

CITY COLLEGES[®]
OF CHICAGO**August 11, 2022****ADDENDUM NO. 1****RFP #NC2201 - SALESFORCE, BUSINESS
INTELLIGENCE & WEB DEVELOPMENT AND DESIGN
STAFF AUGMENTATION SERVICES FOR THE OFFICE
OF INFORMATION TECHNOLOGY****ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES
OF THE RESPONSE TO BE SUBMITTED****All responses shall be addressed and returned to:****City Colleges of Chicago
Dawson Technical Institute - Procurement Services
3901 S. State Street, Room 102
Chicago, IL 60609****Attn: Nanzi Cantero, Senior Contract Administrator*****Proposals must be received no later than 12:00 p.m. CDT, Thursday, August 25, 2022*****Part I – Modifications to the RFP document**

ITEM NO. 1 – Table of Contents - APPENDIX VI – INTERROGATORIES AND PRICING PROPOSAL Excel Workbook (See separate Excel file containing the following spreadsheets to be submitted with proposals in hard signature copy and an Excel file version on USBs). LANGUAGE INVALID DUE TO UPDATE.

REPLACE WITH – Appendix VI.(a) and Appendix VI.(b) - INTERROGATORIES AND PRICING PROPOSAL Excel Workbooks (See separate Excel files containing the following spreadsheets to be submitted with proposals in hard signature copy and an Excel file version on USBs)

ITEM NO. 2 – Submittal Requirements, Section III.B.4.F- Proposers seeking to provide Web Development & Design Services must provide samples as set forth in Section 6.6.5 of Appendix VI, Interrogatories Tab. LANGUAGE INVALID DUE TO UPDATES.

REPLACE WITH – Submittal Requirements, Section III.B.4.F - Proposers seeking to provide Web Development & Design Services must provide samples as set forth in Section 6.5 of Addendum 1 -Appendix VI.(b) NC2201 Interrogatories and Pricing, Interrogatories Tab.

ITEM NO. 3. Section III.B.12 - Interrogatories and Pricing Proposal - With respect to the requirements outlined in the scope of work section in this RFP, provide a price for your firm's work. Pricing is to be fully inclusive of all services and expenses. Please see Appendix VI. LANGUAGE INVALID DUE TO UPDATES.

REPLACE WITH - Section III.B.12 - Interrogatories and Pricing Proposal - With respect to the requirements outlined in the scope of work section in this RFP, provide a price for your firm's work. Pricing is to be fully inclusive of all services

and expenses. Please see Addendum 1 – Appendices.

- Appendix VI.(a) NC2201 Interrogatories and Pricing (FOR STAFF AUGMENTATION SERVICES)
- Appendix VI.(b) NC2201 Interrogatories and Pricing (FOR AGENCY SERVICES AND PROJECT IMPLEMENTATION SERVICES)

ITEM NO. 4. Section VI. Evaluation Criteria, item #2 -Past experience with similar services for higher educational institutions or comparable organizations entities. LANGUAGE INVALID DUE TO UPDATE.

REPLACE WITH – Section VI. Evaluation Criteria, item #2 - Past experience with complex organizations to provide similar services for staff augmentation. And/or past experience working with higher educational institutions, public sector or comparable organizations entities for project implementation and agency services.

ITEM NO. 5. Section VI. Evaluation Criteria, item #4 – Pricing Proposal -Appendix VI. LANGUAGE INVALID DUE TO UPDATE.

REPLACE WITH – Section VI. Evaluation Criteria, Item #4 – Pricing Proposal – Appendix VI.(a) (FOR STAFF AUGMENTATION SERVICES) and Appendix VI.(b) (FOR AGENCY SERVICES AND PROJECT IMPLEMENTATION SERVICES)

ITEM NO. 6. Section VIII – Fee/Cost Proposal - See Appendix VI – Pricing Excel Workbook (Separate Excel file containing the Fee/Cost Proposal. Submit with your proposal a signed hard copy and an Excel file version on your USBs). LANGUAGE INVALID DUE TO UPDATE.

