



Office of
General Services

Procurement
Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://nyspro.ogs.ny.gov> | customer.service@ogs.ny.gov | 518-474-6717

Request for Proposals

SOLICITATION OPENING DATE: <u>August 24, 2018</u> TIME: 11:00 A.M. EST SOLICITATION NUMBER: 23096	TITLE: Group 73012, Hourly Based Information Technology Services Classification Codes: 43, 80, 81, 82, 83, 84 & 86
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Deleted: August 9, 2018

CONTRACT PERIOD: Five (5) years with a one (1) year extension option

DESIGNATED CONTACTS: In accordance with the Procurement Lobbying Law [State Finance Law § 139-j(2)(a)], the following individuals are the Designated Contacts for this Solicitation. All questions relating to this Solicitation must be addressed to the Designated Contacts.

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For MWBE Questions Only	For SDVOB Questions Only
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Tryphina Ramsey	
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For INSURANCE Questions Only

Leighann Brown	Email Address: ogs.sm.insrev@ogs.ny.gov
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Bidder's Federal Tax Identification Number: (Do Not Use Social Security Number)	NYS Vendor Identification Number: (See New York State Vendor File Registration Clause)
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Legal Business Name of Company:

D/B/A – Doing Business As (if applicable):
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Street	City	State	County	Zip Code
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E-mail Address:	Company Web Site:
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<input type="checkbox"/> NYS Small Business # Employees	<input type="checkbox"/> Service Disabled Veteran Owned Business	<input type="checkbox"/> NYS Minority Owned Business	<input type="checkbox"/> NYS Women Owned Business
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If you are not bidding, place an "x" in the box and return this page only.
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<input type="checkbox"/> WE ARE NOT BIDDING AT THIS TIME BECAUSE:

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FOR PROCUREMENT SERVICES USE ONLY
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LITERATURE <input type="checkbox"/>	LETTER <input type="checkbox"/>	FLASH DRIVE <input type="checkbox"/>	OTHER <input type="checkbox"/>	# of Binders/Packages: _____
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PURC. MEMO <input type="checkbox"/>	CD/DVD <input type="checkbox"/>	SDHC CARD <input type="checkbox"/>		Documented by: _____
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REVISED JULY 2018

Bidder Certification and Affirmation

Bidder certifies and affirms as follows:

1. This Bid is an irrevocable offer for two hundred seventy (270) calendar days from the date of submission to the New York State (NYS) Office of General Services (OGS), or for such longer period as is set forth in the Request for Proposals.
2. The Bidder can and will provide and make available, at a minimum, the products, deliverables and/or services as described in the Request for Proposals.
3. The Bidder has read and understands the provisions of the Request for Proposals, and all appendices, attachments, and exhibits attached thereto, including Appendix A - *Standard Clauses for New York State Contracts (January 2014)* and Appendix B – *General Specifications (April 2016)*.
4. The information contained in this Bid is complete, true, and accurate.
5. The Bidder understands and agrees to comply with the requirements of the Procurement Lobbying Law, State Finance Law § 139-j and § 139-k, and with OGS's procedures relating to permissible contacts during a procurement as required by State Finance Law § 139-j(3) and § 139-j(6)(b). Such requirements and procedures are posted at <https://ogs.ny.gov/ACPL/>

The signer affirms under penalties of perjury that he or she is duly authorized to legally bind the Bidder referenced above and that he or she signed this Bidder Certification as the legally binding act of the Bidder.

Print Legal Business Name of Company (including D/B/A)

By: _____
Signature of Person Authorized to
Legally Bind the Bidder

Print Name of Signatory

Print Title of Signatory

Date

RETURN THIS PAGE AS PART OF BID

INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENT

STATE OF _____ }
: _____ SS.:
COUNTY OF _____ }

On the _____ day of _____ in the year 20____, before me personally appeared _____, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that _____ maintains an office at _____, and further that:

[Check One]

- ☐ **If an individual):** _____ executed the foregoing instrument in his/her name and on his/her own behalf.
- ☐ **If a corporation):** _____ is the _____ of _____, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, _____ is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, _____ executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.
- ☐ **If a partnership):** _____ is the _____ of _____, the partnership described in said instrument; that, by the terms of said partnership, _____ is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, _____ executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.
- ☐ **If a limited liability company):** _____ is a duly authorized member of _____ LLC, the limited liability company described in said instrument; that _____ is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, _____ executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Notary Public
Registration No.

RETURN THIS PAGE AS PART OF BID

TABLE OF CONTENTS

1	INTRODUCTION	11
1.1	Overview.....	11
1.2	HBITS Process Overview	11
1.3	Scope	12
1.4	Estimated Quantities	13
1.5	Key Events and Dates	13
1.6	Intent to Bid	13
1.7	Pre-Bid Conference/SBE, MWBE and SDVOB Meet and Greet.....	14
1.7.1	Conference Registration.....	14
1.8	RFP Questions and Bid Deviations (Inquiry Period).....	15
1.9	MWBE and SDVOB Interest in Participating with Bidders	15
1.10	NYS Contract Reporter	15
1.11	Summary of Policy and Prohibitions on Procurement Lobbying	16
1.12	Definitions.....	16
1.13	Appendices and Attachments	18
1.14	Conflict of Terms	18
2	BIDDER QUALIFICATIONS.....	19
2.1	Mandatory Minimum Requirements	19
2.1.1	Continuous Operation	19
2.1.2	IT Staff.....	19
2.1.3	Verifiable Sales.....	20
2.2	Administrative Proposal Requirements.....	20
2.2.1	Contract Administration.....	20
2.2.1.1	Contract Administrator.....	21
2.2.1.2	Toll-Free Number.....	21
2.2.1.3	Webcasting.....	21
2.2.1.4	Billing Contact.....	21
2.2.1.5	Emergency Contact.....	21
2.2.2	New York State Required Certifications	21
2.2.3	Encouraging the Use of New York State Businesses.....	21
2.2.4	Bidder Questions and Agreements	21
2.2.4.1	Bidder Questions	21
2.2.4.2	Bidder Agreements	21

2.2.5	Bidder Submission Checklist.....	22
2.2.6	Insurance.....	22
2.2.7	EEO 100 (Equal Employment Opportunity Staffing Plan)	22
2.2.8	MWBE 100 (MWBE Utilization Plan).....	22
2.2.9	SDVOB 100 (SDVOB Utilization Plan).....	22
2.2.10	NYS Vendor Responsibility	23
2.2.11	NYS Tax Law Section 5-a.....	24
2.2.12	NYS Vendor File Registration.....	24
2.2.13	Administrative Proposal Contents.....	25
2.3	Technical Proposal Requirements.....	25
2.3.1	Executive Summary.....	25
2.3.2	Detailed Narrative.....	25
2.3.2.1	Company Background	25
2.3.2.2	Organizational Structure.....	25
2.3.2.3	Capacity	26
2.3.2.4	Recruitment (Quality Control).....	26
2.3.2.5	Retention and Attrition.....	27
2.3.2.6	Subcontractor Management.....	27
2.3.2.7	Client Management.....	28
2.4	Financial Proposal Requirements.....	28
2.4.1	Hourly Wage Rate	28
2.4.2	5% Hourly Wage Rate Deviation	28
2.4.3	Hourly Bill Rate.....	28
3	BID SUBMISSIONS.....	28
3.1	Joint Ventures.....	29
3.2	Contents.....	29
3.2.1	Electronic Media.....	29
3.2.1.1	Administrative & Technical Proposals	29
3.2.1.2	Financial Proposal.....	31
3.2.2	Hardcopy Submissions.....	31
3.2.2.1	Administrative & Technical Proposals	31
3.2.2.2	Financial Proposal.....	32
3.2.3	Documents Not Required with Bid Submission	32
3.3	Format and Content of Bid Submission.....	33
3.4	Entire Bidder Submission.....	33

3.5	Bid Opening Results.....	33
3.6	Proposal Security	33
3.7	Bid Liability	34
3.8	Firm Offer	34
4	GENERAL INFORMATION	34
4.1	Notice to Bidders.....	34
4.2	Incorporation.....	34
4.3	Important Building Access Procedures	34
4.4	Debriefing.....	34
4.5	NYS Reserved Rights	34
5	METHOD OF AWARD	35
5.1	New York State Philosophy.....	35
5.2	Awarded Contracts.....	36
5.3	Proposal Weighting.....	36
5.4	Proposal Evaluation Teams	36
5.4.1	Technical Proposal Evaluation Team.....	36
5.4.2	Financial Proposal Evaluation Team.....	36
5.5	Evaluation Process	36
5.5.1	Mandatory Minimum Requirements Review.....	36
5.5.2	Administrative Proposal Screening.....	37
5.5.3	Technical Proposal Evaluation (30 Points)	37
5.5.4	Financial Proposal Evaluation (70 Points).....	37
5.5.5	Final Score.....	39
5.6	Notification of Award	39
6	HBITS PROCESS REQUIREMENTS.....	39
6.1	HBITS Process Overview	39
6.2	Position Requirements	41
6.2.1	Number of Positions.....	41
6.2.2	Number of Responses.....	41
6.2.3	Engagement Duration.....	41
6.2.4	Mandatory Qualification.....	41
6.2.4.1	Job Title.....	41
6.2.4.2	Skill Level.....	41
6.2.5	Requested Qualifications	41
6.2.6	Geographic Region.....	41

6.2.7	Hourly Bill Rates.....	41
6.2.8	Hourly Wage Rates.....	41
6.2.8.1	Hourly Wage Rate Deviation.....	41
6.3	Posting Requirements.....	42
6.4	Candidate Submission Requirements.....	42
6.4.1	Form 2: Candidate Response Form	42
6.4.2	Candidate Response Requirements.....	42
6.4.2.1	Eligibility to Work.....	42
6.4.2.2	Pre-Interview	43
6.4.2.3	Non-Compete	43
6.4.2.4	Candidate Employment Status.....	43
6.4.2.5	Anticipated Absences.....	43
6.4.2.6	Contractor Certification.....	43
6.4.3	Candidate Submission.....	43
6.4.3.1	Due Date and Time.....	43
6.4.3.2	Duplicate Submissions	44
6.4.3.3	Additional Submission Requirements	44
6.5	Preliminary Candidate Review.....	44
6.5.1	Mandatory Qualification.....	45
6.5.2	Requested Qualifications	45
6.5.3	Cost Methodology.....	45
6.5.4	Qualified Candidates.....	45
6.6	Candidate Selection.....	45
6.6.1	Technical Evaluation.....	45
6.6.2	Interview Evaluation	45
6.6.3	Candidate Selection.....	46
6.7	Candidate Placement Requirements.....	46
6.7.1	Eligibility to Work.....	46
6.7.2	Background Check.....	46
6.7.3	Education Credential Validation	46
6.7.4	Availability for Interview	47
6.8	Requirements During the Engagement	47
6.8.1	Hourly Bill Rate	47
6.8.2	Payment to Selected Candidates.....	47
6.8.3	Change in Selected Candidate's Eligibility to Work	47

Deleted: 46

Deleted: 47

6.8.4	Change in Selected Candidate's Fitness to Perform.....	47
6.8.5	Selected Candidate's Education Credentials.....	47
6.8.6	Requirements for Federally Funded Placements.....	47
6.8.6.1	Department of Labor Specific Terms & Conditions.....	49
6.9	Selected Candidate Replacements/Cancellations	50
6.9.1	Rapid Replacement (Under 1 Month).....	50
6.9.2	Steady State Replacement (1 Month and Over).....	50
6.10	Additional Contractor Requirements	51
6.10.1	Administration.....	51
6.10.2	Administrative Fee	51
6.10.3	Monthly Sales Report.....	51
6.10.4	Quarterly Sales Report.....	52
6.10.5	Meetings with the OGS HBITS Team	52
6.10.6	Valid Candidate Submissions	52
6.10.7	Authorized User Feedback	52
6.10.7.1	Authorized User Issue Form	52
6.10.7.1.1	Proposed Candidate Quality.....	52
6.10.7.1.2	Contractor Responsiveness.....	53
6.10.7.1.3	Candidate Availability.....	53
6.10.7.2	Selected Candidate Evaluation.....	53
6.10.8	Contractor Performance Criteria.....	53
6.10.9	Terms and Conditions for Travel, Meals and Lodging	53
6.10.10	Ownership of Work Product.....	53
6.11	Annual Contractor Evaluation	54
6.11.1	Evaluation Criteria.....	54
6.11.2	Active vs. Waitlisted Contractors.....	55
6.11.2.1	Determination.....	55
6.11.2.2	Active Contractor.....	55
6.11.2.3	Waitlisted Contractor.....	55
6.12	Additional Requirements from Authorized Users.....	55
7	TERMS AND CONDITIONS	56
7.1	Contract Term and Extensions.....	56
7.2	Short Term Extension	56
7.3	Contract Survival.....	57
7.4	Pricing.....	57

Deleted: 48

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7.5	CPI Price Adjustments.....	57
7.5.1	Calculation of CPI Adjustment	57
7.5.2	Agreement of CPI Adjustment.....	58
7.5.3	CPI Adjustment for Selected Candidate Placements Already in Effect	58
7.5.4	CPI Adjustment to Markup	58
7.5.5	Government Mandated Program Price Adjustments	58
7.6	Invoicing and Payment.....	58
7.6.1	Method of Payment for Executive Agency Authorized Users	58
7.6.2	Method of Payment for Non-Executive Agency Authorized Users	59
7.6.3	Additional Payment Provision	59
7.7	Services Warranty	59
7.8	Subcontractors.....	60
7.9	NYS Financial System (SFS).....	60
7.10	Selected Candidates Disclosure Reporting Requirements (Form B).....	61
7.11	CONTRACTOR REQUIREMENTS AND PROCEDURES FOR PARTICIPATION BY NEW YORK STATE CERTIFIED MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISES AND EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITY GROUP MEMBERS AND WOMEN.....	62
7.12	Participation Opportunities For New York State Certified Service-Disabled Veteran Owned Businesses ..	67
7.13	Non-State Agencies Participation in Centralized Contracts	69
7.14	Extension of Use.....	69
7.15	New Accounts	69
7.16	Centralized Contract Modifications.....	69
7.17	Drug and Alcohol Use Prohibited	70
7.18	Traffic Infractions.....	70
7.19	Information Security Breach and Notification Act.....	70
7.20	Work in the United States.....	70
7.21	Minimum Utilization.....	70
7.22	Contract Amendment Process	70
7.23	Performance and Bid Bonds.....	70
7.24	Non-Compete Agreements	71

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APPENDICES

Appendix A – *Standard Clauses for New York State Contracts (January 2014)*

Appendix B – *General Specifications (April 2016)*

REVISED JULY 2018

ATTACHMENTS

Attachment 1 – *Pre-Bid Submission Forms*
Attachment 2 – *Bidder Questions Form*
Attachment 3 – *Mandatory Minimum Qualifications*
Attachment 4 – *Administrative Information*
Attachment 5 – *Bidder Submission Checklist*
Attachment 6 – *Technical Proposal*
Attachment 7 – *Financial Proposal*
Attachment 8 – *Insurance Requirements*
Attachment 9 – *Job Titles, Skill Levels, Regions*
Attachment 10 – *HBITS Contract (How to Use)*
Attachment 11 – *HBITS Contract (Forms)*

1 INTRODUCTION

1.1 Overview

This Solicitation is a Request for Proposals (hereinafter “Solicitation” or “RFP”) issued by the New York State (NYS) Office of General Services (OGS), Procurement Services to solicit Bids from qualified Contractors for Hourly Based Information Technology Services (HBITS) as specified herein for all Authorized Users.

The objective of this Solicitation is to provide Authorized Users with information technology staff necessary to support their ever-expanding information technology needs through staff augmentation.

This Solicitation outlines the terms and conditions and all applicable information required for submitting a Bid. Bidders should pay strict attention to the Solicitation submission date and time to prevent disqualification. Bidders are strongly encouraged to read the language of this Solicitation thoroughly and to precisely follow the instructions included in the Solicitation and all Attachments.

This Solicitation shall result in new Centralized Contracts to replace the current Centralized Contracts under Award Number 22439. The Centralized Contracts shall be awarded for up to five (5) years with a one (1) year extension option. The Centralized Contracts shall be awarded statewide.

This Solicitation and the resulting Centralized Contracts shall outline the procedures and methods used by Authorized Users, OGS, and Contractors to provide Authorized Users with a method for procuring Hourly Based Information Technology (IT) Services. This Request for Proposals (RFP) shall be awarded based on Best Value. The RFP will be awarded to the highest scoring thirty (30) Bidders. All thirty (30) Awarded Contractors will be designated as Active Contractors during year one (1) of the Contract. At the end of year one (1), and at the end of all Contract years, and any renewal year(s), the Contractors will be evaluated to determine their designation as either an Active or Waitlisted Contractor for the upcoming Contract year. The Annual Contractor Evaluation and the Active/Waitlisted concepts are further explained in Section 6.11.2.

The State encourages companies, regardless of size, to submit a Bid in response to this RFP and to partner with other firms, SBE firms, certified M/WBE firms and/or certified SDVOB firms through subcontracting relationships to meet demand.

1.2 HBITS Process Overview

A breakdown of responsibilities between the Authorized User, the OGS HBITS Team and the Contractors is shown in the table below. Based on the division of responsibility in the table, the process flow shows how Authorized Users will utilize this contract and the OGS HBITS Team to obtain Hourly-Based IT Services from Active Contractors. Refer to Attachment 10 – *HBITS Contract (How to Use)* for further details regarding the HBITS process.

