their own service agreements or applicable agreements/terms. Those should be provided at the time of submission.

10. **Question:** Clarify how many References in total are to be provided in the response to this RFP. Is there a number?

**Answer:** Per Section 12.2 Previous Engagements, at least three engagements must be provided.

11. **Question:** Do you have an approved budget for the opportunity?

**Answer:** See response to #7.

12. **Question:** Owing to Covid Protocols, could we respond electronically? If yes, could we send the response to you directly. Pls confirm.

**Answer:** Electronic submissions will not be accepted. See Section 5, Instructions for Proposal Response.

13. **Question:** Ask for Pricing (Section D), On-site & Offsite, do you want Offshore (India) / Nearshore (Canada) pricing for Offsite or you mean within USA via remote delivery

**Answer:** If pricing list varies based on region/locale, please provide all applicable lists.

14. **Question:** Through this Bid No 23071, are you replacing an existing vendor or adding new vendors

**Answer:** See response to #5.

15. **Question:** With reference to the point "Preference for Missouri Firms" in the RFP page 4/40, will the University only select MO based firms?

**Answer:** No.

16. **Question:** Is it mandatory to use a subcontractor?

**Answer:** No.

17. **Question:** Is there any subcontractor participation percentage goal?

**Answer:** No.

18. **Question:** We are an MBE corporation; can we self-perform supplier diversity participation?

**Answer:** Yes.

19. **Question:** Is this a new requirement? If no, please share the incumbent name(s) and pricing details.

**Answer:** See response to # 5.



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20. **Question:** What is the estimated budget of the RFP?

**Answer:** See response to #7.

21. **Question:** What is the spending on the last contract?

**Answer:** This information won't be shared.

22. **Question:** Will the University share the breakdown on the evaluation criteria?

**Answer:** This information won't be shared.

23. **Question:** Under Attachment D do we have to provide pricing for all the categories mentioned under section 11.5 of the RFP Document that we are interested in bidding?

**Answer:** Yes.

24. **Question:** Are there any preference/points in evaluation given to the firms that are MBE, WBE, DVSE etc.?

**Answer:** Yes.

25. **Question:** Do we have to provide our audited Financial statements with the proposal or upon request?

**Answer:** Upon request.

26. **Question:** Under section 12.2 Previous Engagements, do we have to provide details on projects that are successfully completed or will the University consider our current running contracts?

**Answer:** Successfully completed preferred. Running contracts accepted. Please clarify project status in response.

27. **Question:** Under Section 12.3 Staffing and Support, do we have to provide details of our staff on the categories mentioned under Section 11.5 or our overall strength?

**Answer:** Details preferred. See response to #4.

28. **Question:** Under Section 12.3 "Provide resumes to support the selected skillsets", do we have to provide sample resumes for the skillset under section 11.5? If yes, how many?

**Answer:** See response to #4.

29. **Question:** Is the Missouri contract a staff augmentation contract (only) where consultants work under the direction and management of the university? Or, will the university also be looking for professional services for outcome-based engagements where the vendor provides oversight and reporting?

**Answer:** This contract would cover both scenarios described.



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30. **Question:** For section 11.5 under the availability of skillsets, for a staff augmentation contract, are you looking for the firm’s ability and expertise to attract and retain these skillsets?

**Answer:** We are not looking for the firm’s ability and expertise to attract and retain the skillsets.

31. **Question:** Is the diverse supplier list of subcontractor percentage a requirement if listed, or a good faith effort? Or reworded potentially to, “If a non-diverse supplier provides a list of subcontractors and a percentage, is it mandatory to meet that percentage goal? Without knowing the volume of work can we provide a good faith effort to meet that diverse supplier percentage?”

**Answer:** Any resulting contract would be monitored for adherence to the stated percentages.

32. **Question:** How many vendors do you intend to award?

**Answer:** This information won't be shared. This is at the discretion of the University.

33. **Question:** Can you provide direction around the preference for on site vs. remote resources? That will drastically impact our pricing-another thought here is to provide two bill rates for each labor category. One for on-site, one for remote (even though they didn’t ask for it)

**Answer:** Attachment D has two sample tables to account for both on-site or remote. The Division of IT is primarily remote. Off-site candidates will be required to work within standard central (CST/CDT) business hours.

34. **Question:** What kind of expectations do you have regarding how vendors screen and vet their candidates in order to make sure they’re qualified? If any expectations, how will you hold the vendor community accountable?

**Answer:** We have no expectations on how vendors screen and vet candidates. Qualifications and suitability would be determined by interviews, review of resumes, etc. based on each individual statement of work.

Regular discussions will occur with vendor and university to ensure parties are in alignment with deliverables and standards set for a particular engagement. If resources are not delivering quality services, the university has the right to end the specific engagement at any point in a project.