REPLACE WITH - Section VIII – Interrogatories and Pricing Proposal - See Appendices VI.(a) and VI.(b) – Pricing Excel Workbooks (Separate Excel files containing the Pricing Proposal. Submit with your proposal a signed hard copy and an Excel file version on your USBs).

NOTE: Failure to submit in accordance with the corrected RFP #NC2201 – OIT STAFF AUGMENTATION SERVICES document will disqualify your RFP submission.

Part II – Modifications to Pricing Proposal

ITEM NO. 1 – Appendix VI – NC2201 Interrogatories and Pricing Proposal.xlsx- INVALID DUE TO UPDATES.

REPLACE WITH – Appendices

- Appendix VI.(a) (FOR STAFF AUGMENTATION SERVICES)
- Appendix VI.(b) (FOR AGENCY SERVICES AND PROJECT IMPLEMENTATION SERVICES)

Part III – Questions, Answers and Clarification of Information

Introduction to response questions from vendors on RFP NC2201

Some of the most commonly asked questions have been combined/collapsed for clarity.

How is this RFP related to the existing Staff Augmentation contract (SJ1902), approved as Board Report #33776? Can you provide information on budget, number of positions, etc, for staff augmentation contract SJ1902 as they relate to this new opportunity?

This RFP is completely independent and separate from contract SJ1902 (approved as board report #33776). With the adoption of new enterprise platforms such as Salesforce, WordPress, and the growing need for support of BI/data

warehouse, CCC has launched this new Staff Augmentation RFP to enhance our existing Staff Augmentation contracts. Hence, there are no incumbents for the services set forth in this RFP. Nor is there budget data or information on number of positions filled.

How many vendors will be selected?

We are looking for a *pool of multiple vendors with different areas of expertise* to provide the services outlined in the RFP.

For each project requiring an **agency/implementation partner**, we will submit an SOW to all of the selected vendors with an executed contract, review the responses, and make our selection accordingly.

For each individual resource that we need, we will submit an SOW to all of the **staff augmentation firms** who can provide the resources with the needed skillset(s) and make our selection accordingly.

As the RFP states, there is no guarantee that your firm will be selected for any work, but we will give you the opportunity to respond to the relevant projects or staffing needs provided you have been selected and are part of the pool of vendors.

What is the budget for this contract?

We can't provide a budget, because we don't yet know what the projects will be. Some examples: We might have one huge project best served by an agency that can perform multiple roles, such as the implementation of a student success/caseload management system. In that case the budget could be in the hundreds of thousands. Or, we may need one consultant to help us build dashboards.

Can vendors provide a time and materials cost rate?

All vendors should provide the high and low hourly rates for the job titles that they can source (staff augmentation) or that would be working on a project (agencies and implementation services). Time and materials rates should not be included.

Please clarify remote vs local vs off-shore resources

Remote positions will be sufficient for the majority of the placements. If a local resource is needed, this will be specified in the SOW. Off-shore resources are acceptable as long as they are available in the CDT time zone. No preference is given for local resources. Nor are extra points awarded for local resources.

Is there a minimum number of years of experience for staffing positions?

CCC does not require a minimum number of years of experience. The number of years of experience will be specified in the SOW.

Do the references/past experience have to be in Higher Ed?

Higher Ed experience/references are preferred but not mandatory

Should we submit resumes?

If you are proposing to provide staff augmentation services for any category, please submit resumes which are representative of the resources you provide. Please remove any sensitive or personal identifying information.

Section III, Point 4 D states that we need to include resumes of the organizational staff. Are these resumes for key personnel (who will manage/oversee the contract) or for personnel who will provide the services? If the resumes are for personnel who will be performing the services are sample resumes accepted or do they have to be actual resumes?

A: Provide an organizational chart for key personnel including resumes and educational background. If you are proposing to provide staff augmentation services for any category, please submit resumes which are representative of the resources you provide. Please remove any sensitive or personal identifying information.

Do we need 3 references / examples of services for each area of service?

All firms need to provide at least 3 references overall. Firms responding to more than one area of service should strive to provide at least 1 reference from each area. They do not have to provide 3 references for each area.

In order to be responsive, is it mandatory to bid for all area of expertise (Salesforce, Web Design & Development, Data Warehouse and Business Intelligence and WordPress)?