The table below is being presented for illustrative purposes only, and is not comprehensive.

Authorized User	OGS HBITS Team	Contractors
Internal Agency approvals	Review and finalize initial request	Recruiting and maintaining adequate Subcontractor network, including SBE, MWBE and SDVOB companies
Required pre-approvals (OITS PTP, DOB B01184)	Initial screen of responses from Contractor pool	Candidate identification, initial screening, verification that a Candidate is not subject to a non-compete agreement and/or verification that a non-compete agreement would not be enforced, pre-interviews and submission

Set requirements and specifications for the Position	Forward qualified Contractor responses to Authorized User	Background checks, H-1B Visa sponsorship, Candidate training, foreign and domestic education vetting
Candidate scoring and interviews	Solicit, receive and track Contractor performance feedback from Authorized Users; Communicate feedback to Contractor pool; Facilitate potential Contractor meetings	Invoice OGS for Executive Agency Authorized Users. Invoice individual Agency for Non-Executive Agency Authorized Users.
Onboarding (Final hiring authority)	Ensure consistency in documentation	
Certification of Selected Candidate Time Sheets	Centralized Billing and Payment for Executive Agency Authorized Users Only	
Billing and Payment for Non-Executive Authorized Users Only		

1.3 Scope

Hourly Based IT Services required by Authorized Users to support their ever-expanding information technology needs can be obtained through the procedures and methods outlined under this Solicitation and in Attachment 10 – *HBITS Contract (How to Use)*. Under the resulting Contracts, Authorized Users will score, interview, and hire IT staff based on their Position requirements.

The Contractors will be awarded statewide Contracts to provide Hourly Based IT Services across three (3) Regions in New York State. Region 1 includes all Counties in New York State that are not included in Region 2 or Region 3. Region 2 includes Dutchess, Orange and Putnam Counties. Region 3 includes Nassau, Rockland, Suffolk, Westchester, Bronx, Kings, New York, Queens and Richmond Counties.

The awarded Contractors' rates are actual Wage Rates and shall include any actual Markup that a Contractor intends to charge the State. This Solicitation includes fixed rates rather than not-to-exceed rates.

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There are IT Services expressly excluded from the scope of the resulting Contracts. In many instances, such services are available for purchase under other OGS Centralized Contract. Examples include:

- Deliverable-based IT Services
- Project-based IT Services
- Web hosting
- Installation work which is considered Public Works is excluded from purchase under the scope of this Solicitation
 - Historically, the New York State Bureau of Public Works has maintained that installation, maintenance and repair of equipment attached to any wall, ceiling or floor or affixed by hard wiring or plumbing is public work. In contrast, installation of a piece of equipment which is portable or a "plug-in" free-standing unit would not be considered public work. This Solicitation does not authorize installation where the equipment becomes a permanent part of the building structure, or is otherwise incorporated into the fabric of the building (i.e. installation on a wall, ceiling or floor in a fixed location, or affixed by hard-wiring or plumbing). See Appendix B – *General Specifications (April 2016)*, *Clause 7 Prevailing Wage Rates - Public Works and Building Services Contracts*. For questions about whether a proposed work constitutes public work, please contact the New York State Department of Labor's Bureau of Public Work District Office in a specific area. A listing of district offices and contact information is available at <https://www.labor.ny.gov/workerprotection/publicwork/PWContactUs.shtm>.

1.4 Estimated Quantities

A Contract resulting from this Solicitation shall be an estimated quantity Contract. No specific quantities are represented or guaranteed and the State provides no guarantee of individual Authorized User participation. The Contractor must furnish all quantities ordered at the Contract prices. Based on historical spend, the total anticipated dollar value of all Contracts under this award is approximately \$150 million annually ~~and the total estimated number of Engagements is approximately 1,000 annually~~. The historical dollar value listed in this Solicitation is only an estimate. The individual value of each resulting Contract is indeterminate and will depend upon the number of Contracts issued and the competitiveness of the pricing offered. Authorized Users shall be encouraged to select the Candidate from the Candidate pool provided by the OGS HBITS Team that best meets their needs. See Appendix B – *General Specifications (April 2016)*, *Clause 28 Estimated/Specific Quantity Contracts* and *Clause 25 Participation in Centralized Contracts*.

Numerous factors could cause the actual quantities of services purchased under a Contract resulting from this Solicitation to vary substantially from the estimates in the Solicitation. Such factors include, but are not limited to, the following:

- Such Contracts may be non-exclusive Contracts.
- There is no guarantee of services to be purchased, nor is there any guarantee that demand will continue in any manner consistent with previous purchases.
- The individual value of each Contract is indeterminate and will depend upon actual Authorized User demand and actual services provided during the Contract period.
- The State reserves the right to terminate any Contract for cause or convenience prior to the end of the term pursuant to the terms and conditions of the Contract.
- Contract pricing that is lower than anticipated could result in a higher use of services by Authorized Users than anticipated.
- Contract pricing that is higher than anticipated could result in a lower use of services by Authorized Users than anticipated.

By submitting a Bid, Bidder acknowledges the foregoing and agrees that actual good faith purchasing volumes during the term of the resulting Contracts could vary substantially from the estimates provided in this Solicitation.

1.5 Key Events and Dates

The key dates for this Solicitation are provided below. OGS reserves the right to change any of the dates stated in this Solicitation. Notifications will be posted and released through the New York State Contract Reporter, which can be accessed at <https://www.nyscr.ny.gov>.

EVENT	DATE	TIME
RFP Release	6/1/18	N/A
Submission of Intent to Bid	6/14/18	N/A
Registration for Pre-Bid Conference/SBE, MWBE & SDVOB Meet and Greet	6/14/18	N/A
Pre-Bid Conference/SBE, MWBE & SDVOB Meet and Greet	6/20/18	9:00 AM EST
Submission of RFP Questions Due	7/9/18	N/A
Responses to RFP Questions by OGS Procurement Services Due	7/26/18	N/A
Submission of MWBE/SDVOB Partnering Interest Email	7/20/18	N/A
Solicitation Opening/Due Date for Responses	8/24/18	11:00 AM EST
Evaluation and Selection (Target Completion Date)	9/7/18	N/A
Tentative Awards	9/21/18	N/A
Contract Approval Date/Award Publish Date (Tentative)	10/15/18	N/A

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1.6 Intent to Bid

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All Bidders are strongly encouraged to complete and submit an Intent to Bid utilizing Attachment 1 – *Pre-Bid Submission Forms (Intent to Bid)* to ogs.sm.ps_hbits@ogs.ny.gov on or before the date indicated in Section 1.5. Faxed or mailed submissions shall not be accepted. When submitting Attachment 1 – *Pre-Bid Submission Forms (Intent to Bid)*, all Bidders must annotate their submissions “23096 HBITS Intent to Bid; [Your Company Name]”.

1.7 Pre-Bid Conference/SBE, MWBE and SDVOB Meet and Greet

A Pre-Bid Conference (Conference), which will include a Meet and Greet for interested Small Business Enterprises (SBEs), Minority and/or Women-Owned Business Enterprises (MWBEs) and Service Disabled Veteran-Owned Businesses (SDVOBs) will be held at the date and time indicated in Section 1.5. Attendance at the Conference for both Bidders and SBE, MWBE and SDVOB companies is strongly encouraged. The room location will be provided to registered attendees prior to the Conference.

Directions to the Empire State Plaza can be found at <https://ogs.ny.gov/ESP/ConventionCenter/cc-visit.asp#1>. Parking information for the Empire State Plaza can be found at <https://ogs.ny.gov/ESP/Parking.asp>. All attendees are advised that photo identification is required for parking at the Empire State Plaza and for security screenings.

Pre-Bid Conference

The purpose of the Pre-Bid Conference is to highlight changes made from our prior Award Number 22439 and to review Solicitation submission procedures through a PowerPoint presentation. The presentation and the list of attendees will be posted to the OGS Website. Notification of this posting will be advertised in the NYS Contract Reporter. If technological issues arise and are attributable to the State and cannot be immediately resolved, the Pre-Bid Conference will be re-scheduled.

Additional questions shall not be raised at the Pre-Bid Conference.

SBE, MWBE and SDVOB Meet and Greet

The purpose of the SBE, MWBE and SDVOB Meet and Greet is to provide interested SBEs, MWBEs and SDVOBs with the opportunity to introduce themselves to potential Bidders and describe what services they can provide.

It is expected that potential Bidders will be able to meet MWBEs and SDVOBs that can be included in the utilization plans that will be required in each Bidder's Proposal and that will be required in order to meet the MWBE and SDVOB utilization goals established in this RFP.

1.7.1 Conference Registration

Bidders

A Bidder must register for the Conference by submitting Attachment 1 – *Pre-Bid Submission Forms (Bidder Registration)* to ogs.sm.ps_hbits@ogs.ny.gov on or before the date indicated in Section 1.5. When submitting Attachment 1 – *Pre-Bid Submission Forms (Bidder Registration)*, all Bidders must annotate their submissions “23096 HBITS Bidder Registration; [Your Company Name]”.

Note: In-person attendance for Bidders is limited to three (3) representatives per company and each representative should bring a business card. OGS will provide a table for each registered Bidder. All Bidders are required to staff their table throughout the event with at least one (1) individual who has direct knowledge of this RFP and the Bidder's subcontracting business model. All Bidders must also provide their own signage, nametags, and any marketing materials to be used during the session.

SBE, MWBE and SDVOB Companies:

All SBE, MWBE and SDVOB companies must register for the Conference by submitting Attachment 1 – *Pre-Bid Submission Forms (SBE, MWBE, SDVOB Registration)* to ogs.sm.ps_hbits@ogs.ny.gov on or before the date indicated in Section 1.5. When submitting Attachment 1 – *Pre-Bid Submission Forms (Bidder Registration)*, all interested SBE/MWBEs and SDVOBs must annotate their submissions “23096 HBITS SBE, MWBE, SDVOB Registration; [Your Company Name]”.

Both NYS Certified and non-certified MWBEs and SDVOBs, as well as SBEs are invited to attend the Meet & Greet Session. However, OGS strongly encourages non-NYS Certified MWBE and SDVOBs to begin their registration process at <https://nyspro.ogs.ny.gov/content/get-nys-certified>. OGS encourages all SBE, MWBEs and SDVOBs to attend this session, regardless of whether they plan to bid on this RFP.

1.8 RFP Questions and Bid Deviations (Inquiry Period)

All questions regarding this Solicitation must be submitted using Attachment 2 – *Bidder Questions Form* and citing the applicable Solicitation document name and document section for each question. The completed form must be in Microsoft Excel format (product release 2010 or higher) and submitted to ogs.sm.ps_hbits@ogs.ny.gov by the date indicated in Section 1.5. When submitting Attachment 2 – *Bidder Questions Form*, Bidders must annotate their submissions “23096 HBITS - Questions, [Your Company Name].” OGS reserves the right to not respond to questions submitted in a format different from the format of Attachment 2 – *Bidder Questions Form* or to questions received after the deadline. Bidders are strongly encouraged to submit questions as soon as possible.

Bids must conform to the terms set forth in this Solicitation. If a Bidder intends to submit a Bid that deviates from the requirements of this Solicitation in any way, the proposed deviations must be submitted during the Inquiry Period so that they may be given due consideration prior to the submission of Bids. Material deviations (including additional, inconsistent, conflicting, or alternative terms) submitted with the Bid may render the Bid non-responsive and may result in rejection of the Bid.

Bidder is advised that OGS will not entertain any exceptions to Appendix A - *Standard Clauses for New York State Contracts (January 2014)*. OGS will also not entertain exceptions to the Solicitation or Appendix B – *General Specifications (April 2016)* that are of a material and substantive nature.

While it is not the intent of OGS to deviate from the terms and conditions of this Solicitation, extraneous terms shall only be addressed as part of the Inquiry Period where OGS has established a specific process for the submission of extraneous terms and bid deviations. **Any extraneous terms submitted with the Bidder Submission shall not be considered part of the Bidder Submission or resulting Contract, and shall be disregarded.**

Answers to all questions of a substantive nature will be provided to all prospective Bidders in the form of a question and answer document that will be posted to the OGS website and will not identify the Bidder asking the question. Notification of this posting will be advertised in the NYS Contract Reporter. OGS reserves the right to answer additional clarification questions as they deem necessary.

1.9 MWBE and SDVOB Interest in Participating with Bidders

If a New York State certified MWBE or New York State certified SDVOB would like to indicate its interest in working with participating Bidders, please send an e-mail entitled “23096 HBITS – MWBE/SDVOB Interest [Your company name]” to ogs.sm.ps_hbits@ogs.ny.gov on or before the date noted in Section 1.5. The e-mail must include:

1. Company Name
2. Contact Name, Phone Number, Mailing Address, E-Mail Address
3. Brief description of company type (for example “Company ABC is an Authorized Dealer for XYZ”).
4. NYS Empire State Development Certification Type (MBE, WBE, MWBE and/or SDVOB).
5. NYS SBE, including Number of Employees.

A listing of all NYS certified MWBE & SDVOB companies who submit their interest in working with participating Bidders by the due date noted above will be posted to the OGS Website. Notification of this Posting will be advertised in the NYS Contract Reporter.

1.10 NYS Contract Reporter

Bidders must register with the New York State Contract Reporter (NYSCR) at <https://www.nyscr.ny.gov> to receive notifications about this Solicitation. Navigate to the “I want to find contracts to bid on” page to register for your free account. **To receive e-mail notifications regarding updates to the content or status of a particular ad, you must “bookmark**

the ad” on the upper right-hand side of the ad, then return to your Account, view your list of bookmarked ads, and then select “send me notification updates” option listed to the right of the ad.

A list of Conference attendees, a listing of interested SBE, MWBE and SDVOB companies and the questions and answers document will be posted and released through the NYSCR. Any updates to Solicitation documents will also be posted and released through the NYSCR. If you do not opt-in to receive notification updates regarding a specific ad, you will not receive e-mail notifications regarding updates, including e-mail notifications regarding the posting of the list of Conference attendees, a listing of interested SBE, MWBE and SDVOB companies, the questions and answers document and updates to Solicitation documents. Be advised that submission of responses to the Solicitation that do not reflect and consider updated information may result in your Bid being deemed non-responsive and rejected from consideration.

1.11 Summary of Policy and Prohibitions on Procurement Lobbying

Pursuant to State Finance Law § 139-j and § 139-k, this Solicitation includes and imposes certain restrictions on communications between OGS and a Bidder during the procurement process. A Bidder is restricted from making contacts from the earliest posting, on a governmental entity's website, in a newspaper of general circulation, or in the procurement opportunities newsletter of intent to solicit offers/Bids through final award and approval of the Procurement Contract by OGS and, if applicable, the Office of the State Comptroller (“restricted period”) to other than designated staff unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law § 139-j(3)(a). Designated staff, as of the date hereof, is identified on the first page of this Solicitation and in the MWBE Designated Contacts and Insurance Designated Contacts sections. OGS employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Bidder pursuant to these two (2) statutes. Certain findings of non-responsibility can result in rejection for Contract Award and, in the event of two (2) findings within a four-year period, the Bidder is debarred from obtaining governmental Procurement Contracts for four (4) years. Further information about these requirements can be found on the OGS website at: <https://www.ogs.ny.gov/acpl/>.

1.12 Definitions

Capitalized terms used in this Solicitation shall be defined in accordance with Appendix B – *General Specifications (April 2016), Clause 2 Definitions*, or as below:

“**Active Contractor**” shall mean a Contractor who is eligible to receive all new Form 1s posted by the OGS HBITS Team for a particular Contract year.

“**Administrative Fee**” shall mean the quarterly fee payable to the State in the amount of 0.75% for all sales (including sales to both Executive and Non-Executive Agencies) under this Contract. Costs associated with travel or any other authorized expenses that are billed to the State are excluded from the Administrative Fee.

“**Annual Contractor Evaluation**” or “**Annual Evaluation**” shall mean the evaluation of Contractors on the performance of their contractual duties done by the OGS HBITS Team on an annual basis.

“**Best Value**” shall mean the basis for awarding a Contract for services to the Bidder which best optimizes quality, cost and efficiency among Responsive and Responsible Bidders. See State Finance Law § 163(1)(j).

“**Bid Deviation**” shall mean any variance submitted or proposed by a Bidder, which deviates from, adds extraneous terms to, conflicts with or offers an alternative to any term, condition, specification or requirement of this Solicitation.

“**Business Day**” shall mean Monday through Friday from 8:00 AM – 5:00 PM EST, excluding NYS Holidays and federal holidays.

“**Candidate**” shall mean a person proposed by a Contractor in response to a request from an Authorized User, prior to selection by an Authorized User.

“**EEO**” shall mean Equal Employment Opportunity.

“**Engagement**” shall mean the period of time that a Selected Candidate works for an Authorized User.

“**EST**” shall mean Prevailing Eastern Standard Time.

“**Executive Agency**” or “**Executive Agencies**” shall mean all state departments, offices or institutions but, for the purposes of this RFP, excludes the State University of New York, NYS Office of the State Comptroller, New York State Education Department, New York State Teachers Retirement System, New York State Office of the Attorney General, the City University of New York and the New York State Insurance Fund. Furthermore, such term shall not include the legislature and the judiciary. For the sake of clarity, the term “Executive Agency” does not include any public benefit corporation, public authority, school district, or local government entity.