35. **Question:** It is mentioned in the RFP pg. 17/40, “Please limit your proposal responses to no more than one hundred (100) pages in response to the criteria.” Does this mean Volume 1 has a page limit of 100 and Volume 2 has a separate page limit of 100?

**Answer:** Your entire submission should be less than 100 pages.



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36. **Question:** How do we respond to the requirement in RFP pg. 17/40, “Response to Information for Respondents and General Conditions.” Can we write a single statement, Understood and Agreed to all conditions or do we have to separately acknowledge all conditions mentioned in the RFP?

**Answer:** Yes. Any changes should be redlined.

37. **Question:** For the Response to Information for Respondents and General Conditions section in Volume 1 of our response, do we just need to acknowledge pages 4-14 of the RFP? Is there something else that we should be providing here?

**Answer:** See response to #36.

38. **Question:** For the Mandatory Specifications and Detailed Specifications sections, does the University expect responding vendors to use the template in the RFP and Excel workbook or can vendors place the questions and answers into our own response template?

**Answer:** You can use your own but you must label and reference the specific section and numbering for cross-reference.

39. **Question:** Can you provide examples of recent web projects across the university in the last year?

**Answer:** Examples

Peoplesoft - HR GT eForms Upgrade

Peoplesoft Finance- Lease Administration

Workday Planning implementation (from Hyperion)

Assest Managemnt/Low Code

Power Platform - MUHC HRIS Applications

40. **Question:** Are any of the CMS (Drupal or Wordpress) instances centrally managed or are they independent/separate distributions?

**Answer:** Centrally managed.

41. **Question:** Who are the incumbents that are providing the services currently?

**Answer:** See response to #5.

42. **Question:** What is the historical spent on this contract?

**Answer:** See response to #21.

43. **Question:** Please provide incumbents pricing?

**Answer:** This information won't be shared.

44. **Question:** Regarding the Attachment D, please confirm if Rate (\$/hour) is the pay rate, Not to Exceed Rate (\$/hour) is the bill rate, % Discount is the discount that we might offer; and what is the Extend Rate (6 months) (\$/hours) to be filled with?

**Answer:** Bill rate is the Rate (eg. \$165-180/hour). Not to exceed Rate is the highest rate (180/hour), if there is a range. % Discount is the discount offered under this contract (eg 10%). Extended rate should be filled in with any additional discounted rates for extended projects (eg. \$150/hour vs. \$165/hour))



45. **Question:** As there are no job descriptions and particular skillsets given for the Job Titles, can we provide rate ranges in the Attachment D?

**Answer:** See response to #3.

46. **Question:** Section 4, Contract Period: The RFP states that the contract period shall be from the date of award for five (5) years. To confirm, are the “successive annual renewal periods” years 2 through 5 of that 5-year period, or do they refer to annual renewal periods years AFTER the 5-year contract period is complete?

**Answer:** There are no renewals. This contract will be in place for five years. As stated in the scope, this contract will be used solely at the discretion of the University during that period. An award does not guarantee work.

47. **Question:** How will service requests be made by the University under this contract? Does the University have expectations on how long any given request should take to fill?

**Answer:** University will review profiles of all vendors under this contract and will contact those who best fit the needs of a particular project/engagement. Time to fill will be a consideration for each project. Historically, resources are needed within a couple months at most.

48. **Question:** Attachment D: Cost Tables: Are we required to use the role names assigned? For example, our Staff Consultants have three skill and rate levels (e.g., I, II, III) depending on their experience and expertise. Additionally, we have Senior Consultant and Lead Consultant roles. Does the University have definitions of the skills and/or level of expertise represented by each of the listed role names?

**Answer:** See response to #3.

49. **Question:** Section 5, Instructions for Proposal Response: Does our response need to use the actual forms and pages from the RFP or can we recreate those with the questions and associated responses in a separate proposal document?

**Answer:** See response to # 38.

50. **Question:** Section 12.2, Previous Engagements: Is the University looking for 3 references for each of the categories in 11.5, or 3 references total that are indicative of the kinds of services represented in the categories overall?

**Answer:** See response to #10.

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51. **Question:** Section 12.3, Staffing and Support, Item C:

- a. Would it be sufficient to submit one or two indicative resumes per category?
- b. Are full resumes required or would consultant bios with summaries of experience be sufficient for each category?
- c. Is there an expectation that only those consultants whose resumes are presented in our proposal are those that would be assigned to the University's requirements?

**Answer:** See response to #4 for questions A and B.

Regarding C - Other candidates can be hired for a particular engagement if their skillset is a better match. New resumes (or sample resumes) will be required at the time of engagement request.