No, CCC does not expect any one firm to have expertise in all of these areas.

Why do we have to indicate the areas of service (BI, WordPress, etc)?

CCC expects to have one or more projects *in each of these areas* during the course of this contract. CCC will submit the SOW to each vendor in the pool *for that area*. In doing so, CCC hopes to send SOWs only to those firms equipped to fulfil them, while still allowing for *multiple areas of expertise*.

If we are bidding for staff augmentation category only, do we need to provide details under Supplemental Questions for Salesforce vendors only, For Tableau vendors only, For Marketing Cloud firms only, For Web Development and Design agencies only?

Please see the Addendum 1 revised interrogatories and pricing proposal appendices

Addendum 1 – Appendix VI.(a) NC2201 Interrogatories and Pricing Proposal = for Staff Augmentation Services.

Addendum 2 – Appendix VI.(b) NC2201 Interrogatories and Pricing Proposal = for Agency Services and Project Implementation Services.

Q&A:

1. Is SALESFORCE experience mandatory for both the Vendor as well as the candidates or only the candidates?
A: For those responding to the Staff Augmentation model, Salesforce experience is only required for the candidate, not the vendor. For those responding as an agency or implementation partner to that particular category, the vendor as well as the candidates must be experienced with Salesforce.
2. Please confirm the anticipated number of awards.
A: This depends on the number of responses received.
3. There will be overlap of work like web development and BI between the two contracts. Which contract will be preferred in such situations?
A: There will be one contract per vendor regardless of the number of areas to which the vendor responds. If a particular SOW involves an overlap of skillsets, CCC reserves the right to make partial/multiple awards to different vendors.
4. 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?
A: YES
5. Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?
A: The list of CCC holidays can be found: <https://www.ccc.edu/departments/Pages/Holiday-Schedule.aspx>. Please refer to Section V- General Instructions, J. Minimum Wage which lists required minimum wage.

6. The cyber liability limit is listed as \$5,000,000. If we intend to bid only for staff Augmentation services in that case will we still require the cyber limit to be \$ 5,000,000?
A: Regardless of what portions of the RFP a firm intends to respond to, the \$5mil. is required.
7. If the answer to my above question is NO then my follow up question is will a cyber limit of 2,000,000 suffice to bid for staff augmentation services?
A: \$5mil. required.
8. How will job requests be shared among multiple awarded vendors?
A: Please refer to Section II. Intent and scope of services- Engagement Process on pages 5 and 6 of the RFP.
9. Can you please share the email id/details where we can raise the public record request for old RFP?
A: CCC has not previously issued a request for proposal for the services set forth in this RFP. RFP documents for SJ1902, Technical Staff Augmentation Services may be found at, [Current Bid Schedule Page \(ccc.edu\)](#). Additionally, the following link provides information on how to submit FOIA requests. [FreedomOfInformation-Act.pdf \(ccc.edu\)](#).
10. Can you please share the minimum guaranteed hours for each position?
A: We are looking for a pool of multiple vendors to provide the services outlined in the RFP. For each project requiring an agency/implementation partner, we will submit an SOW to all of the selected vendors with an executed contract, review responses, and make our selection accordingly. For each individual resource that we need, we will submit an SOW to all of the staff augmentation firms who can provide the resources with the needed skillset(s) and make our selection accordingly. As the RFP states, there is no guarantee that your firm will be selected for any work, but we will give you the opportunity to respond to the relevant projects or staffing needs provided you have been selected and are part of the pool of vendors.
11. Can you please confirm the term of this contract?
A: The term of the contract is set forth in Section V, General Instruction, L, Contract Terms. The term of the SOW will vary for each project, but cannot exceed the term set forth in the Master Contract, i.e., Professional Services Agreement.
12. Is it mandatory to subcontract with MBE and WBE firms?
A: The CCC Board of Trustees has set a goal of MBE participation of 25% and WBE 7% participation. These goals can be met on a full or partial basis with direct participation or indirect participation, as set forth in the Plan. Proposers may request a waiver, on a full or limited basis by submitting a Schedule D and supporting narrative addressing the good faith efforts set forth in the Plan.
13. We are MBE certified by NMSDC in the State of VA, do we still need to subcontract to complete MBE 25% goal?
A: You can meet the MBE goal if you are currently certified by NMSDC to provide one or more of the services set forth in this RFP.
14. Can we use single sub-contractor which is certified as MBE and WBE for meeting MBE and WBE goals?
A: No, in accordance with Section 6 of the Minority and Women Business Enterprise Plan (the "Plan") "[t]he Contractor employing the certified firm may choose the goal to which the contract value is applied—either MBE or WBE; not both."