“**Government**” or “**Governmental Entity**” shall mean an entity at the federal, state, county, city or provincial level.

“**HBITS**” shall mean Hourly-Based Information Technology Services.

“**Hourly Bill Rate**” shall mean the hourly rate that the Contractor will receive for services provided to the Authorized User by the Selected Candidate.

“**Hourly Wage Rate**” shall mean the hourly rate that the Selected Candidate will receive for services provided under each Engagement, regardless of potential subcontracting layers.

“**Hourly Wage Rate Deviation**” shall mean the slight deviation (~~up to, 5%~~ **less than** the Hourly Wage Rate that OGS will permit a Contractor to pay the Selected Candidate for services provided under each Engagement, regardless of potential subcontracting layers.

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“**Job Title**” shall mean the Job Titles set forth in this RFP and resulting Contract. A listing of each Job Title and corresponding description is included in Attachment 9 - *Job Titles, Skill Levels, Regions*.

“**Joint Venture**” shall mean a contractual agreement joining together two (2) or more business enterprises, for the purpose of performing on a State Contract.

“**Mandatory Qualifications**” shall mean the Job Title and corresponding description along with the Skill Level and corresponding number of months' required experience that the Authorized User selects for their requested Position(s).

“**Markup**” shall mean all costs a Bidder will incur beyond the Hourly Wage Rate paid to a Candidate. This may include, but is not limited, to statutory requirements (i.e.: FICA, FUTA, SUTA, Worker's Comp, Living Wage, etc.), overhead, recruiting costs, training, visa sponsorship, and profit.

“**May**” denotes the permissive in a Contract clause or specification. Also see “Will.”

“**Monthly Sales Report**” shall mean a Report that shall be submitted on a monthly basis that includes sales to **both Executive and** Non-Executive Authorized Users only.

“**MWBE**” shall refer to a business certified with NYS Empire State Development (“ESD”) as a Minority- and/or Women-owned Business Enterprise.

“**Must**” denotes the imperative in a Contract clause or specification. Also see “Shall.”

“**N/A**” is a common abbreviation for not applicable or not available, used to indicate when information in a certain field on a table is not provided, either because it does not apply to a particular case in question or because it is not available.

“**Non-Executive Agency**” shall mean, for the purposes of this RFP, the State University of New York, NYS Office of the State Comptroller, New York State Education Department, New York State Teachers Retirement System, New York State Office of the Attorney General, the City University of New York and the New York State Insurance Fund. Furthermore, such term shall include the legislature, the judiciary and any public benefit corporation, public authority, school districts or local Government Entity.

“**NYS Holidays**” shall mean the legal holidays for State employees in the classified service of the executive branch, as more particularly specified on the website of the NYS Department of Civil Service at https://www.cs.ny.gov/attendance_leave/2018_legal_holidays.cfm.

“**NYS Vendor ID**” shall mean the ten-character identifier issued by New York State when a vendor is registered on the Vendor File.

“**OGS HBITS Team**” shall mean Office of General Services Hourly Based Information Technology Services Team

“**Procurement Services**” shall mean a business unit of OGS, formerly known as New York State Procurement (“NYSPPro”) and Procurement Services Group (“PSG”).

“**Quarterly Sales Report**” shall mean a Report that shall be submitted on a quarterly basis that includes sales to both Executive and Non-Executive Authorized Users as well as SBE, MWBE & SDVOB subcontracting usage.

“**Request for Proposals (RFP)**” shall mean this Solicitation.

“**Requested Qualifications**” shall mean the additional qualifications the Authorized User defines for their requested Position(s).

“**SBE**” shall mean a Small Business Enterprise. A “New York State Small Business” is defined as a company that is a resident to New York State, independently owned and operated, with one-hundred (100) or fewer employees, and not dominant in its field. See State Finance Law § 160(8) “small business concern” or “small business”.

“**SDVOB**” shall mean a NYS-certified Service-Disabled Veteran-Owned Business.

“**Selected Candidate**” shall mean the Candidate that has been selected by an Authorized User to perform work.

“**Shall**” denotes the imperative in a Contract clause or specification. Also see “Must.”

“**Skill Level**” shall mean the Skill Levels set forth in this RFP and resulting Contract. A listing of each Skill Level and corresponding number of months’ required experience is included in Attachment 9 - *Job Titles, Skill Levels, Regions*.

“**Waitlisted Contractor**” shall mean a Contractor who is not eligible to receive any new Form 1s posted by the OGS HBITS Team for a particular Contract year.

“**Will**” denotes the permissive in a Contract clause or specification. Also see “May.”

1.13 Appendices and Attachments

The following Appendices and Attachments, attached hereto, are hereby expressly made a part of this Solicitation as fully as if set forth at length herein.

Appendix A – *Standard Clauses for New York State Contracts (January 2014)*

Appendix B – *General Specifications (April 2016)*

Attachment 1 – *Pre-Bid Submission Forms*

Attachment 2 – *Bidder Questions Form*

Attachment 3 – *Mandatory Minimum Qualifications*

Attachment 4 – *Administrative Information*

Attachment 5 – *Bidder Submission Checklist*

Attachment 6 – *Technical Proposal*

Attachment 7 – *Financial Proposal*

Attachment 8 – *Insurance Requirements*

Attachment 9 – *Job Titles, Skill Levels, Regions*

Attachment 10 – *HBITS Contract (How to Use)*

Attachment 11 – *HBITS Contract (Forms)*

1.14 Conflict of Terms

Conflicts among the documents shall be resolved in the following order of precedence:

1. Appendix A - *Standard Clauses for New York State Contracts (January 2014)*;
2. The Solicitation, including all Appendices and Attachments;
3. Appendix B – *General Specifications (April 2016)*;
4. Bidder’s Bid.

2 BIDDER QUALIFICATIONS

2.1 Mandatory Minimum Requirements

Bidder must submit a completed Attachment 3 – *Mandatory Minimum Qualifications* with its Bidder Submission. Bidders are advised that the State's intent in having the requirements listed below is to ensure that only qualified and reliable Contractors perform the work of the resulting Contract. Bidder shall have the burden of demonstrating to the satisfaction of Procurement Services that it can perform the work required. Procurement Services reserves the right to request any additional information pertaining to the Bidder's ability, qualifications, financial capacity, financial stability, and procedures used to accomplish all work under the resulting Contract as it deems necessary to ensure safe and satisfactory work.

If Bidder is relying on operations of a parent company, subsidiary, predecessor entity, Joint Venture member(s) or other entity for purposes of satisfying any of the Mandatory Minimum Qualifications, Bidder is required to provide a full explanation describing such relationship and how it satisfies the requirement(s). OGS will determine whether such other entity experience satisfies the requirement(s), and reserves the right to ask for additional information or require a Contract performance guarantee and/or other assurances from such other entity(ies) or the Bidder.

Bidders must meet the following Mandatory Minimum Qualifications of this RFP in order to be evaluated for award. Failure to meet any one (1) of these Mandatory Minimum Qualifications shall result in disqualification of the Bidder's proposal for non-responsiveness.

2.1.1 Continuous Operation

Bidder must have been in continuous operation for the past three (3) years (June 2015 through May 2018) supplying Hourly-Based IT Services as described in this Solicitation.

Bidder shall utilize Attachment 3 – *Mandatory Minimum Qualifications (Continuous Operation)* to certify that this requirement has been met.

2.1.2 IT Staff

Bidder must have provided at least five (5) IT staff as a Prime Contractor to Governmental Entities in Job Titles included in Attachment 3 – Job Titles, Skill Levels, Regions or job titles deemed to be equivalent at OGS's sole discretion, within the last two (2) years (June 2016 through May 2018).

Bidder shall utilize Attachment 3 – *Mandatory Minimum Qualifications (IT Staff)*, which summarizes the qualifying Government Entity, qualifying invoice date, qualifying invoice number and Job Title.

Each qualifying invoice detailing and highlighting the actual Job Title is required for verification purposes and must be included in the Bidder Submission with Attachment 3 – *Mandatory Minimum Qualifications (IT Staff)*. Each qualifying invoice must contain or be accompanied by all the following information:

- Government Entity Name
- Job Title
- Invoice Date
- Invoice Number

Bidder shall only utilize one (1) IT staff at one (1) placement to satisfy this requirement. If Bidder utilizes one (1) IT staff at multiple placements, it shall only be counted once towards meeting the requirement.

Bidders who hold other contracts with OGS may provide contract sales reports in lieu of invoices. OGS reserves the right to request invoices if OGS determines that the contract sales reports are insufficient.

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If a Bidder has no direct sales to any Government Entity, but sells Hourly-Based IT Services as a Prime Contractor through a Subcontractor or other provider (e.g. Contract Management Provider) to Government Entities, then that Bidder may use those Subcontractor or other provider invoices to demonstrate that this requirement has been met. Qualifying invoices from a Bidder's authorized Subcontractor or other provider (e.g. Contract Management Provider) will be accepted only if the Bidder is identified on the qualifying invoice. The Bidder's name must be written on the invoice if not already included.

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All required information contained in the above documentation must be free of restrictions on confidentiality or claims of confidentiality. OGS shall not enter into a Non-Disclosure Agreement (NDA) for Bidders who assert that information contained in the above IT Staff documentation is confidential.

2.1.3 Verifiable Sales

Bidder must demonstrate a minimum of at least \$500,000 in verifiable sales as a Prime Contractor for providing Hourly-Based IT Services to any Government entity over the past two (2) years (June 2016 through May 2018).

Bidder shall utilize Attachment 3 – *Mandatory Minimum Qualifications (Verifiable Sales)*, which summarizes the qualifying Government Entity, qualifying invoice date, qualifying invoice number and invoice total.

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The qualifying invoice total shall only include pricing for the actual Hourly-Based IT Services sold. The qualifying invoice total shall not include pricing for travel, meals, or other extraneous expenses. Each qualifying invoice detailing and highlighting the actual Hourly-Based IT Services sold is required for verification purposes and must be included with Attachment 3 – *Mandatory Minimum Qualifications* in the Bidder Submission. Only the minimum number of invoices needed to meet requirements should be provided. Each qualifying invoice must contain or be accompanied by all the following information:

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- Government Entity name
- Job Title
- Invoice Date
- Invoice Number
- Invoice Total

Bidders who hold other contracts with OGS may provide contract sales reports in lieu of invoices. OGS reserves the right to request invoices if OGS determines that the contract sales reports are insufficient.

If a Bidder has no direct sales to any Government Entity, but sells Hourly-Based IT Services as a Prime Contractor through a Subcontractor or other provider (e.g. Contract Management Provider) to Government Entities, then that Bidder may use those Subcontractor or other provider invoices to demonstrate verifiable sales. Qualifying invoices from a Bidder's authorized Subcontractor or other provider (e.g. Contract Management Provider) will be accepted only if the Bidder is identified on the qualifying invoice. The Bidder's name must be written on the invoice if not already included.

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All required information contained in verifiable sales documentation must be free of restrictions on confidentiality or claims of confidentiality. OGS shall not enter into a Non-Disclosure Agreement (NDA) for Bidders who assert that information contained in their verifiable sales documentation is confidential.

2.2 Administrative Proposal Requirements

Bidder must submit a completed Administrative Proposal with its Bidder Submission. Failure to complete and submit each item listed in Sections 3.2.1.1 and 3.2.2.1 may result in disqualification of a Bidder's Proposal for non-responsiveness.

2.2.1 Contract Administration

Bidder shall provide contact information as outlined below by completing and submitting Attachment 4 – *Administrative Information (Contract Administration)* with its Bidder Submission. This information must be maintained at all times during the term of the resulting Contract.

REVISED JULY 2018

2.2.1.1 Contract Administrator

Contractors must provide a dedicated Contract Administrator to support the updating and management of the resulting Contract on a timely basis. The Contract Administrator shall act as the primary point of contact for Authorized Users and the OGS HBITS Team. The Contract Administrator must understand the terms and conditions of this RFP and the resulting Contract. The State seeks a person at the Contractor's management level to meet the needs of this position; therefore, this position must not be staffed by the Contractor's clerical personnel.

Contractors must identify a secondary point of contact if the Contract Administrator is unavailable. This position may be staffed by whomever the Contractor determines can provide the best service to the State, however, the individual assigned shall not act as the Contract Administrator.

2.2.1.2 Toll-Free Number

Contractors must provide a toll-free telephone number for Authorized User to use, which must be staffed at a minimum from 9:00 AM to 5:00 PM Monday through Friday.

2.2.1.3 Webcasting

Contractors must have access to Webcasting technology, such as Skype or GoTo Meeting for the duration of this Contract. This service must be provided to the State and Authorized Users free of charge. Authorized Users may have security restrictions which preclude them from installing certain kinds of applications, software, and/or hardware.

OGS expects this technology may be utilized for Contractor meetings with OGS and Authorized Users. In addition, prospective Candidates offered by the Contractor may be expected to interview with the Authorized User via this technology. An Authorized User reserves the right to conduct Candidate interviews via the Contractor's Webcasting technology.

2.2.1.4 Billing Contact

Contractors must provide Billing Contact information to support the issuance and management of invoices throughout the term of the resulting Contract.

2.2.1.5 Emergency Contact

Contractors must provide Emergency Contact information to be used in the event of an emergency occurring after normal business hours or on weekends and holidays throughout the term of the resulting Contract.

2.2.2 New York State Required Certifications

Bidder shall complete, sign and submit Attachment 4 – *Administrative Information (NYS Required Certifications)* with its Bidder Submission.

2.2.3 Encouraging the Use of New York State Businesses

Bidder shall complete and submit Attachment 4 – *Administrative Information (Encouraging Use of NYS Businesses)* with its Bidder Submission.

2.2.4 Bidder Questions and Agreements

2.2.4.1 Bidder Questions

Bidder shall complete and submit Attachment 4 – *Administrative Information (Bidder Questions)* with its Bidder Submission.

2.2.4.2 Bidder Agreements

Bidder shall complete, sign and submit Attachment 4 – *Administrative Information (Bidder Agreements)* with its Bidder Submission. Answering "No" to the statements in this Section of the Solicitation will delay the evaluation of your submission and may result in the rejection of your Bid.

2.2.5 Bidder Submission Checklist

Bidder shall complete and submit Attachment 5 – *Bidder Submission Checklist* with its Bidder Submission.

2.2.6 Insurance

Bidder shall produce at its sole cost and expense and provide with its Bidder Submission all proof of required insurance as detailed in Attachment 8 – *Insurance Requirements*, and maintain in force at all times during the term of the resulting Contract policies of insurance pursuant to the requirements outlined.

2.2.7 EEO 100 (Equal Employment Opportunity Staffing Plan)

Pursuant to Section 7.11 of this Solicitation, a Bidder shall complete EEO 100 (Equal Employment Opportunity Staffing Plan) in its entirety, sign and submit with its Bidder Submission.

For the purposes of a response to this Solicitation, the EEO 100 shall be completed in full unless otherwise specified below:

1. Under Solicitation Number, enter the Solicitation Number "23096".
2. Under Reporting Entity, check the "Contractor" box.
3. Under Report includes Contractor's, check the "Contractor's work force to be utilized on this contract" box.
4. In the table requesting the total number of employees for each classification, a Bidder must identify all staff that will be utilized specifically for the resulting HBITS Contracts, if known. At a minimum, a Bidder must account for the following:
 - a) All management level staff that will oversee the Bidder's execution of the Contract.
 - b) All recruiting staff that the Bidder will use to identify Candidates for Authorized Users.
 - c) All staff responsible for identifying and maintaining the Bidder's subcontracting network.
 - d) All staff responsible for accounts payable and receivable.
 - e) All Contract Administrators.
 - f) All clerical staff that will assist the individuals above.

2.2.8 MWBE 100 (MWBE Utilization Plan)

Pursuant to Section 7.11 of this Solicitation, a Bidder shall complete MWBE 100 (MWBE Utilization Plan) in its entirety, sign and submit with its Bidder Submission.

For the purposes of a response to this Solicitation, the MWBE 100 must be completed in full unless otherwise specified below:

1. Under Contract/Solicitation Number, enter the Solicitation Number "23096".
2. Under MWBE Goals in Contract, enter "15%" for MBE and "15%" for WBE.
3. Under Certified MWBE Subcontractor/Supplier Name, enter a minimum of one (1) MBE and one (1) WBE Subcontractor which you will work with if awarded a Contract.
4. Under Detailed Description of Work, describe the nature of Subcontracts/ supplies/ services the Bidder intends to obtain from each identified MWBE.
5. Under Dollar Value of Subcontracts/supplies/services and intended performance dates of each component of the Contract, enter the amount, if known. If unknown at this time, you should say "Unknown at this time." You do not have to include the performance dates.

2.2.9 SDVOB 100 (SDVOB Utilization Plan)

Pursuant to Section 7.12 of this Solicitation, a Bidder shall complete SDVOB 100 (SDVOB Utilization Plan) in its entirety, sign and submit with its Bidder Submission.

For the purposes of a response to this Solicitation, the SDVOB Utilization Plan must be completed in full unless otherwise specified below:

1. Under Contract/Solicitation Number, enter the Solicitation Number, "23096".
2. Under SDVOB Goals in Contract, enter "6%".
3. Under SDVOB Subcontractor/Supplier Name, enter a minimum of one (1) SDVOB Subcontractor which you will work with if awarded a Contract.
4. Under Detailed Description of Work, describe the nature of Subcontracts/supplies/services the Bidder intends to obtain from each identified SDVOB.
5. Under Dollar Value of Subcontracts/supplies/services and intended performance dates of each component of the Contract, enter the amount, if known. If unknown at this time, you should say "Unknown at this time." You do not have to include the performance dates.