THE CURATORS OF THE UNIVERSITY OF MISSOURI SYSTEM

*Melissa Wampler*

By: Melissa Wampler, MS, PMI-PBA  
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Criteria	4	5	6	7	8
	GG10	GG11	GG12	GG13	GG15-16
	Professional Specialist	Professional Expert	Professional Principal	Master	
Education, experience, and certification(s)	A Bachelor's degree or an equivalent combination of education and experience and 2+ years work experience from which comparable knowledge and skills can be acquired is necessary.	A Bachelor's degree or an equivalent combination of education and experience and 4+ years work experience from which comparable knowledge and skills can be acquired is necessary.	A Bachelor's degree or an equivalent combination of education and experience and 6+ years work experience from which comparable knowledge and skills can be acquired is necessary.	A Bachelor's degree or an equivalent combination of education and experience and 8+ years work experience from which comparable knowledge and skills can be acquired is necessary.	

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>- Applies specialized knowledge of discipline/specialty area</li> <li>- Integrates experience and technical knowledge</li> </ul>	<ul style="list-style-type: none"> <li>- Subject matter expert within own discipline/ specialty area and basic knowledge of other disciplines / specialty areas</li> <li>- Displays deep technical knowledge</li> <li>- Applies in-depth knowledge of discipline/specialty area standards and processes to work</li> </ul>	<ul style="list-style-type: none"> <li>- Has extensive specialized technical expertise</li> <li>- Applies expert knowledge and broad understanding of multiple disciplines</li> <li>- Integrates expert knowledge of technical principles and methods of multiple disciplines with knowledge of products/ services and internal operations</li> <li>- Acts as an advisor while integrating industry experience and deep professional/ technical knowledge</li> </ul>	<ul style="list-style-type: none"> <li>- Seeks new knowledge and innovative methods across disciplines</li> <li>- Leverages subject matter/ industry expertise, and applies in-depth knowledge of organizational goals to contribute to business opportunities</li> </ul>	
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<p><b>Scope</b></p>	<ul style="list-style-type: none"> <li>- Proficient technical professional</li> <li>- Aids in the development of new concepts, methods and techniques</li> </ul>	<ul style="list-style-type: none"> <li>- Seasoned technical professional</li> <li>- Contributes through proven technical expertise</li> </ul>	<ul style="list-style-type: none"> <li>- Expert level technical professional</li> <li>- Technical authority within organization</li> <li>- Contributes through own development of advanced technologies or concepts with global reach or industry application</li> </ul>	<ul style="list-style-type: none"> <li>- Acknowledged technical authority within industry</li> <li>- Applies thought leadership</li> <li>- Provides advice on multiple technologies and shapes the long-term direction of organization's products and services</li> <li>- Contributes through vision</li> </ul>	
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<p><b>Independence</b></p>	<ul style="list-style-type: none"> <li>- Guided by team goals and operational objectives</li> <li>- Applies judgment to determine appropriate processes and technical area standards to use</li> <li>- Provides technical direction to others in own work area</li> <li>- Participates in projects of diverse scope and complexity</li> </ul>	<ul style="list-style-type: none"> <li>- Guided by department goals and objectives</li> <li>- Exercises latitude in determining objectives and approaches to projects</li> <li>- Leads multiple projects of small to medium size and technical breadth</li> </ul>	<ul style="list-style-type: none"> <li>- Guided by functional goals and objectives</li> <li>- Influences organizational goals and objectives</li> <li>- Applies discretion to develop innovative solutions to problems without precedent</li> </ul>	<ul style="list-style-type: none"> <li>- Guided by organization strategy and objectives</li> <li>- Influences organization goals and objectives</li> <li>- Leads organizational initiatives</li> </ul>	
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<b>Impact</b>	<ul style="list-style-type: none"> <li>- Contributor on diverse projects of moderate scope</li> <li>- Recommends new procedures and processes to drive desired results</li> </ul>	<ul style="list-style-type: none"> <li>- Key contributor on complex projects and initiatives</li> <li>- Impacts current and future business opportunities through application of specialized technical and industry knowledge</li> <li>- Develops methods and techniques based on project objectives</li> </ul>	<ul style="list-style-type: none"> <li>- Lead contributor on critical projects and technology initiatives</li> <li>- Develops integrated solutions across the technology area and possibly organization</li> <li>- Contributes to complex and innovative business solutions to achieve strategic objectives</li> </ul>	<ul style="list-style-type: none"> <li>- Key contributor on products, services and/or infrastructure strategies that require complex or advanced experience</li> <li>- Ensures products and services are aligned with customers' current and future needs and expectations</li> <li>- Directs projects of critical importance</li> <li>- Works on next generation technologies and platforms</li> </ul>	
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