15. Do we need to subcontract with two different companies which are certified as MBE and WBE to meet subcontracting goals?

A: Please see the response to Question 14 above.

16. Can you please share the directory of MBE and WBE Certified firms, which can be reached for subcontracting?

A: The State of Illinois directory of certified MWBE firms (referred to as BEP and/or VBP) firms can be found at: <https://cms.diversitycompliance.com/>

The City of Chicago directory of certified MWBE firms can be found at <https://www.chicago.gov/city/en/depts/dps/provdrs/cert/svcs/certdirectory.html>; and

The Cook County directory of certified MWBE firms can be found at: <https://www.cookcountyil.gov/service/search-certified-vendors>

17. Do we need to subcontract with MBE and WBE firms based in the City of Chicago or any firm across the USA? Please confirm.

A: In accordance with Section 5.1 of the Plan, "certifications will also be considered from conferring government agencies in other states and major metropolitan cities on a case by case basis."

18. If SCHEDULE C-1, SCHEDULE C-2 are not applicable for us, do we need to submit with proposal response?

A: Please mark Not Applicable on the forms and submit with your proposal response.

19. As mentioned in "Salesforce, Business Intelligence & Web Development and Design Staff Augmentation Services RFP # NC2201 – Interrogatories document, under Supplemental Questions: "Please reference your company's certification/partnership level": So, our question is:

Question: which certification is the agency looking for? Please clarify.

A: Please specify your overall partnership tier with Salesforce (Registered, Silver, Gold, Platinum and Global Strategic). Include your specific areas of expertise and certification as well (Admin, Architect, Marketing Cloud, etc) .

20. Do we need to provide sample certificate of insurance with proposal response?

A: Such action is preferred.

21. For legal entities not organized in the State of Illinois: Has the organization registered to do business in the State of Illinois as a foreign entity?

Question: Is it mandatory to have Business registration certificate in the State of IL at the time of proposal submission?

A: It is not mandatory to be registered with the Illinois Secretary of State's Office at the time of submission. However, CCC cannot register firms as vendors until they have registered with the Illinois Secretary's Office and may not contract with vendors until the registration is complete with the Illinois Secretary of State's Office .

Question: Can we register and provide BRC of the State of IL after the award of contract?

A: See response above.

22. In section III - Submittal Requirements of the RFP it's stated that all signatures must be original (wet ink). Does this mean that we cannot include scanned versions in the physical copy?

A: The hard copy should include wet signatures.

23. Do you expect to acquire any new enterprise systems in the near future?
A: No
24. Since in section B. Contents of Response, 1. Cover Letter stated that "The cover letter must be submitted on the Proposer's letterhead, signed by a principal and the joint venture partner, if applicable". Does the cover letter needs to be signed by the subcontractor as well?
A: No.
25. Is a redacted version of the proposal required to be included with the physical copy of the proposal?
A: Please refer to Section V – General Instructions of the RFP, Pg. 17 – P. Transparency Website; Trade Secrets.
26. Since the Attachment A Letter of Intent to Submit a Response was submitted via email. Is it required to be included with the proposal response?
A: CCC will not deem vendors non-responsive for failure to include Attachment A, Letter of Intent.
27. Section III, Point 6- Do we have to provide references within the response and separately from Attachment B Reference Questionnaire or is filling Attachment B sufficient?
A: Attachment B is sufficient.
28. I know we can't use CCC as a reference, but can we cite past experience I have working with CCC at a previous firm? For example, in our responses to Appendix VI sections 2.1 and 2.2.
A: Please see Addendum 1 -Appendix VI.(b) -Interrogatories Tab sections 1.2 and 1.3. Interrogatories may include past experiences working with CCC.
29. Schedules - While reviewing the Attachments and Appendices, please confirm that there is no Schedule B, between Compliance docs Schedules A and C.
A: There is no Schedule B
30. Evaluation - How are the Evaluation Criteria weighed? Are some worth a greater percentage than others?
A: CCC does not disclose this information.
31. Can an electronic submission be considered for proposal responses?
A: No. Electronic submissions are not accepted. One (1) original signature hard copy and two (2) USB drives of the response must be submitted.
32. Are MBE/WBE firms able to submit a proposal as a prime as well as be a subcontractor to a non-certified MBE/WBE firm?
A: Yes
33. Please confirm the pricing submitted will be considered 'not to exceed' rates?
A: Yes.
34. We are unable to locate Section 6.6.5 of Appendix VI, Interrogatories Tab, as referenced on page 9 of the RFP, B. Contents of Response, 4., F.
A: This was a typo. See revised appendices.
35. Please provide position descriptions for each role listed in the RFP.