2.2.10 NYS Vendor Responsibility

OGS conducts a review of prospective Contractors ("Bidders") to provide reasonable assurances that the Bidder is responsive and responsible. A For-Profit Business Entity Questionnaire (hereinafter "Questionnaire") is used for non-construction Contracts and is designed to provide information to assess a Bidder's responsibility to conduct business in New York based upon financial and organizational capacity, legal authority, business integrity, and past performance history. By submitting a Bid, Bidder agrees to fully and accurately complete the Questionnaire. The Bidder acknowledges that the State's execution of the Contract shall be contingent upon the State's determination that the Bidder is responsible, and that the State shall be relying upon the Bidder's responses to the Questionnaire, in addition to all other information the State may obtain from other sources, when making its responsibility determination.

OGS recommends each Bidder file the required Questionnaire online via the New York State VendRep System. To enroll in and use the VendRep System, or to go directly to the VendRep System go to the File Your Vendor Responsibility Questionnaire at the Office of the State Comptroller's (OSC) website at <http://www.osc.state.ny.us/vendrep/>.

Vendors must provide their New York State Vendor Identification Number when enrolling. For information on how to request assignment of a Vendor ID, see Section 2.2.12. OSC provides direct support for the VendRep System through user assistance, documents, online help, and a help desk. The OSC Help Desk contact information is located at <http://www.osc.state.ny.us/portal/contactbuss.htm>. Bidders opting to complete and submit the paper questionnaire can access this form and associated definitions via the OSC website at http://www.osc.state.ny.us/vendrep/forms_vendor.htm.

In order to assist the State in determining the responsibility of the Bidder prior to Contract Award, the Bidder must complete and certify (or recertify) the Questionnaire no more than six (6) months prior to the Bid due date. A Bidder's Questionnaire cannot be viewed by OGS until the Bidder has certified the Questionnaire. It is recommended that all Bidders become familiar with all of the requirements of the Questionnaire in advance of the Bid opening to provide sufficient time to complete the Questionnaire.

The Bidder agrees that if it is awarded a Contract the following shall apply:

The Contractor must at all times during the Contract term remain responsible. The Contractor agrees, if requested by the Commissioner of OGS, to present evidence of its continuing legal authority to do business in New York State, integrity, experience, ability, prior performance, and organizational and financial capacity.

The Commissioner of OGS, in his or her sole discretion, reserves the right to suspend any or all activities under this Contract, at any time, when he or she discovers information that calls into question the responsibility of the Contractor. In the event of such suspension, the Contractor will be given written notice outlining the particulars of such suspension. Upon issuance of such notice, the Contractor must comply with the terms of the suspension order. Contract activity may resume at such time as the Commissioner of OGS issues a written notice authorizing a resumption of performance under the Contract.

The Contractor agrees that if it is found by the State that Contractor's responses to the Questionnaire were intentionally false or intentionally incomplete, on such finding, the Commissioner may terminate the Contract.

Upon written notice to the Contractor, and a reasonable opportunity to be heard with appropriate OGS officials or staff, the Contract may be terminated by the Commissioner of OGS at the Contractor's expense where the Contractor is determined by the Commissioner of OGS to be non-responsible. In such event, the Commissioner of OGS may complete the contractual requirements in any manner he or she may deem advisable and pursue available legal or equitable remedies for breach.

In no case shall such termination of the Contract by the State be deemed a breach thereof, nor must the State be liable for any damages for lost profits or otherwise, which may be sustained by the Contractor as a result of such termination.

2.2.11 NYS Tax Law Section 5-a

Tax Law § 5-a requires certain Contractors awarded State Contracts for commodities, services and technology valued at more than \$100,000 to certify to NYS Department of Taxation and Finance (DTF) that they are registered to collect New York State and local sales and compensating use taxes. The law applies to Contracts where the total amount of such Contractors' sales delivered into New York State is in excess of \$300,000 for the four (4) quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and Subcontractors whose sales delivered into New York State exceeded \$300,000 for the four (4) quarterly periods immediately preceding the quarterly period in which the certification is made.

A Contractor shall file the completed and notarized Form ST-220-CA with the Bidders Submission certifying that the Contractor filed the ST-220-TD with DTF. Only the Form ST-220-CA is required to be filed with OGS. The ST-220-CA can be found at https://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf. The ST-220-TD can be found at https://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf. Contractor should complete and return the certification forms within five (5) Business Days of request (if the forms are not completed and returned with Bid Submission). Failure to make either of these filings may render a Contractor non-responsive and non-responsible. Contractor must take the necessary steps to provide properly certified forms within a timely manner to ensure compliance with the law. The ST-220-TD only needs to be filed once with DTF, unless the information changes for the Contractor, its affiliates, or its Subcontractors.

Vendors may call DTF at 518-485-2889 with questions or visit the DTF web site at <https://www.tax.ny.gov/> for additional information.

2.2.12 NYS Vendor File Registration

Prior to being awarded a Contract pursuant to this Solicitation, the Bidder must be registered in the New York State Vendor File (Vendor File) administered by the Office of the State Comptroller (OSC). This is a central registry for all vendors who do business with New York State Agencies and the registration must be initiated by a State Agency. Following the initial registration, a unique New York State ten-digit vendor identification number (Vendor ID) will be assigned to your company and to each of your authorized resellers (if any) for use on all future transactions with New York State. Additionally, the Vendor File enables a vendor to use the Vendor Self-Service application to manage all vendor information in one (1) central location for all transactions related to the State of New York.

If Bidder is already registered in the New York State Vendor File, the Bidder must enter its Vendor ID on the first page of this Solicitation. Authorized resellers already registered should list the Vendor ID number along with the authorized reseller information.

If the Bidder is not currently registered in the Vendor File, the Bidder must request assignment of a Vendor ID from OGS. Bidder must complete the OSC Substitute W-9 Form (http://www.osc.state.ny.us/vendors/forms/ac3237s_fe.pdf) and submit the form to OGS in advance of Bid Submission. Please send this document to the Designated Contact identified in the Solicitation. In addition, if an authorized reseller is to be used that does not have a Vendor ID, an OSC Substitute W-9 form should be completed by each authorized reseller and submitted to OGS. OGS will initiate the vendor registration process for all Bidders and authorized resellers. Once the process is initiated, registrants will receive an e-mail identifying their Vendor ID and instructions on how to enroll in the online Vendor Self-Service application.

For more information on the Vendor File please visit the following website:
http://www.osc.state.ny.us/vendor_management/.

2.2.13 Administrative Proposal Contents

Bidder must submit a complete Administrative Proposal with its Bidder Submission. Failure to submit a complete Administrative Proposal in its entirety may result in disqualification of a Bidder's Proposal for non-responsiveness.

2.3 Technical Proposal Requirements

Bidder must submit a completed Attachment 6 – *Technical Proposal* with its Bidder Submission. Failure to complete and submit Attachment 6 – *Technical Proposal* in its entirety may result in disqualification of a Bidder's Proposal for non-responsiveness.

Attachment 6 – *Technical Proposal* consists of two (2) Sections as follows:

1. Executive Summary
2. Detailed Narrative

2.3.1 Executive Summary

The Executive Summary must provide an overall strategy that describes the Bidder's understanding of the requirements presented in this RFP, the State's approach and how the Bidder provides Hourly-Based IT Services.

2.3.2 Detailed Narrative

The Detailed Narrative must indicate how the Bidder will provide Hourly-Based IT Services. The seven (7) topics that the Bidder must address in this Section of the Technical Proposal are as follows:

1. Company Background
2. Organization Structure
3. Capacity
4. Recruitment (Quality Control)
5. Retention and Attrition
6. Subcontractor Management
7. Client Management

2.3.2.1 Company Background

The Bidder must have a strong background in providing Hourly-Based IT Services. Bidder must be able to hire, deploy, and manage IT staff in the quantities required by Authorized Users and within a ten (10) Business Day timeframe. Bidder must include responses to all the following:

1. Experience in the delivery of Hourly Based IT Services with Government entities in multiple locations simultaneously. Bidder should include in their narrative, at minimum:
 - a. Actual number of years/months experience with Governmental entities.
 - b. A comprehensive list of Government entities.
 - c. Actual locations where staff have been deployed.
2. Capacity to undertake, manage and complete assignments promptly and to the satisfaction of the Governmental entity. Bidder should include in their narrative, at minimum:
 - a. Internal resources and/or Subcontracting network
 - b. Examples of how this is accomplished.

2.3.2.2 Organizational Structure

Bidder must possess adequate staffing resources, financial resources and organization to perform the type, magnitude, and quality of work specified in this RFP. Bidder must include responses to all the following:

1. Staff that will be used to perform the type, magnitude and quality of work. Bidder should include in their narrative, at minimum:
 - a. Specific roles and responsibilities for staff who will execute and manage the resulting Contract.
 - b. Specific roles and responsibilities for staff who will provide placements under the resulting Contract.
2. Organization's current payment processes including how company ensures prompt payment of direct and subcontracted employees.

2.3.2.3 Capacity

Bidder must possess and/or demonstrate a business presence throughout New York State that supports its Proposal to recruit staff across New York State (specifically, the three (3) regions identified in Attachment 9 – *Job Titles, Skill Levels, Regions*). Bidder's capacity will be evaluated by its historical ability to provide the types of Job Titles set forth in this RFP. Bidder must include responses on all the following:

1. For Job Titles identified in Attachment 9 – *Job Titles, Skill Levels, Regions*, the Bidder must demonstrate how many resources (may include both Prime and Subcontractor placements) for each title that they have provided to a government entity in the last two (2) years (June 2016 through May 2018). Do not count the same resources placed multiple times unless it was for a different Engagement.

Deleted: Bidder must describe the extent to which it has and/or will acquire an organizational presence throughout New York State, including the Bidder's operational units.

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2.3.2.4 Recruitment (Quality Control)

Bidder shall demonstrate an organizational philosophy that includes effective strategies for attracting, recruiting, and retaining human resources. Bidder must describe how it proposes to use its resources to provide quality Candidates, including the methods, strategies, and resources necessary to satisfy the terms of the resulting Contract.

Bidder must include a description of its philosophy, strategies, and outcomes in attracting, recruiting and retaining employees. Bidder must also include a description of the specific strategies that will be used in the resulting Contract. Bidder must include responses on all the following:

1. How Bidder will recruit, interview, hire, maintain, and replace staff with the qualifications and in the numbers as determined by the Authorized Users. Bidder should include in their narrative, at minimum:
 - a. Sources and locations of recruitment.
 - b. Screening and review/interview mechanisms.
 - c. Procedures and timeframes for acquiring staff.
2. Provide a sample of relevant standards and procedures. Bidder should include in their narrative, at minimum:
 - a. Process for matching Candidate to desirable skill level, including:
 - i. How Candidates are recruited.
 - ii. How Bidder utilizes networks to locate Candidates.
 - iii. Identify industry standard tools utilized.
 - iv. Describe how outreach is conducted.
 - b. Process for performing background checks.
 - i. Description of screening process/procedures.
 - ii. Details of types, and name(s) of companies used.
 - c. Process for performing resume verification, such as work experience, certifications, and education.
 - d. Candidate interview process.
3. What process does Bidder propose to provide quality Candidates within the required five (5) to ten (10) Business Day response time (Section 6.4.3.1) as needed to Authorized Users? Bidder should include in their narrative, at minimum:
 - a. The process for identifying the Candidate to be proposed, including:
 - i. The day to day tasks that occur upon receipt of the request through identification and validation of the proposed Candidate.
 - ii. How the Bidder approaches the Position requirements.

- iii. Internal timeliness mechanisms.
- b. The level of automation involved.

4. The proposed Candidate must be available to report to an Engagement in no more than 10 (ten) Business Days from notification of placement (Section 6.6.3). How does the Bidder propose to meet this requirement? Bidder should include in their narrative, at minimum:
 - a. The process for relocation, if necessary.
 - b. How notice is given to the current employer of the Candidate.
 - c. Outreach to Authorized Users.

2.3.2.5 Retention and Attrition

Bidder must provide a narrative description of the steps to enhance retention of Candidates. Bidder must include responses on all the following:

1. Methodologies used to retain Candidates and fulfill their placements. Bidder should include in their narrative, at minimum:
 - a. Specific examples of rewarding good Candidates/Companies.
 - b. Extent of benefits offered.
2. What leads to Candidate turnover and how does bidder handle? Bidder should include in their narrative, at minimum:
 - a. Reasons for turnover in the IT field.
 - b. Plans to mitigate turnover.
 - c. How the Authorized Users needs are met.
3. What is a typical duration of the staff Engagements that the Bidder is currently involved in (i.e., three (3) months, five (5) months, nine (9) months, one (1) year, two (2) years)?
4. Describe how Bidder handles a Selected Candidate who needs to be terminated due to poor performance or security issues including all aspects from notification through resolution. Bidder should include in their narrative, at minimum:
 - a. Internal process in place.
 - b. Established guidelines, including a visual flowchart.
5. What training and development opportunities (if any) does the Bidder offer/require for Candidates? Bidder should include in their narrative, at minimum:
 - a. Specific training plans in place for Candidates/Companies.
 - b. Annual training requirements.

2.3.2.6 Subcontractor Management

Bidder must provide a narrative description of how the Bidder utilizes/manages Subcontractors. Bidder must include responses on all the following:

1. Identify all proposed subcontractors and provide a description of how and to what extent Bidders propose to utilize Subcontractors. Bidder should include in their narrative, at minimum:
 - a. Plan for utilizing Subcontractors.
 - b. A comprehensive list of Subcontractors.
 - c. How Subcontractors are recruited and engaged throughout the life of the Contract.
 - d. Description of the responsibility of the Prime Contractor versus the responsibility of the Subcontractor.
2. Bidder is reminded a goal of 15% for MBE, 15% for WBE (Section 7.11) and 6% SDVOB (Section 7.12) usage has been established for all cumulative purchases on the resulting Contract. How does Bidder plan to recruit and/or utilize MWBEs, SDVOBs and SBE's? Bidder should include in their narrative, at minimum:

- a. Description of pre-established relationships.
- b. Process for recruitment and utilization.
- c. Identify dedicated staff utilized for outreach and maintenance.

2.3.2.7 Client Management

Bidder must provide a narrative description of how it plans to maintain a relationship with New York State and manage their Selected Candidates throughout the life of the resulting Contract. Bidders must include responses on all the following:

1. Knowledge transfer methods. Bidder should include in their narrative, at minimum:
 - a. Specific established processes.
 - b. Examples of how this has been accomplished.
2. Bidder's plans to address the need for a replacement of Selected Candidates if an Authorized User finds a retained individual unacceptable or unable to perform the tasks. Bidder should include in their narrative, at minimum:
 - a. Procedures for corrective action.
 - b. Procedures for mitigation.
 - c. Response time for providing replacements.
3. How do you plan and monitor the work provided by the Selected Candidates to the Authorized User? Bidder should include in their narrative, at minimum:
 - a. Specific processes/procedures in place.
 - b. Experience with planning and monitoring.

2.4 Financial Proposal Requirements

Bidder must submit a completed Attachment 7 – *Financial Proposal* with its Bidder Submission. Failure to complete and submit Attachment 7 – *Financial Proposal* in its entirety may result in disqualification of a Bidder's Proposal for non-responsiveness.

Attachment 7 – *Financial Proposal* consists of the following:

2.4.1 Hourly Wage Rate

Bidder shall enter a single Hourly Wage Rate (rounded to two (2) decimal places) for each and every Job Title, at four (4) distinct Skill Levels, in each of the three (3) Regions. An Hourly Wage Rate of zero or a range will result in disqualification as non-responsive. Failure to bid all Job Titles and Skill Levels in all Regions will result in disqualification as non-responsive.

Bidder shall enter one (1) Markup percentage (rounded to two (2) decimal places) that shall apply to each Job Title and Skill Level within each Region. Bidders shall provide one (1) Markup percentage per Region not to exceed a total of three (3) Markup percentages. OGS is not seeking a Markup percentage for each individual Job Title. Failure to bid Markup percentages in all Regions will result in disqualification as non-responsive.

The Hourly Wage Rates proposed in Attachment 7 – *Financial Proposal* for each Job Title, Skill Level and Region and as set forth in the resulting Contracts shall be deemed EXCLUSIVE of travel, meals and lodging. Refer to Section 6.10.9 for information regarding travel, meals and lodging terms.

2.4.2 5% Hourly Wage Rate Deviation

Shall automatically populate based upon the Hourly Wage Rate bid, less 5%.

2.4.3 Hourly Bill Rate

The Hourly Bill Rate shall automatically populate based upon the Hourly Wage Rate bid times the Markup amount for that Region.

3 BID SUBMISSIONS

A Bidder shall bid in only ONE (1) of the following ways:

1. As the Primary Bidder with no Joint Venture;
2. As the Primary Bidder in association with a Joint Venture; or
3. As a Joint Venture member entity with a Primary Bidder.

Bidders are responsible for the accuracy of their Bids. All Bidders are directed to take extreme care in developing their Bids. Bidders are cautioned to carefully review their Bids prior to Bid submission. A Bid that fails to conform to the requirements of this Solicitation may be considered non-responsive and may be rejected.

All Bidder Submissions must be signed by a person authorized to commit the Bidder to the terms of the Solicitation Documents and the content of the Bidder Submission.

3.1 Joint Ventures

Joint Ventures between two (2) or more companies are permitted, however only one (1) single company shall be designated as the Primary Bidder and only the Primary Bidder may submit a full Proposal to the RFP. A company must not appear as a Bidder (Joint Venture or not) in more than one (1) Proposal.

The responses to this RFP must be based on the combined experience of the companies that comprise the Joint Venture.

3.2 Contents

A complete Bidder Submission includes the following Electronic and Hardcopy Requirements. Failure to submit a Bid Submission per the below instructions may result in delay of Submission review and may result in the Bidder being found non-responsive. An official authorized to contractually bind the Bidder must sign, where applicable, the documents from Sections 3.2.1 and 3.2.2 below.

In the case of discrepancies between Electronic and Hardcopy Submissions of the documents required in both formats, the Electronic Submission shall take precedence over the Hardcopy Submission.

3.2.1 Electronic Media

Electronic media shall be included on Microsoft Windows formatted USB flash drives and must be clearly labeled. USB flash drives (2.0 or higher) must not be password protected or require the installation of software in order to read files. All Bidder Submissions shall be saved in separate unprotected files in Microsoft Office products (Word and Excel) in product release 2010 or higher, or searchable PDF where indicated. Any of the documents listed below delivered in a format different from the format indicated will be considered non-responsive and will not be considered for evaluation.

Any electronic submission this is incomplete or cannot be opened/accessed may be rejected.

It is recommended that the Bidder open, review, and save/download all electronic files to the Bidder's hard drive and/or to a secure back-up. Only completed files (in the specified format) should be saved to a flash drive.

3.2.1.1 Administrative & Technical Proposals

Bidder shall submit two (2) digital storage devices (USB flash drives 2.0 or higher), clearly labeled containing the following document(s), completed in their entirety, signed (where applicable), notarized (where applicable) and scanned (where applicable). Bidder is reminded that **no financial information shall be included** with the Administrative & Technical Proposal Submission:

1. Pages 1 through 3 of this Solicitation
 - a. Page 1 – Bidder Information (PDF)
 - b. Page 2 – Bidder Certification and Affirmation (PDF)
 - c. Page 3 – Individual, Corporation, Partnership, or LLC Acknowledgement (PDF)
2. Attachment 3 – *Mandatory Minimum Requirements*
 - a. Continuous Operation (Excel)
 - b. IT Staff (Excel)
 - i. Qualifying Invoices ([Searchable](#) PDF)

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- c. Verifiable Sales (Excel)
 - i. Qualifying Invoices ([Searchable](#) PDF)
- 3. Attachment 4 – *Administrative Information*
 - a. Bidder Information (Excel)
 - b. Contract Administration (Excel)
 - c. NYS Required Certifications (PDF)*
 - d. Encouraging Use of NYS Businesses (Excel)
 - e. Bidder Questions (Excel)
 - f. Bidder Agreements (PDF)*
 - g. Foil Redaction (Excel)
- 4. Attachment 5 – *Bidder Submission Checklist* (Excel)
- 5. Attachment 6 – *Technical Proposal*
 - a. Executive Summary (PDF)
 - b. Detailed Narrative ([Searchable](#) PDF)
 - i. Company Background
 - ii. Organizational Structure
 - iii. Capacity
 - iv. Recruitment (Quality Control)
 - v. Retention and Attrition
 - vi. Subcontractor Management
 - vii. Client Management
- 6. Proof of Compliance with Insurance Requirements
 - a. Workers' Compensation Coverage (PDF)
 - b. Disability Benefits Coverage (PDF)
- 7. Equal Employment Opportunity Staffing Plan Form EEO 100 (PDF)
- 8. MWBE Utilization Plan Form MWBE 100 (PDF)
- 9. SDVOB Utilization Plan Form SDVOB 100 (PDF)
- 10. NYS Vendor Responsibility Questionnaire For-Profit Business Entity (*not required if completed on-line via the New York State VendRep System*) (PDF)
- 11. Contractor Certification to Covered Agency Form ST-220-CA (PDF)

**These documents must be completed using Excel, signed (where applicable), notarized (where applicable) and submitted in PDF Format.*

Each component listed above shall be included in its own folder and labelled accordingly. Each electronic file submission shall be externally labeled "*Bidder Name/Joint Venture (if applicable), #23096, HBITS Administrative/Technical Proposal*".

Joint Venture

If a Bidder is submitting a Joint Venture response to this RFP, the following document(s), completed in their entirety, signed (where applicable), notarized (where applicable) and scanned (where applicable) must be completed by the Joint Venture and included with the Primary Bidder's response in a separate folder clearly labeled "*Joint Venture Documents*".

- 1. Attachment 4 – *Administrative Information*
 - a. Joint Venture Information (Excel)
 - b. Joint Venture New York State Required Certifications (Excel)*
 - c. Joint Venture Agreements (Excel)*
- 2. Proof of Compliance with Insurance Requirements
 - a. Workers' Compensation Coverage (PDF)
 - b. Disability Benefits Coverage (PDF)
- 3. NYS Vendor Responsibility Questionnaire For-Profit Business Entity (*not required if completed on-line via the New York State VendRep System*) (PDF)

**These documents must be completed using Excel, signed (where applicable), notarized (where applicable) and submitted in PDF Format.*

3.2.1.2 Financial Proposal

Bidder shall submit two (2) digital storage devices (USB flash drives 2.0 or higher), clearly labeled containing the following document(s), completed in their entirety, signed (where applicable), notarized (where applicable) and scanned (where applicable). Bidder is reminded that **no Administrative or Technical Proposal information shall be included** with the Financial Proposal Submission:

1. Attachment 7 – *Financial Proposal (Excel)*

Each electronic file submission shall be externally labeled "*Company Name/Joint Venture (if applicable), #23096, HBITS Financial Proposal*".

3.2.2 Hardcopy Submissions

3.2.2.1 Administrative & Technical Proposals

Bidder shall submit two (2) sets of hardcopy Bid Submissions, one (1) set with original signatures, clearly labeled as "Originals," containing the following document(s), completed in their entirety, signed in black or blue ink (where applicable) and notarized (where applicable). Bidder is reminded that **no financial information shall be included** with the Administrative & Technical Proposal Submission:

1. Pages 1 through 3 of this Solicitation
 - a. Page 1 – Bidder Information
 - b. Page 2 – Bidder Certification and Affirmation
 - c. Page 3 – Individual, Corporation, Partnership, or LLC Acknowledgement
2. Attachment 3 – *Mandatory Minimum Requirements*
 - a. Continuous Operation
 - b. IT Staff
 - i. Qualifying Invoices
 - c. Verifiable Sales
 - i. Qualifying Invoices
3. Attachment 4 – *Administrative Information*
 - a. Bidder Information
 - b. Contract Administration
 - c. NYS Required Certifications
 - d. Encouraging Use of NYS Businesses
 - e. Bidder Questions
 - f. Bidder Agreements
 - g. Foil Redaction
4. Attachment 5 – *Bidder Submission Checklist*
5. Attachment 6 – *Technical Proposal*
 - a. Executive Summary
 - b. Detailed Narrative
 - i. Company Background
 - ii. Organizational Structure
 - iii. Capacity
 - iv. Recruitment (Quality Control)
 - v. Retention and Attrition
 - vi. Subcontractor Management
 - vii. Client Management
6. Proof of Compliance with Insurance Requirements
 - a. Workers' Compensation Coverage
 - b. Disability Benefits Coverage
7. Equal Employment Opportunity Staffing Plan Form EEO 100
8. MWBE Utilization Plan Form MWBE 100
9. SDVOB Utilization Plan Form SDVOB 100

10. NYS Vendor Responsibility Questionnaire For-Profit Business Entity (*not required if completed on-line via the New York State VendRep System*)
11. Contractor Certification to Covered Agency Form ST-220-CA

Each component listed above shall be divided by Tabs and labelled accordingly. The Bidder shall also clearly identify the following information on the outside front cover of each Submission copy.

"Bidder Name/Joint Venture (if applicable), #23096, HBITS Administrative/Technical Proposal"

If the Bidder Submissions are submitted in a loose-leaf binder, this information shall also appear on the spine of the binder.

Joint Ventures

If a Bidder is submitting a Joint Venture response to this RFP, the following document(s), completed in their entirety, signed (where applicable) and notarized (where applicable) must be completed by the Joint Venture and included with the Primary Bidder's response, separated by a Tab clearly labeled **"Joint Venture Documents"**.

1. Attachment 4 – *Administrative Information*
 - a. Joint Venture Information
 - b. Joint Venture New York State Required Certifications
 - c. Joint Venture Agreements
2. Proof of Compliance with Insurance Requirements
 - a. Workers' Compensation Coverage
 - b. Disability Benefits Coverage
3. NYS Vendor Responsibility Questionnaire For-Profit Business Entity (*not required if completed on-line via the New York State VendRep System*)

3.2.2.2 Financial Proposal

Bidder shall submit two (2) sets of hardcopy Bid Submissions in a **separate, sealed package**, one (1) set with original signatures, clearly labeled as "Originals," containing the following document(s), completed in their entirety, signed in black or blue ink (where applicable) and notarized (where applicable). Bidder is reminded that **no Administrative or Technical Proposal information shall be included** with the Financial Proposal Submission:

1. Attachment 7 – *Financial Proposal*

Bidder shall clearly identify the following information on the outside front cover of each Submission copy.

"Bidder Name/Joint Venture (if applicable), #23096, HBITS Financial Proposal"

If the Bidder Submissions are submitted in a loose-leaf binder, this information shall also appear on the spine of the binder.

3.2.3 Documents Not Required with Bid Submission

The following documents have been provided for informational purposes and will be used upon Contract Award by Contractor and/or Authorized User. **These documents are not required with a Bid Submission.**

1. Appendix A - *Standard Clauses for New York State Contracts (January 2014)*
2. Appendix B – *General Specifications (April 2016)*
3. Attachment 8 – *Insurance Requirements*
4. Attachment 9 – *Job Titles, Skill Levels, Regions*
5. Attachment 10 – *HBITS Contract (How to Use)*
6. Attachment 11 – *HBITS Contract (Forms)*

3.3 Format and Content of Bid Submission

With respect to any Bid documents provided in Excel format, only those cells provided for entering Proposal pricing and/or requested information are to be accessed by the Bidder. Bidders should note that any indicators or messages that have been built into the attachments are informational only and provided solely for the purpose of assisting Bidders in completing the attachments. The presence or absence of notes or indicators is not a determination by the State as to the sufficiency of the attachments with respect to the Proposal requirements. Bidders remain responsible for reviewing the attachments to ensure compliance with the Proposal requirements.

3.4 Entire Bidder Submission

Each Bidder Submission should be packaged, sealed and submitted to the address below:

Office of General Services
New York State Procurement Services
38th Floor Corning Tower
Empire State Plaza
Albany, NY 12242

A Bidder is solely responsible for timely delivery of its Bid Submission to the location set forth in the Solicitation prior to the stated Solicitation Proposal opening date/time stated in Section 1.5. The time of Bid receipt is determined by OGS according to the clock at the above-noted location. A Bidder is strongly encouraged to arrange for delivery of Bids to OGS prior to the date of the Bid opening. Late Bids shall be rejected, except as provided in Appendix B – *General Specifications (April 2016), Clause 5 Late Bids*.

Each Bidder Submission should have a label on the outside of the package or shipping container outlining the following information. If submitting in multiple packaging, the number of boxes or packages (e.g., 1 of 2; 2 of 2) should also appear on the label:

PROPOSAL ENCLOSED
Solicitation 23096, HBITS RFP
Solicitation Due 08/09/18
11:00 AM

In the event that a Bidder fails to provide such information on the package or shipping material, OGS reserves the right to open the shipping package to determine the proper Solicitation number, and the date and time of Solicitation opening. Bidder shall have no claim against OGS arising from such opening and such opening shall not affect the validity of the Bidder Submission or the Solicitation.

Bidder assumes all risk of late delivery associated with the Bidder Submission not being identified, packaged or labeled in accordance with the foregoing requirements.

E-mail or facsimile Bid Submissions are not acceptable.

3.5 Bid Opening Results

Due to the large volume of submissions anticipated in response to this Solicitation, there will be no public observation of the submission opening process.

OGS posts Solicitation results on the OGS NYS Procurement Services web page at: <https://nyspro.ogs.ny.gov/nyspro-bid-openings>. The web page will list the Bidders that responded to this Solicitation. Such information is anticipated to be available online within two (2) Business Days after the Bid opening.

3.6 Proposal Security

The content of each Bidder's Proposal will be held in strict confidence during the Bid evaluation process, and details of a proposal will not be revealed, except as may be required under the Freedom of Information Law or other State Law.

3.7 Bid Liability

The State of New York will not be held liable for any cost incurred by the Bidder for work performed in the production of a Bid or for any work performed prior to the formal execution of a Contract.

3.8 Firm Offer

Bids must remain an effective offer, firm and irrevocable, for at least two hundred seventy (270) calendar days from the due date, unless the time for awarding the Contract is extended by mutual consent of OGS and the Bidder. A Bid shall continue to remain an effective offer, firm and irrevocable, subsequent to such two hundred seventy (270) calendar day period until either tentative award of the Contract by OGS is made or withdrawal of the Bid in writing by the Bidder.

4 GENERAL INFORMATION

4.1 Notice to Bidders

All Bidder Submissions and accompanying documentation shall become the property of the State of New York and shall not be returned.

Bidders are responsible for the accuracy of the Bidder Submissions. All Bidders are directed to take extreme care in developing their Bidder Submissions. Prior to submission, Bidders are cautioned to carefully review their Bidder Submissions for completeness and accuracy.

4.2 Incorporation

Portions of the successful Bid Submission and of this Solicitation and its Attachments will be incorporated into a Contract to be executed by the Contractor and OGS.

4.3 Important Building Access Procedures

To access the Corning Tower, all visitors must check in by presenting photo identification at the information desk. Delays may occur due to a high volume of visitors. Visitors conducting Procurement Services business are encouraged to pre-register for building access by contacting the Procurement Services receptionist at (518) 474-6262 at least 24 hours prior to the visit. Visitors who are pre-registered may check in directly at the information desk. Visitors who are not pre-registered will be directed to a designated phone to call the Procurement Services receptionist. The receptionist will register the visitor at that time but delays may occur. Building access procedures may change or be modified at any time.

4.4 Debriefing

Pursuant to State Finance Law §163(9)(c), any unsuccessful Bidder may request a debriefing regarding the reasons that the Bid submitted by the Bidder was not selected for award. Requests for a debriefing must be made within fifteen (15) calendar days of notification by OGS that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in this Solicitation.

4.5 NYS Reserved Rights

New York State reserves the right, in its sole discretion, to:

1. Reject any or all Bids received in response to the Solicitation;
2. Withdraw the Solicitation at any time at the sole discretion of the State;
3. Make an award under the Solicitation in whole or in part;
4. Disqualify any Bidder whose conduct and/or Bid fails to conform to the requirements of this Solicitation;
5. Seek clarifications and revisions of the Bid;
6. Amend the Solicitation prior to the Bid opening to correct errors or oversights, or to supply additional information as it becomes available;

7. Direct Bidders, prior to the Bid opening, to submit Bid modifications addressing subsequent Solicitation amendments;
8. Change any of the schedule dates with notification through the NYS Contract Reporter;
9. Eliminate any mandatory, non-material requirements that cannot be complied with by all of the prospective Bidders;
10. Waive any requirements that are not material;
11. Utilize any and all ideas submitted in the Bids received;
12. Adopt all or any part of a Bidder's Bid in selecting the optimum configuration;
13. Negotiate with a Bidder within the Solicitation requirements to serve the best interests of the State. This includes requesting clarifications of any or all Bids;
14. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a Bidder's Bid and/or to determine a Bidder's compliance with the requirements of this Solicitation;
15. Select and award the Contract to other than the selected Bidder in the event of unsuccessful negotiations or in other specified circumstances as detailed in the Solicitation;
16. Upon discovery of non-material completeness or conformance issues with a Bidder's proposal, contact the Bidder to attempt to cure the issue prior to completion of the evaluation of the Bidder's proposal;
17. Accept and consider for Contract Award Bids with non-material Bid Deviations or non-material Bid defects such as errors, technicalities, irregularities, or omissions;
18. Use any information which OGS obtains or receives from any source and determines relevant, in OGS's sole discretion, for the purposes of Bid evaluation and Contractor selection;
19. Consider a proper alternative where an evidently incorrect reference/parameter/component/product/model/code number is stated by the State or the Bidder;
20. Reject an obviously unbalanced Bid or unrealistic Bid, as determined by the State;
21. Conduct Contract negotiations with the next responsible Bidder, should the Agency be unsuccessful in negotiating with the selected Bidder;
22. Make no award for any product, region, or lot, as applicable, for reasons including, but not limited to, unbalanced, unrealistic or excessive Bidder pricing, a change in Authorized User requirements and/or products, or an error in the Solicitation (e.g., use of incorrect reference, pack size, description, etc.). In such case, evaluation and ranking of Bids may be made on the remaining products, regions, or lots;
23. Offer a Bidder the opportunity to provide supplemental information or clarify its Bid, including the opportunity to explain or justify the balance, realism, and/or reasonableness of its pricing;
24. Should the State of New York be unsuccessful in negotiating a Contract with the selected Contractor within twenty (20) Business Days of Contract Award, the State may begin Contract negotiations with the next Best Value Bidder in order to serve the best interests of the State of New York;
25. Request current Bidder financial statements documenting past sales history that demonstrates ability to service a Government Entity Contract with dollar sales volume similar to the scope of this Bid; documents must be provided within five (5) Business Days of request;
26. Request additional Documentation from the Bidder and to request reports on financial stability from independent financial rating services;
27. Unilaterally make revisions, changes and/or updates to any templates Appendices (excluding Appendices A and B) and/or Attachments to the OGS Centralized Contract without processing a formal amendment and/or modification; and
28. Reject any Bidder who does not demonstrate financial stability sufficient for the scope of this Solicitation.