A: CCC will provide position descriptions at the time that the SOW is issued for a particular need or body of work.

36. Will this RFP extend to the entire technology stack mentioned in the Technology Landscape table on page 3 of the RFP?

A: The Technology Landscape was presented to give potential vendors an overall insight into CCC's technology stacks/infrastructure. The RFP is confined to the technologies mentioned in Intent and Scope of Services Section A

37. The RFP reads that City Colleges of Chicago is requiring Medical Malpractice insurance for Staff Aug, Project Implementation and Agency Services; (pg 12 Item 5). Please clarify if a Technology "Errors and Omissions policy," with higher limits, is acceptable.

"5. Professional Liability (E&O), Medical Malpractice, Fidelity, EPLI
Professional liability, specifically, Medical Malpractice insurance covering errors, omissions or negligent acts must be maintained with limits of not less than \$5,000,000..."

A: If the Technology Policy is inclusive of Medical Malpractice, a separate Policy would not be required.

38. Please detail CCC's drug screening and background check requirements.

A: A drug and background check is required for every consultant who is going to be submitting invoices to CCC and/or be assigned a CCC network ID and be given access to CCC's systems. If the consultant has an existing drug and background check on file with the awarded firm, these may be submitted to CCC as long as there has been continuous employment with the awarded vendor. The drug test is an 8 panel urine test and the background check is the standard one including social security, education, criminal, county trace, and employment.

39. The RFP states to provide 3 years of financials (which is just over 100 pages) and we are required to submit single-sided pages. May we provide our financials 2-to a page, 2-sided, to save paper and space and submit the rest of the proposal single sided?

A: s. Financial information may be printed on both sides of the paper.

40. We are certified MBE from the State of NJ, we like to self-perform 100% of the work stated in the scope. Does that mean we meet the MBE goals set forth in the proposal?

A: Certified primes may self-perform to meet either the MBE or WBE goals. Certifications will also be considered from conferring government agencies in other states and major metropolitan cities on a case by case basis.

41. We wish to seek a waiver of MBE goals as the % of price quoted by MBE exceeds more than 15 percent

A: Section 8.2 presumes that a bid is unreasonable if the MBE/WBE price exceeds the average price quoted by more than 15%. Vendors may request a waiver by submitting a Schedule D and a narrative addressing the good faith efforts set forth in Section 8, including but not limited to its efforts to subcontract with other MBE and/or WBE firms.

42. How many FTEs are expected from this contract?

A: These contracts are for future, as of yet undefined projects and needs. As such, it is difficult to estimate the number of FTEs. As an example, there may be six small projects, each requiring one FTE, or 2 large projects each requiring a multitude of different roles.

43. Are the positions full time or part time?

A: The positions may be full or part-time depending on the need.