5 METHOD OF AWARD

5.1 New York State Philosophy

Pursuant to Article XI of the New York State Finance Law, New York State evaluates Bids for services in an objective, comprehensive manner designed to benefit both the State and participating Bidders. Through this process the State identifies Contractors who will best meet its needs and will be the most cost effective. During the evaluation process, OGS may require clarifying information from a Bidder. If specific sections of the written proposal require clarification, OGS will contact the Bidders and request clarifying information. The Bidder must respond by the deadline provided by OGS.

All proposals will be evaluated uniformly and consistently, ensuring that each Bidder has an equal opportunity to be considered. The evaluation process will be conducted as described in this section. The basis for these Contract Awards shall be Best Value. A best value award optimizes quality, cost, and efficiency among responsive and responsible Bidders and is consistent with the best interests of the State of New York.

5.2 Awarded Contracts

The State shall award thirty (30) Contracts to responsive and responsible Bidders, that obtain the 30 highest scores. All 30 Awarded Contractors will be designated as Active Contractors during year one (1) of the Contract. At the end of year one (1), and at the end of all Contract years, and any renewal years, the Contractors will be evaluated to determine their designation as either an Active or Waitlisted Contractor for the upcoming Contract year. The Annual Contractor Evaluation and the Active/Waitlisted concepts are further explained in Section 6.11.2.

5.3 Proposal Weighting

The Technical and Financial Scores shall be based on the Bidder's response to the Technical Proposal and the Bidder's response to the Financial Proposal, bearing the weight assigned below:

- Technical Score = 30% of Final Score (Up to 30 Points Can Be Awarded)**
 - **Quantitative Factor = 5% of Technical Score (1.5 Points Can Be Awarded) (See Example Below)
- Financial Score = 70% of Final Score (Up to 70 Points Can Be Awarded)

**Quantitative Factor Example: Where the total evaluation criteria is worth 100 points, weighted 30% Technical and 70% Financial, any Bidder who is an MWBE, SBE or SDVOB will be awarded 1.5 out of 100 points, representing 5% of the 30% Technical Score. If no responsive Bidder is an MWBE, SBE or SDVOB, then no Quantitative Factor points will be awarded.

5.4 Proposal Evaluation Teams

The Technical Proposals and the Financial Proposals shall be evaluated separately and independently by two (2) Evaluation Teams. The Scores resulting from each Evaluation Team shall not be shared until such time as both Evaluation Teams have completed their evaluations. Only then will the Evaluation Scores be combined to obtain a Final Score.

5.4.1 Technical Proposal Evaluation Team

The Technical Proposal Evaluation Team will consist of four (4) OGS Procurement Services staff and one (1) individual from an Executive Agency.

5.4.2 Financial Proposal Evaluation Team

The Financial Proposal Evaluation Team will consist of two (2) OGS Procurement Services staff who are not members of the Technical Proposal Evaluation Team.

5.5 Evaluation Process

5.5.1 Mandatory Minimum Requirements Review

After the Bid opening, the Mandatory Minimum Qualifications will be reviewed for completeness and conformance with the requirements in Section 2.1 – *Mandatory Minimum Requirements*. The Mandatory Minimum Requirements review will be based on the Bidder's response provided in Attachment 3 – *Mandatory Minimum Qualifications*, which must be provided in the prescribed format. Proposals that do not follow the prescribed format may be eliminated from consideration. All responses to this Section will be subject to verification for accuracy.

Proposals that do not meet the Mandatory Minimum Qualifications review as set forth in this Solicitation shall be deemed non-responsive and given no further consideration. Proposals meeting the Mandatory Minimum Qualifications review shall proceed to the Administrative Proposal Screening.

5.5.2 Administrative Proposal Screening

Bidders who meet the Mandatory Minimum Requirements review will have their Administrative Proposal screened for completeness and conformance with the requirements in Section 2.2. The Administrative Proposal Screening must be provided in the prescribed format(s). Proposals that do not follow the prescribed format(s) may be eliminated from consideration. All responses to this Section will be subject to verification for accuracy.

Proposals that do not meet the Administrative Proposal requirements as set forth in this Solicitation may be deemed non-responsive and given no further consideration. Proposals meeting the requirements of the Administrative Screening shall proceed to the Technical Proposal Evaluation.

5.5.3 Technical Proposal Evaluation (30 Points)

Bidders whose Administrative Proposal Submission is deemed responsive will have their Technical Proposal evaluated for completeness and conformance with the requirements in Section 2.3. The Technical Proposal evaluation will be based on the Bidder's response provided in Attachment 6 – *Technical Proposal*, which must be provided in the prescribed format. Proposals that do not follow the prescribed format may be eliminated from consideration. All responses to this Section will be subject to verification for accuracy.

Cost information must not be included in the Technical Proposal documents. If cost information is included in the Technical Proposal, the Bid may be deemed non-responsive and given no further consideration.

The Technical Score will be based on the criteria provided in Section 2.3 and the Quantitative Factor described in Section 5.3. The criteria will be weighted as deemed appropriate by the Technical Evaluation Team prior to the Bid opening. All scoring for the criteria provided in Section 2.3 and the Quantitative Factor described in Section 5.3 will total a maximum of 30 possible points. The Quantitative Factor will represent 5% of the Technical Score, or 1.5 points. For example, Bidders who are an MWBE, SBE or SDVOB will be awarded 1.5 out of 100 points, representing 5% of the 30% Technical Score. If no responsive Bidder is an MWBE or SBE or SDVOB, then no Quantitative Factor points will be awarded.

If a Technical Proposal is found to be non-responsive, that proposal will not receive a Technical Score and the Bidder will be disqualified from consideration for this procurement. Each Technical Proposal that is found to be responsive will receive a Technical Score.

5.5.4 Financial Proposal Evaluation (70 Points)

Bidders whose Technical Proposal Submission is deemed responsive will have their Financial Proposal evaluated for completeness and conformance with the requirements in Section 2.4. The Financial Proposal Evaluation will be based on the Bidder's responses provided in Attachment 7 – *Financial Proposal*, which must be provided in the prescribed format. Proposals that do not follow the prescribed format may be eliminated from consideration. All responses to this Section will be subject to verification for accuracy.

For purposes of the Financial Evaluation, all Financial Proposals will be labeled anonymously as "Bidder 1," "Bidder 2", etc. by a separate and independent Procurement Services staff member, before such Financial Proposals are provided to the Financial Proposal Evaluation team.

The Financial Score shall be based on a pre-determined market basket comprised of various Job Title, Skill Level and Region combinations (**Market Basket Combination**) as deemed appropriate by the Financial Evaluation Team, but which shall be determined prior to the Bid opening and applied equally for all Bidders. There is only one Market Basket that consists of an undisclosed number of Market Basket Combinations. Each Market Basket Combination consists of one Job Title, one Skill Level and one Region. The following steps shall be based upon the proposed Hourly Bill Rate (Hourly Wage Rates times the corresponding Markup percentage – rounded to two (2) decimal places – as listed in Attachment 7 – Financial Proposal of Bidders Proposal). OGS reserves the right to exclude any unbalanced, unrealistic or inordinately low or high bids from the following calculations if, in the judgment of OGS, the bid would skew the results.

1. An Average Hourly Bill Rate (**Average Bid**) shall be calculated for each Bidder using the pre-determined market basket combinations.

Market Basket Combination*	Bidder 1 Hourly Bill Rate	Bidder 2 Hourly Bill Rate	Bidder 3 Hourly Bill Rate	Bidder 4 Hourly Bill Rate	Bidder 5 Hourly Bill Rate
Title 1	\$54.25	\$99.16	\$40.60	\$52.98	\$37.55
Title 2	\$55.40	\$100.08	\$49.80	\$55.00	\$40.70
Title 3	\$70.20	\$98.50	\$62.00	\$77.00	\$30.00
Title 4	\$100.00	\$97.20	\$88.90	\$89.44	\$52.00
Average Bid	\$69.96	\$98.74	\$60.33	\$68.61	\$40.06

*For the purposes of this example only, 4 **Market Basket Combinations** are being used.

2. A Median Hourly Bill Rate (**Median Bid**) shall be calculated using the Average Bid of all Bidders.

Bidder*	Average Bid
Bidder 1	\$69.96
Bidder 2	\$98.74
Bidder 3	\$60.33
Bidder 4	\$68.61
Bidder 5	\$40.06
Median Bid	\$68.61

*For the purposes of this example only, 5 Bidders are being used

3. A pre-determined **Percentage of Median Permitted** as deemed appropriate by the Financial Evaluation Team, but which shall be determined prior to the Bid opening and applied equally for all Bidders, shall be applied above and below the Median Bid to obtain a **Low Acceptable Bid** and a **High Acceptable Bid**. Bidders with an Average Bid that is higher than the High Acceptable Bid or lower than the Low Acceptable Bid shall not receive a Financial Score and shall be eliminated from further consideration.

Note that the Financial Evaluation Team may change the Percentage of Median Permitted to ensure that up to 60 Bids from the Bidder pool continue to Step 4.

Median Bid	\$68.61	+/- % of Median Permitted:	40*
Low Acceptable Bid:	\$41.17	High Acceptable Bid:	\$96.05
Bidder	Average Bid	Points (out of 70)	
Bidder 2	\$98.74	OUT - HIGH	
Bidder 5	\$40.06	OUT - LOW	

*For the purposes of this example only, the Percentage of Median Permitted is 40%.

4. Of the Bids that passed step three (3) above, each Market Basket Combination will be evaluated separately using the lowest Hourly Bill Rate to determine the number of points awarded. Each Market Basket Combination will be equally weighted and a corresponding **Points Value** will be assigned to each Market Basket Combination. The lowest Hourly Bill Rate for each Market Basket Combination will receive the maximum points for that combination, and all other Hourly Bill Rates will receive a proportionate number of points (Lowest Hourly Bill Rate / Bidder Hourly Bill Rate * Points Value = Points Awarded). All points awarded for each Market Basket Combination (rounded to two (2) decimal places) will be totaled to determine each Bidder's Financial Score. This method does not guarantee that any one (1) Bidder will receive a total of 70 points.

Market Basket Combination*	Bidder 1	Bidder 3	Bidder 4
5	\$54.25	\$40.60	\$52.98
19	\$55.40	\$58.90	\$55.00

*For the purposes of this example only, 20 Market Basket Combinations were used. Each Market Basket Combination was assigned a Points Value of 3.5 (due to equal weighting). Scores for Market Basket Combinations 5 and 19 are shown here.

Market Basket Combination 5

Bidder 1: $\$40.60 / \$54.25 \times 3.5 = 2.62$ points

Bidder 2: $\$40.60 / \$40.60 \times 3.5 = 3.5$ points

Bidder 3: $\$40.60 / \$52.98 \times 3.5 = 2.68$ points

Market Basket Combination 19

Bidder 1: $\$55.00 / \$55.40 \times 3.5 = 3.47$ points

Bidder 2: $\$55.00 / \$58.90 \times 3.5 = 3.27$ points

Bidder 3: $\$55.00 / \$55.00 \times 3.5 = 3.5$ points

5.5.5 Final Score

The Technical Score and the Financial Score will be added together to determine the Bidders Final Score. The thirty highest scoring Bidders will receive a Tentative Award.

5.6 Notification of Award

Tentative award of the Contract shall consist of written notice to that effect by OGS to a selected Bidder, who must execute a Contract upon a determination by OGS that the Bidder is responsive and responsible.

Non-awardees will also be notified that their Bid was not selected for award.

6 HBITS PROCESS REQUIREMENTS

The requirements for Awarded Contractors are summarized below. The procedures and methods used by Authorized Users, OGS, and Contractors to provide Authorized Users with a method for procuring Hourly Based Information Technology (IT) Services can be found in Attachment 10 – *HBITS Contract (How to Use)*.

6.1 HBITS Process Overview

A breakdown of responsibilities between the Authorized User, the OGS HBITS Team and the Contractors is shown in the table below. Based on the division of responsibility in the table, the process flow shows how Authorized Users will utilize this Contract and the OGS HBITS Team to obtain Hourly-Based IT Services from Active Contractors. Refer to Attachment 10 – *HBITS Contract (How to Use)* for further details regarding the HBITS process.

The table is being presented for illustrative purposes only, and is not comprehensive.

Authorized User	OGS HBITS Team	Active Contractors
Internal Agency approvals	Review and finalize initial request	Recruiting and maintaining adequate Subcontractor network, including SBE, MWBE and SDVOB companies

Required pre-approvals (OITS PTP, DOB B01184)	Initial screen of responses from Contractor pool	Candidate identification, initial screening, verification that a Candidate is not subject to a non-compete agreement and/or verification that a non-compete agreement would not be enforced, pre-interviews and submission
Set requirements and specifications for the Position	Forward qualified Contractor responses to Authorized User	Background checks, H-1B Visa sponsorship, Candidate training, foreign and domestic education vetting
Candidate scoring and interviews	Solicit, receive and track Contractor performance feedback from Authorized Users; Communicate feedback to Contractor pool; Facilitate potential Contractor meetings	Invoice OGS for Executive Agency Authorized Users. Invoice individual Agency for Non-Executive Agency Authorized Users.
Onboarding (Final hiring authority)	Ensure consistency in documentation	
Certification of Selected Candidate Time Sheets	Centralized Billing and Payment for Executive Agency Authorized Users Only	
Billing and Payment for Non-Executive Authorized Users Only		

When a need for an Hourly-Based IT position is identified, Authorized Users are required to obtain the necessary internal/control Agency approvals prior to initiating the HBITS Process.

Upon internal/control Agency approvals, the Authorized User completes a Task Order Request Form (Form 1) that will identify the Job Title, Mandatory Qualification, Requested Qualifications and other key information describing the Position. This form will be submitted to the OGS HBITS Team.

The OGS HBITS Team will assign a Task Order number, verify to ensure compliance with Contract terms and conditions and finalize the Form 1. Using the final Form 1, the OGS HBITS Team will create a sample Candidate Response Form (Form 2) to be used by the Active Contractors to submit Candidates for the position(s) identified on the Form 1. The Form 1 (Word and PDF Format) and the sample Form 2 will be distributed to all Active Contractors, including a deadline for submission of responses.

The Active Contractors shall submit their Form 2 responses to the OGS HBITS Team prior to the due date and time. Upon receipt of the responses submitted by the Active Contractors, the OGS HBITS Team will perform a preliminary review of each Form 2 to determine the qualified Candidates. Those Candidates that are determined to be qualified will be forwarded to the Authorized User, and the remainder of the Candidates will be released by the OGS HBITS Team.

Upon receipt of the qualified Candidates, the Authorized User will review and score each individual Candidate on an Authorized User Preliminary Technical Evaluation Form (3A) to determine who will be interviewed. The scoring results will then be summarized on a Preliminary Technical Evaluation Summary Sheet (3A Summary) and submitted to the OGS HBITS Team. Once the Authorized User determines the Candidates they wish to interview, they will conduct the interview, and score each Candidate on an HBITS Authorized User Evaluation Form (3B) to determine who will be selected. The scoring results will then be summarized on a Post Interview Summary Score Sheet (3B Summary).

Once a selection has been made, the Authorized User and the Active Contractor will finalize the onboarding of the Selected Candidate. Upon receipt of 3A and 3B documents, the OGS HBITS Team will release the Candidates not selected. Onboarding details must also be received from the Authorized User for the purposes of invoicing.

6.2 Position Requirements

6.2.1 Number of Positions

A maximum of five (5) Positions are allowed per Task Order Request.

6.2.2 Number of Responses

A maximum of two (2) responses may be submitted per Active Contractor, per Position requested.

6.2.3 Engagement Duration

Engagements under the HBITS Contract shall be a minimum of 2 months and a maximum of 30 months in length. There will be no optional extensions for individual Engagements. Engagements begin on the first working day of a successful placement (Onboarding Date) and end after the number of months of the Engagement as stated on the Form 1.

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6.2.4 Mandatory Qualification

6.2.4.1 Job Title

The Job Title and corresponding description represents the Mandatory Qualification for a Position and may not be changed or modified. The Job Titles and corresponding descriptions are listed in Attachment 9 – *Job Titles, Skill Levels, Regions*.

6.2.4.2 Skill Level

The Skill Level and corresponding number of months' required experience represents the minimum experience required to pass the Mandatory Qualification review. The Skill Levels are defined in Attachment 9 – *Job Titles, Skill Levels, Regions*.

6.2.5 Requested Qualifications

The Authorized User will define additional qualifications for the requested Position(s). The experience required shall be indicated in number of months.

6.2.6 Geographic Region

There are three (3) home base geographic regions defined. The geographic regions are defined in Attachment 9 – *Job Titles, Skill Levels, Regions*.

6.2.7 Hourly Bill Rates

Hourly Bill Rates are not negotiated at the time of placement. Rates are pre-determined based on the Contractor Response to Attachment 7 – *Financial Proposal*. Hourly Bill Rates established in the resulting Contracts will be a factor considered by the OGS HBITS Team when determining "qualified" Candidates for Authorized User consideration.

6.2.8 Hourly Wage Rates

Hourly Wage Rates are pre-determined based on the Contractor Response to Attachment 7 – *Financial Proposal*.

6.2.8.1 Hourly Wage Rate Deviation

To allow the selected Contractors to better manage both their cost and the quality of the Candidates that they can provide to the State, OGS will permit a Contractor to pay a Selected Candidate an Hourly Wage Rate Deviation of up

~~to 5% less than the Hourly Wage Rate bid in Attachment 7 – Financial Proposal. As a result of this permitted deviation, Contractors shall be required to pay the Selected Candidate no less than the Hourly Wage Rate bid minus the 5% Hourly Wage Rate Deviation permitted. Contractor may pay the Selected Candidate more than the Hourly Wage Rate bid in its discretion at any time during the Contract. Notwithstanding the above, all Hourly Bill Rates will remain fixed unless otherwise modified in accordance with the terms of the resulting Contract.~~

Deleted: a Hourly Wage Rate Deviation (no greater than 5%) to the Hourly Wage Rates proposed in Attachment 7 – Financial Proposal when submitting Candidates for consideration, provided that the Hourly Bill Rate remains unchanged.

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6.3 Posting Requirements

The OGS HBITS Team will distribute to all Active Contractors a finalized Form 1 (in Word and PDF Format), a sample Form 2 (in Word Format) for use in submitting a Candidate for the Position(s) and the due date and time for the responses. The information on the Form 2 is populated by the OGS HBITS Team using key information found on the Form 1. The Form 2 is provided for convenience only, and if there are any discrepancies between the Form 1 and the Form 2, the Form 1 is the prevailing information that must be used. Authorized Users will be notified by the OGS HBITS Team of the due date and time for submissions.

6.4 Candidate Submission Requirements

6.4.1 Form 2: Candidate Response Form

The Form 2 shall be used by Active Contractors to submit Candidates for requested Positions. In addition to the information from the Form 1, the information to be provided on this form by the Active Contractors includes, but may not be limited to the following:

- Contractor Name and contact information
- Identify if the Candidate is a US Citizen
 - If yes, provide full name as depicted on State Driver's License or Governmental Identification
 - If no, provide full name as depicted on VISA/Passport, including the VISA # and Type
- Pre-Interview Date
- Anticipated Candidate absences
- Proposed Candidate availability for interview dates
- Candidate Employment Status
- Identify any Subcontractor M/WBE, SBE and SDVOB Subcontractor participation
- Detailed Description of how the proposed Candidate meets the Mandatory Qualification, including name of employers, start and end dates of each employment, references and any additional applicable information.
- Detailed Description of how the proposed Candidate meets each of the Requested Qualifications, including name of employers, start and end dates of each employment, references and any additional applicable information.
- Verification that the Candidate meets the additional requirements stated on the Form 1.
- Verification that the Candidate is not subject to any non-compete agreements, or that the Contractor agrees that any non-compete agreements will not be enforced against the Candidate for purposes of this Contract.

6.4.2 Candidate Response Requirements

Active Contractors must validate all the following requirements at the time of submission of the Candidate to the Authorized User. The Active Contractor will be responsible for the truthfulness and accuracy of each proposed Candidate's work history, resume, technical skills, certifications, educational credentials, references and all other information presented to the OGS HBITS Team for review. Failure to present truthful and accurate responses may result in the rejection of the Candidate and/or in the completion of an Authorized User Issue Form, which will be factored in to the Annual Contractor Evaluation score as discussed in Section 6.11.

6.4.2.1 Eligibility to Work

Active Contractors must validate that the proposed Candidate is either a US citizen or a non-US citizen.

Where the Candidate is a US citizen, the Active Contractor must identify the proposed Candidate as such, and provide, at a minimum, the first and last name of the Candidate as it appears on his/her State Driver's License, Non-Driver Identification Card or other accepted forms of Government identification.

Where the Candidate is a non-US citizen, the Active Contractor must identify the proposed Candidate as such, and provide, at a minimum, the first and last name of the Candidate as it appears on his/her Visa and/or Passport. No other names or derivations may be used. The Active Contractor must also identify the Visa Number.

6.4.2.2 Pre-Interview

Active Contractors must interview each proposed Candidate and verify his/her qualifications prior to presenting a Candidate. This pre-interview must be held between the date the Task Order was posted to the Active Contractors and the due date for responses. Form 2s that do not include a verifiable date that falls between these dates will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

6.4.2.3 Non-Compete

Contractors must verify that the Candidate is either not subject to any non-compete agreement or that the Contractor agrees that any non-compete agreements will not be enforced against the Candidate for purposes of this Contract. Form 2's that are not answered affirmatively or are left blank will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

6.4.2.4 Candidate Employment Status

Active Contractors must identify if the proposed Candidate will be a Direct Employee of the Contractor, an Independent Contractor or a Subcontractor(s) Employee. If the Candidate is a Subcontractor(s) Employee, the Contractor must provide the following. If two (2) or more Subcontractors are involved, each Subcontractor must be listed.

- Subcontractor(s) Name
- Subcontractor(s) Address
- MWBE and/or SDVOB Designation
- SBE Designation
- Will the Subcontractor(s) be paying the Hourly Wage Rate to the Candidate?

The Employment Status must be identified. Form 2s that do not indicate the Candidate Employment Status and the Subcontractor information (if applicable) will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

6.4.2.5 Anticipated Absences

Active Contractors must identify any dates that the proposed Candidate will be unavailable during the duration of the Engagement, including absences relating to work Visas.

6.4.2.6 Contractor Certification

By submitting a Candidate, Active Contractors are certifying that they have verified the previous employment of the Candidate, and agreeing that the OGS HBITS Team may verify the provided information through randomly selected validation as further described in Section 6.8.2.

6.4.3 Candidate Submission

6.4.3.1 Due Date and Time

For a Candidate to be considered, Active Contractors must submit the Form 2 to the OGS Contractors Mailbox (ogs.sm.hbits@ogs.ny.gov) in a manner determined by the OGS HBITS Team. The OGS HBITS Team will accept the Form 2 by 5:00 PM EST on the tenth Business Day after the Form 1 is posted to the Contractors for response (exclusive of the day of transmission to the Contractors).

However, circumstances may arise in which an Authorized User has an urgent need for a Position(s). In this case, the Form 1 will indicate "Expedite", and Form 2 will be accepted by 5:00 PM EST on the fifth Business Day after the Form 1 is posted to the Contractors for response (exclusive of the day of transmission to the Contractors). This will occur in

limited circumstances and will be regulated by the OGS HBITS Team. The failure of an Authorized User to plan for expected gaps in HBITS services shall not be considered as an adequate justification to receive approval for the five (5) Business Day turnaround time.

The OGS HBITS Team will reject all Form 2s received after the due date and time. All rejected Form 2s will not be considered during the preliminary review. The OGS HBITS Team will notify the Active Contractor if their Form 2 is rejected.

Active Contractors may attach resumes, certifications, educational credentials, or other information when submitting the Form 2. If the Active Contractor did not attach such supplemental documents with their Form 2 and the Candidate is selected for an interview, upon request from the Authorized User, the Active Contractor must provide this information within two (2) Business Days.

6.4.3.2 Duplicate Submissions

In the event where two (2) or more Active Contractors submit the same Candidate for the same Position, the Candidate shall only be considered by the Active Contractor with the lowest Hourly Bill Rate for the Position. The Candidate will be released from consideration for the Active Contractors with the higher Hourly Bill Rate for the Position and those Active Contractors will be notified accordingly. Under no circumstance will those disqualified Active Contractors be permitted to resubmit a new Candidate.

The OGS HBITS Team reserves the right to reach out to the Active Contractor with the lowest Hourly Bill Rate for written proof that a Candidate gave the Active Contractor permission to submit their name for the Position. Failure to provide adequate proof of permission to submit may result in the release of the Candidate submitted by the Active Contractor with the lowest Hourly Bill Rate and consideration will be given to the Candidate submitted by the Active Contractor with the next lowest Hourly Bill Rate.

6.4.3.3 Additional Submission Requirements

Active Contractors shall not submit the same Candidate for another HBITS Position until such Candidate is released from consideration by the OGS HBITS Team. However, if after five (5) Business Days the Active Contractor has not been notified that the Candidate has been selected for an interview, the Candidate will be deemed released and the Active Contractor may resume submitting the Candidate for other HBITS Positions. Candidates who have been selected for an interview shall not be deemed released until a selection has been made. If an Active Contractor submits a Candidate who does not meet the conditions above, the Candidate will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

Active Contractors shall not submit a Candidate who is already placed on an existing Task Order with the same Job Title and Skill Level unless the current Engagement is set to expire within sixty (60) calendar days; or the Selected Candidate in the existing Position gives a minimum of thirty (30) calendar days' notice to the existing Authorized User. In the case of the latter, the onboarding date may not occur before the thirty (30) calendar days is up. However, an Active Contractor may submit a Candidate who is already placed on an existing Task Order if the Job Title and Skill Level of the new Position represent a higher Hourly Bill Rate than the existing Task Order. If an Active Contractor submits a Candidate who does not meet the conditions above, the Candidate will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

Active Contractors shall only submit the number of Candidates allowed as specified in the Form 1. If the number of submissions exceeds the allowable amount, the additional Candidates will be rejected and not considered during the preliminary review performed by the OGS HBITS Team. The Active Contractor will be notified accordingly.

6.5 Preliminary Candidate Review

Once the Candidate responses have been received, the OGS HBITS Team will perform a preliminary review to determine the Candidates who are deemed qualified. The OGS HBITS Team must make this determination and forward the qualified Candidates to the Authorized User within three (3) Business Days.

Each criterion is described below:

| REVISED JULY 2018

6.5.1 Mandatory Qualification

Active Contractors shall provide a detailed description of how the proposed Candidate meets the Mandatory Qualification and how the proposed Candidate gained the experience. This description cannot include a cut and paste of the defined Mandatory Qualification, but should be very specific. This shall include the name(s) of the employer(s), start and end dates of each employment, and any other applicable information. Start and end dates must include, at minimum, the month and year(s) of employment. Candidates who do not meet the minimum number of months' required experience defined by the Skill Level, or who do not adequately describe how the Mandatory Qualification is met during the preliminary review by the OGS HBITS Team will be released from further consideration and the Contractor notified accordingly.

6.5.2 Requested Qualifications

Active Contractors shall provide a detailed description of how the proposed Candidate meets each Requested Qualification and how the proposed Candidate gained the experience. This description cannot include a cut and paste of the defined Requested Qualifications, but should be very specific. This shall include the name(s) of the employer(s), start and end dates of each employment, and any other applicable information. Start and end dates must include, at minimum, the month and year(s) of employment. Candidates who do not meet the minimum number of months' required experience defined in the Requested Qualification, or who do not adequately describe how the Requested Qualification is met for at least 60% of the total 80 points available during the preliminary review by the OGS HBITS Team will be released from further consideration and the Contractor Notified accordingly.

6.5.3 Cost Methodology

The application of the Cost Methodology will be based upon the Hourly Bill Rate of the Position and the number of Positions sought. Once the OGS HBITS Team determines the number of Candidates who pass the Cost Methodology, additional Candidates may also pass due to a 5% cost differential. The 5% differential will be applied to the highest Hourly Bill Rate passed through to determine the Hourly Bill Rate threshold. All Candidates with an Hourly Bill Rate less than or equal to the threshold will also pass the Cost Methodology.

Candidates who do not pass the application of the Cost Methodology will be released from further consideration and the Contractor notified accordingly. Additional information regarding the application of the Cost Methodology can be found in Attachment 10 – *HBITS Contracts (How to Use)*.

6.5.4 Qualified Candidates

Candidates who meet all the preliminary Candidate review requirements will be considered qualified and forwarded to the Authorized Users for consideration. The OGS HBITS Team will notify the Contractors of their Candidates' status.

6.6 Candidate Selection

6.6.1 Technical Evaluation

Upon receipt of the qualified Candidates from the OGS HBITS Team, the Authorized User will evaluate each Candidate response to determine which Candidates will be interviewed. Only the Form 2s may be used during the technical review. The Authorized Users shall make this determination within five (5) Business Days, and provide the status (interview requested or to be released) to the OGS HBITS Team. The OGS HBITS Team will then notify the Active Contractors of their Candidates' status. If the Contractor has not been notified within five (5) Business Days of their Candidates' status, the Candidates will be deemed released.

The Authorized User reserves the right to reject all the qualified Candidates provided. The Authorized User will notify the OGS HBITS Team if they wish to cancel, and the OGS HBITS Team will notify the Active Contractors that their Candidate has been released from further consideration by the Authorized User due to cancellation.

6.6.2 Interview Evaluation

The Authorized User shall conduct Candidate interviews to determine the Candidate qualifications. The Authorized User shall work directly with the Active Contractor to schedule and confirm Candidate interviews. The Authorized User reserves the right to conduct in-person interviews. The Authorized Users shall make every effort to conduct the interviews and make their selection within five (5) days of notifying the OGS HBITS Team of the Candidates who were to be interviewed. However, until the Authorized User selects a Candidate and notifies the OGS HBITS Team, no Candidates will be considered released. Upon notification from the Authorized User, the OGS HBITS Team will notify the Active Contractors that their Candidate has been released from further consideration by the Authorized User.

The Authorized User reserves the right to reject all the Candidates who were interviewed. The Authorized user will notify the OGS HBITS Team if they wish to cancel, and the OGS HBITS Team will notify the Active Contractors that their Candidate has been released from further consideration by the Authorized User due to cancellation.

6.6.3 Candidate Selection

The proposed selected Candidate must be able to report to the Engagement within ten (10) Business Days from notice of placement, unless otherwise approved by the Authorized User. The Authorized User (not the OGS HBITS Team) has the final hiring authority of all Candidate placement requests. The Authorized User shall work directly with the Active Contractor to finalize all Candidate onboarding information. The Authorized User shall notify the OGS HBITS Team of the onboarding details for their records.

In the event of a successful placement of a Selected Candidate by an Active Contractor, the Authorized User shall not renegotiate the terms and conditions of the Contract resulting from this RFP with the Active Contractor or the Candidate.

6.7 Candidate Placement Requirements

Prior to Candidate placement with an Authorized User, the Active Contractor must comply with a series of requirements for each proposed Candidate. The Active Contractor's agreement to comply with the provisions of this section is a material representation of fact upon which reliance was placed when the OGS HBITS Team pre-screened the Candidates and when the Authorized User determined to enter into an Engagement with the Active Contractor. Active Contractors acknowledge responsibility for ensuring that these provisions are fully complied with by all Subcontractors. The Active Contractor must provide this information in a form and manner requested by OGS.

6.7.1 Eligibility to Work

Active Contractors must ensure that all Candidates are legally authorized to work in the United States per Section 6.4.2.1 above.

6.7.2 Background Check

Active Contractors must perform an industry standard criminal history background check and all sound screening practices must be done prior to a Candidate's official start date. The Authorized User reserves the right to view the contents of a background check prior to approving the Candidate.

If Active Contractors are unable to determine a Candidate's fitness due to the results of a criminal history/security background check, Active Contractors must forward a description of the results to the Authorized User for review and determination. Such review and determination by the Authorized User must be conducted in accordance with Correction Law Article 23-A. In conducting a criminal history/security background check, the Active Contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings. If it is later determined that the Active Contractor knowingly rendered a false positive determination of a Candidate's fitness, failed to conduct a criminal history/security background check, or failed to reasonably interpret the results in confirming a Candidate's fitness to perform duties under the terms of the resulting Contract, in addition to any other remedies available to the OGS HBITS Team and the Authorized User, the Authorized User may terminate the Candidate placement for cause.

6.7.3 Education Credential Validation

REVISED JULY 2018

An Authorized User may require an associate's degree, bachelor's degree, or a higher level of degree as a requirement of the placement. For those Candidates who obtain an educational credential from a foreign institution, defined as institutions residing outside the United States, the credential must be verified by a company approved by the New York State Department of Civil Service (<https://www.cs.ny.gov/jobseeker/degrees.cfm>).

6.7.4 Availability for Interview

The Authorized User will provide timeframes to the Active Contractor for Candidate interviews. Active Contractors must make all reasonable efforts to accommodate the interview schedule of the Authorized User.

The Authorized User reserves the right to conduct an interview in person, via the Active Contractor's Webcasting technology or other method of interview at their discretion at no cost to the State.

6.8 Requirements During the Engagement

6.8.1 Hourly Bill Rate

The rates in effect at the time a Form 1 is posted to the Contractors for response shall not be changed and shall remain in effect for the entire duration of the Engagement.

6.8.2 Payment to Selected Candidates

Contractor must pay the Hourly Wage Rate, within the Hourly Wage Rate Deviation, to each of its Selected Candidates. This may be verified by the OGS HBITS Team through randomly selected validation with Selected Candidates and Subcontractors. The OGS HBITS Team reserves the right to undertake additional steps as it deems necessary to enforce this requirement. For any instances in which it discovers that Selected Candidates are not being compensated at the Hourly Wage Rate within the Hourly Wage Rate Deviation, the OGS HBITS Team will complete an Authorized User Issue Form (Form 6), which will be factored in to the Annual Contractor Evaluation score as discussed in Section 6.11.