44. Do we need to fill the M/WBE goal by subcontracting 25% with a MBE and 7% with a WBE? or any one of the two will suffice?
A: Proposers may meet this goal by subcontracting with multiple firms to meet the MBE and WBE goals. If a firm is certified as both a MBE and WBE, the proposer may the Contractor employing the certified firm may choose the goal to which the contract value is applied—either MBE or WBE; not both. As set forth in the Plan, Proposers may request a waiver.
45. If we subcontract with a firm which is both MBE & WBE, what is the total goal? 32% (25%+7%)?
A: If a firm is certified as both a MBE and WBE, the proposer may the Contractor employing the certified firm may choose the goal to which the contract value is applied—either MBE or WBE; not both. A prime vendor or contractor cannot subcontract with a firm that is MBE & WBE to meet both goals.
46. Could the clarify what portion of this contract does the CCC anticipate to be focusing on Staff Augmentation services.
A: These contracts are for future, as of yet unspecified needs; as such, it is hard at this time to anticipate what portion of the work will be done by a full-service agency vs staff augmentation.
47. What are the anticipated technologies that CCC intends to explore or leverage for the future by the means of this contract?
A: Please refer to SECTION II - INTENT AND SCOPE OF SERVICES Overview for a list of current technologies. CCC is open to other suggestions depending on the project requirement as long as they would make sense within our overall portfolio.
48. In the section Resource Requirements > M. Due to the “temporary” nature of the work required, consultants may be terminated at any time and for any reason via written communication to the vendor. Could the CCC clarify if there are minimum hours of work guaranteed for personnel working under the anticipated contract?
A: There is no minimum guarantee of hours
49. In section B. Contents of Response> 6. References - Please complete Page One of the Reference Questionnaire (Attachment B), include a brief detail of services provided and submit form with your proposal. City Colleges will email the form and reference questions to the references included in your submittal. Please inform your references that they will be contacted by CCC. Could the CCC confirm if the questionnaire to be sent to the contractor references is unavailable for the vendors to review?
A: Yes that is correct.
50. Could the CCC clarify if we are bidding for Staff Augmentation and Project Implementation services, how should we complete the pricing for both in Appendix VI -NC2201 Interrogatories and Pricing Proposal.
A: CCC has revised the RFP to include Appendix VI.(a) for Staff Augmentation and Appendix VI.(b) Project Implementation and Agency Services.
51. Could the CCC confirm if we must submit the hard copy response for Appendix VI -NC2201 Interrogatories and Pricing Proposal as well?
A: Yes, we need a hard copy. Please reference the RFP Section III. Submittal requirements.
52. What roles and responsibilities are we responsible for responding to within the RFP?

- a. Do we need to call each role out specifically and show how these roles correspond to the ones we have at our company?

A: Please see revised Appendices.

53. Is this the comprehensive list of Salesforce roles?

- Marketing Cloud Architect/Engineer
- Salesforce Administrator
- Salesforce Architect/Developer
- Solution Designer
- Implementation
- Project Manager
- Data Integration Specialist
- Data Analytics
- Pardot
- Business Analyst (Testing and Training)

A: This is not a comprehensive list. CCC relies on the vendor to recommend the list of Salesforce roles which would be needed in a SF project in the higher ed sector.

54. What is the difference between the Clients and Portfolio and the References sections?

- Can we use the same projects for the References and Clients and Portfolio or do these all have to be different?
- Do these clients need to have complete projects to be used for the References or Clients and Portfolio sections?

A: references can be the same as those identified in clients and portfolio. Please provide all information required in the Clients and Portfolio section. Projects may be in progress.

55. Can we provide ranges for contract value?

- Our NDA prevents us from sharing the specific contract value.

A: CCC requires proposers to state the contract value for the references and clients and portfolio sections.

56. Can CCC offer more details as to what services would be included in the Agency Services modality?

A: For example, if CCC were to implement a call center, they would need a variety of roles filled, from project manager to business analyst to functional consultant to integration specialist. If CCC were to develop a new website they would need developers, designers, strategists, etc.

57. Can CCC clarify if the salaries vendors include in the Interrogatories and Pricing document are what vendors would charge CCC or what would be paid to the resource?

A: What vendors would charge CCC.

58. Are proposing vendors required to undergo ethics training prior to submitting proposals?

A: Vendors are required to read the Ethics Policy and sign the acknowledgement included in the RFP.

59. Is this solicitation limited to participation only for existing Staff Augmentation Contract (SJ1902) vendors?
A: No.
60. Our M/WBE registration is in-progress, Can we submit the proof of evidence of the submission? And participate in this bidding process?
A: You can submit proof of registration, but we can only give credit to firms that are fully registered at the time of submitting the proposal. You can meet the MWBE compliance as set forth in the response to question number 12.
61. Do you have any minimum qualifications that the vendor-assigned personnel should meet?
A: For each SOW, the desired # of years / minimum qualifications will be specified.
62. Can you please confirm the anticipated hours of work for the allocated project and resources? Do all the allocated resources will be assigned with 40Hrs of work per week?
A: For a project with multiple roles, we expect the number of hours to be broken out by each role, not necessarily totaling 40 hours per week. For a single staff-augmentation resource, our typical work week is 35 hours.
63. Is no of years of experience a factor to be considered when the price is quoted for a specific role?
A: No
64. For a joint venture, RFP indicates "A copy of the executed Joint Venture Agreement, if applicable, must be submitted as well as the Federal Identification Number as a joint venture". There is NO separate Federal ID for a joint venture possible. Only the Employer Identification Number (EIN) of prime proposer can be shared. Is Joint venture Federal Identification Number under reference different from EIN ?
A: The joint venture (comprised of two (2) or more entities must have its own EIN.
65. The RFP requests to "provide copies of audited/non-audited financial statements for the three (3) previous fiscal years".. If the proposer is new in US but has business history in Australia / India, does the financial statements required for ONLY US entity or it is required from India / Australia entity also?
A: Financial Statements are required for all proposers.
66. Is the bid for this RFP exclusive to Minority and Women Business Enterprises?
A: No, this RFP is NOT exclusive to M/WBE. Please review that section of the RFP to understand your options and submittal requirement.
67. Please elaborate on Third-party Salesforce integrations.
A: For example, Form Assembly, Valence, Blackthorn, Datorama, Saleswings, Google Analytics, Marketing Cloud.
68. Please elaborate on Salesforce training and end-user support? Application usage training? Salesforce Platform training??
A: As we complete enhancements or additional functionality within the Salesforce org, we will need to train both CCC IT teams and end users on any changes. There may be a need for review training on the platform, as well as training as new staff are onboarded.
69. What will be the volume (projected for next 12 months) of requirements for different roles Architects, Consultants, Developers, Testers in different tech skills?
A: We are unable to provide an accurate answer to this question.

70. What is the anticipated number of months that the staff augmentation services would be required? Does this vary by each of the technology categories listed in the RFP?
A: This varies, but typically the shortest engagement would be six months and the longest could be multiple years.
71. Do financial documents have to be provided as part of the initial proposal, or can they be prepared and provided once finalists for the staff augmentation work have been identified by your selection team?
A: Please submit with the RFP submission.
72. Are there any budget parameters that we should be aware of while preparing our proposal?
A: Proposers budget should be in alignment with the scope of services as described in the RFP.
73. Is the requirement to implement Data Warehouse on-prem or on cloud?
A: We are not currently working on implementing a Data Warehouse. If it is time to replace our Data Warehouse, we will then work on all technical and functional requirements.
74. Is there a requirement to process real-time data?
A: In the BI and Data analytics, we rarely work on projects that require real-time data processing. This does not mean that we will not work on such projects in the future when technologies change and the costs of such implementations decrease.
75. What are the use cases for reporting?
A: There are many. Here are just a few specific examples related to students: enrollment, equity, experience, success, Graduation and etc. We generate many reports to ensure operational, regulatory and statutory compliance.
76. What tools are being used for Data Warehouse and Business Intelligence?
A: We use a Data Warehouse and BI solution by ZogoTech and Tableau.
77. What is the volume of data that will be processed daily?
A: We are currently processing 400gb of student data. The amount of data is growing and we expect significant growth in the future as we add new data sources.
78. What are the expectations of availability of data from Data Warehouse (SLA's)?
A: Nothing less than 99.99% service uptime should be acceptable.

END OF ANNOUNCEMENT

Please acknowledge receipt of all Addenda in the Executive Summary Introduction letter of your RFP responses.