Contractor must pay Selected Candidates no later than fifteen (15) Business Days after receiving payment from the Office of General Services for Executive Agencies and the Authorized User for Non-Executive Agencies. This may be verified by the OGS HBITS Team through randomly selected validation with Selected Candidates and Subcontractors. The OGS HBITS Team reserves the right to undertake additional steps as it deems necessary to enforce this requirement. For any instances in which it discovers that Selected Candidates are not being paid within this timeframe, the OGS HBITS Team will complete an Authorized User Issue Form (Form 6), which will be factored in to the Annual Contractor Evaluation score as discussed in Section 6.11.

6.8.3 Change in Selected Candidate's Eligibility to Work

Contractor must ensure that all Selected Candidates are legally authorized to work in the United States throughout the term of the Engagement. If a Contractor fails to properly identify a Selected Candidate's employment status, the Authorized User may terminate the Selected Candidate's placement for cause.

6.8.4 Change in Selected Candidate's Fitness to Perform

Contractor must provide immediate written notice to the Authorized User if at any time during the Engagement, the Active Contractor learns that its determination of a Selected Candidate's fitness to perform the duties under the terms of the resulting Contract was erroneous or has changed by reason of changed circumstances.

6.8.5 Selected Candidate's Education Credentials

Contractor must retain a Selected Candidate's proof of degree equivalency for the term of the Engagement.

6.8.6 Requirements for Federally Funded Placements

As a condition of placements made with Authorized Users using Federal funds, a Contractor must agree to all terms and conditions contained in this section. Authorized Users must be obligated to identify its use of Federal funds in the Requisition Form.

Upon request by the Authorized User, the Contractor agrees to provide a written document stating compliance with Federal Executive Order 11246, the Copeland "Anti-Kickback Act" (18 USC 874), Section 508 of the Federal Clean Air Act, Section 306 of the Federal Clean Water Act. This document must also certify that neither the Contractor nor its principals are debarred or suspended from Federal financial assistance programs and activities and to complete and return in pursuit of such certification any appropriate form required by the Authorized User (see Federal Executive Order 12549 and 7 CFR Part 3017).

The Contractor agrees to comply with the provisions of Section 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub.L.100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.). By accepting this Engagement, the Contractor certifies that it will provide a Drug Free Workplace by implementing the provisions at 29 CFR 94, pertaining to the Drug Free Workplace. In accordance with these provisions, a list of places where performance of work is done in connection with this specific Engagement will take place must be maintained at your office and available for Federal inspection.

Section 1352 of Title 31 of the U.S. Code requires that funds appropriated to a Federal agency be subject to a requirement that any Federal Contractor or grantee (such as the State) must be required to certify that no Federal funds will be used to lobby or influence a Federal officer or a Member of Congress. The State's certification in general provides that the language of this certification must be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and Contracts under grants, loans and cooperative agreements) and that all sub-clients must certify and disclose accordingly. The certification also requires the completion of Federal lobbying reports and the imposition of a civil penalty of \$10,000 to \$100,000 for failing to make a required report. The Contractor understands and agrees to the Federal requirements for certification and disclosure. Upon request by the Authorized User, the Contractor agrees to provide such certification.

The Contractor, its officers, agents and employees and Subcontractors, must treat all information, with particular emphasis on information relating to Public Assistance or Medical Assistance clients and providers of services or benefits, which is obtained by it through its performance under this Contract, as confidential information to the extent required by the laws of the State and of the United States and any regulations promulgated there under.

Rights to Information

The Contractor agrees that the Federal granting agency must be granted a royalty-free, non-exclusive and irrevocable license to produce, publish or otherwise use such documents and software and to authorize others to do so for government purposes to the extent that the services which resulted in the production of such documents and software are Federally funded. The grant excludes the proprietary products, Documentation, materials and information (and derivative works thereto) of Contractor or any Subcontractors.

Except for personal information relating to clients and providers which must be kept confidential pursuant to requirements of State or Federal laws, and information relating to the business and finances of the State or the Contractor, confidential information disclosed by one (1) party to the other continues to be subject to this Contract for five (5) years following termination of this Contract. No obligation of confidentiality applies to:

1. Information the Contractor already possesses without an obligation of confidentiality.
2. Information the Contractor develops independently from publicly available data.
3. Information the Contractor receives without obligation of confidentiality from a third party.
4. Information that is, or becomes, publicly available without breach of this Agreement.

The Contractor agrees that the United States Government must be deemed an entity authorized to conduct an examination in accordance with the provisions set forth in Appendix A - *Standard Clauses for New York State Contracts (January 2014)*, *Clause 10 Records*.

The responsible Federal governmental agency authorized by law, reserve the right to inspect, review, investigate or audit all parts of any services provided herein by the Contractor's or any Subcontractors' facilities engaged by the prime Contractor in performing services in this Contract. In such capacity, the Authorized User or its representative(s) must have

access to facilities, records, reports, personnel and other appropriate aspects of services furnished by the Contractor, in accordance with the requirements of the State Public Officers Law except for proprietary information for which the disclosure of which would cause substantial injury to the competitive position of the Contractor's enterprise.

To the extent permitted by law, the Contractor must promptly notify the Authorized User of any request by anyone for access to any records maintained pursuant to this Contract. Access by Federal or State bank regulatory agents, or Contractors regular outside auditors to Contractor's financial records, pursuant to regularly scheduled or routine audits or inspection of Contractor, must not require notification to the Authorized User provided that rights of confidentiality or proprietary interests are preserved.

Should the State determine that Federal funds are unavailable, the Authorized User may terminate all or any part of the Engagement immediately upon notice to the Contractor. Such notification will be in written format. The Authorized User must be obligated to pay the Contractor only for the expenditures made and obligations incurred by the Contractor until such time as the Contractor receives notice of termination in writing from the Authorized User.

Nothing in this Contract must be interpreted to limit such rights as the Authorized User and the Federal Government must reserve to conform to all applicable Federal regulations, including 45 CFR Part 74, 45 CFR 95.617, 7 CFR Part 277 and 7 CFR Part 3016, and such rights are hereby reserved.

The Contractor must comply with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The Contractor and its Selected Candidates must comply with the Authorized User's policies regarding compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

6.8.6.1 Department of Labor Specific Terms & Conditions

The New York State Department of Labor has certain stipulations for federally funded Contracts that must be made pursuant to regulations and laws imposed by the United States Department of Labor. As a condition of placements made at the Department of Labor, a Contractor must agree to all terms and conditions contained in this section.

If the funding for the Engagements undertaken by the New York State Department of Labor pursuant to the HBITS Contracts is provided by the United States Department of Labor, the following certifications are required:

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION- LOWER TIER COVERED TRANSACTIONS

1. The Contractor certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the Contractor is unable to certify to any of the statement in this certification, such prospective participant must attach an explanation to this proposal.
3. The Contractor must pass the requirements of A.1. and A.2., above, to each person or entity with whom the Bidder enters into a subcontract at the next lower tier.

NONDISCRIMINATION & EQUAL OPPORTUNITY ASSURANCE

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the Contractor assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

1. Section 188 of the Workforce Investment Act of 1998 (WIA) which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age disability, political affiliation, or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I - financially assisted program or activity;

2. Title VI of the Civil Rights Act of 1964, as amended which prohibits discrimination on the basis of race, color, and national origin;
3. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; and
4. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age. The Contractor also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the Contractor's operation of the WIA Title I - financially assisted program or activity, and to all agreements the Contractor makes to carry out the WIA Title I-financially assisted program or activity.

6.9 Selected Candidate Replacements/Cancellations

Circumstances may arise that necessitate Selected Candidates to be substituted during the Engagement. Replacement of Selected Candidates will not be grounds for an increase in the Hourly Wage Rate or Markup, or an extension of the time for completion of the Engagement.

When providing a replacement Candidate, Contractor must respond in the format of the original Form 2 Candidate Submission Requirements (Section 6.4). Any replacement Candidate must meet the Mandatory Qualification and meet at least 60% of the Requested Qualifications. Replacement Candidates are subject to all Candidate Placement Requirements (Section 6.7).

The Contractor expressly acknowledges that if the Contractor or the Selected Candidate does not fulfill the obligations of the Contract, costs to the Authorized User to replace the Selected Candidate's services will result, and establishing the precise value of such costs would be difficult and time consuming. Therefore, the Authorized User has the right to request up to two (2) working weeks (80 hours) of work from the replacement Selected Candidate at no cost to the Authorized User during a transition/ramp-up period. The Authorized User may waive this right in whole or in part if it is determined that the need to replace the Selected Candidate was beyond the Control of the Contractor.

Contractors are reminded that an Authorized User reserves the right to cancel a Task Order for convenience upon at least thirty (30) calendar days' written notice to Contractor without penalty or other early termination charge. However, Authorized User has the right to terminate the Task Order for cause or stop work immediately for unsatisfactory work without such notice. If the Task Order is cancelled pursuant to this section, the Authorized User shall remain liable for all accrued but unpaid charges incurred through the date of cancellation.

6.9.1 Rapid Replacement (Under 1 Month)

In the event it becomes necessary for a Contractor to replace a Selected Candidate prior to the completion of one-month (160 hours) of work on a particular Engagement, the Contractor must provide the Authorized User with five (5) Business Days prior written notification describing the circumstances of the need for replacement. The Contractor must identify a comparable replacement Candidate for the Authorized User within ten (10) Business Days. The Authorized User reserves the right to do one (1) of the following:

- Allow the originally selected Contractor to provide a replacement Candidate if the replacement is necessitated by Selected Candidate termination (by the Contractor), sickness, or other similar material change in the employment circumstance of the Selected Candidate. Contractor acknowledges that the failure to provide a Selected Candidate for the duration of the Engagement constitutes a breach of Contract and that the Authorized User has the right to request up to two (2) working weeks (80 hours) of work from the replacement Selected Candidate, at no cost to the Authorized User, during a transition/ramp-up period. The Authorized User may waive this right in whole or in part if it is determined that the need to replace the Selected Candidate was beyond the control of the Contractor.
- Award the Engagement to the next highest scoring Candidate (if available) based on the initial group of Form 2 submissions.
- Terminate the Engagement with the Contractor.

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6.9.2 Steady State Replacement (1 Month and Over)

REVISED JULY 2018

In the event it becomes necessary for a Contractor to replace a Selected Candidate during the term of the Engagement after one-month (160 hours) of work, due to Selected Candidate termination, sickness, or other similar material change in the employment circumstance of the Selected Candidate, the Contractor must provide the Authorized User with twenty (20) Business Days' prior written notification describing the circumstances of the need for replacement. The Contractor must also identify a comparable replacement Candidate for the Authorized User within ten (10) Business Days. The Authorized User has the right to request up to two (2) working weeks (80 hours) of work from the replacement Selected Candidate, at no cost to the Authorized User, during a transition/ramp-up period. The Authorized User may waive this right in whole or in part if it is determined that the need to replace the Selected Candidate was beyond the control of the Contractor.

The Authorized User reserves the right to terminate the Engagement with the Contractor and not seek a replacement Selected Candidate.

6.10 Additional Contractor Requirements

Contractors will have frequent interaction with both Authorized Users and the OGS HBITS Team, who will administer the resulting Contract. This Section outlines the key responsibilities and requirements that the Contractor must fulfill during the length of the Contract.

6.10.1 Administration

Contractor shall provide up to date contact information throughout the term of the Contract and must electronically notify the OGS HBITS Team as changes are necessitated. Upon notification, the OGS HBITS Team will update and post to the OGS Website.

6.10.2 Administrative Fee

Contractor shall pay an Administrative Fee to the State in the amount of 0.75% for all sales under this Contract for Hourly-Based IT Services. This includes sales to both Executive and Non-Executive Authorized Users. Costs associated with travel or any other authorized expenses that are billed to the State are excluded from the Administrative Fee. These payments will be in accordance with the following schedule:

Payment Number	Billing Period for Each Calendar Year	Administrative Fee Due Date
1	January 1 to March 31	May 15 th
2	April 1 to June 30	August 15 th
3	July 1 to September 30	November 15 th
4	October 1 to December 31	February 15 th

Failure to remit payment in accordance with the above listed schedule shall affect the Contractor's Annual Evaluation score. Repeated failure to remit the Administrative Fee may result in OGS terminating the Contract for cause. OGS shall communicate details of remittance payments upon award of Contracts, including form of acceptable payment and to where the payments must be remitted.

The State reserves the right to verify fee payments and to take any action(s) necessary to enforce its rights under the Contract and the requirements of this Solicitation including, but not limited to the right to stop payments until such fees are received, the review of Contractor's financial records pertaining to sales under their Contract and/or this Solicitation or to suspend further sales under the Contract.

6.10.3 Monthly Sales Report

Contractor shall submit a Sales Report each month, that includes sales to **both Executive and** Non-Executive Authorized Users Only. This Report is due to the OGS HBITS Team no later than the 15th of the month following the month being reported. This Report must be submitted electronically using Attachment 11 – *HBITS Contract (Forms)*.

This report contains the minimum information required. Additional related sales information, such as detailed user purchases may be required by OGS and must be supplied upon request. Failure to submit reports on a timely basis may result in Contract cancellation and designation of Contractor as non-responsible.

6.10.4 Quarterly Sales Report

The Contractor shall submit a Sales Report each quarter that includes sales to both Executive and Non-Executive Authorized Users. This Report is due to the OGS HBITS Team in accordance with the following schedule, and must be submitted electronically using Attachment 11 – *HBITS Contract (Forms)*.

Billing Period	Due Date
January 1 – March 31	May 15
April 1 – June 30	August 15
July 1 – September 30	November 15
October 1 – December 31	February 15

For any sales involving a Subcontractor, the Contractor shall both identify and verify if the Subcontractor is an MBE, WBE, MWBE, SDVOB or if the Subcontractor meets the definition of a NYS SBE.

This report contains the minimum information required. Additional related sales information, such as detailed user purchases may be required by OGS and must be supplied upon request. Failure to submit reports on a timely basis may result in Contract cancellation and designation of Contractor as non-responsible.

6.10.5 Meetings with the OGS HBITS Team

The OGS HBITS Team reserves the right, at its discretion, to hold meetings in Albany, New York with an individual Contractor, or all Contractors. These meetings may be used to discuss procedural changes, performance issues, Annual Evaluation results and/or any other reason deemed necessary by the OGS HBITS Team. At minimum, the designated Contract Administrator must be in attendance, or an alternate attendee as agreed upon by the OGS HBITS Team. The format of such meetings will be determined by the OGS HBITS Team and communicated to Contractors prior to the meeting.

6.10.6 Valid Candidate Submissions

It is expected that Contractors provide valid responses to at least 60% of the posted Task Order Requests during each Contract year. A submission that is considered valid is defined as a response that has not been rejected for any reason, passes the Mandatory Qualification and passes at least 60% of the Requested Qualifications during the preliminary review by the OGS HBITS Team.

6.10.7 Authorized User Feedback

Authorized Users will submit feedback to the OGS HBITS Team throughout the term of the Contract. This feedback will be used as part of the Annual Contractor Evaluation as discussed in Section 6.11 – *Annual Contractor Evaluation*.

6.10.7.1 Authorized User Issue Form

Either an Authorized User, or the OGS HBITS Team may complete and submit an Authorized User Issue Form (Form 6) to address Contractual issues with Contractor including, but not limited to the following issues:

6.10.7.1.1 Proposed Candidate Quality

Contractor shall submit quality Candidates in accordance with the HBITS Process Requirements described in this section. If an Authorized User discovers during the interview process that the Candidate qualifications stated on the Form 2 do not match the qualifications described during the interview, the Authorized User may report this issue.

6.10.7.1.2 Contractor Responsiveness

Contractor shall be responsive to Authorized Users and the OGS HBITS Team and shall address Authorized User and OGS HBITS Team's concerns within two (2) Business Days or as otherwise specified. The OGS HBITS Team reserves the right to temporarily suspend an Active Contractor from receiving new Form 1s until such time as the concern has been addressed.

6.10.7.1.3 Candidate Availability

Contractor shall immediately notify the Authorized User if the availability of a proposed Candidate changes during the Form 2 review and interview process. The Contractor must also ensure that prospective Candidates are available for interview on the agreed upon times.

6.10.7.2 Selected Candidate Evaluation

A Selected Candidate Evaluation Form (Form 4) may be completed by an Authorized User for any Selected Candidate vacating a Position (expired, cancelled, replaced, etc.) and submitted to the OGS HBITS Team.

6.10.8 Contractor Performance Criteria

Contractor must maintain an adequate organizational structure and resources sufficient to discharge its contractual responsibilities, including time sheets, billing and personnel issues. Contractor must continue to be able to conduct business in New York State, pay taxes and be financially sound to fulfill obligations of this Contract.

6.10.9 Terms and Conditions for Travel, Meals and Lodging

Selected Candidates will not be separately reimbursed for expenses incurred for travel to and from a designated work location (commuting expenses).

During an Engagement, the Selected Candidate may be required to perform services at a location other than the assignment's designated work location (e.g., the designated work location is the Authorized User's main offices in the Corning Tower on the Empire State Plaza, however, the Selected Candidate is required to attend a meeting in New York City). In such cases, with the prior written approval of the Authorized User, the Contractor shall be reimbursed for mileage, lodging and meals to the extent authorized by the NYS Office of the State Comptroller (OSC) as further set forth at: <http://www.osc.state.ny.us/agencies/travel/reimbrate.htm>.

Unless otherwise specified in writing by the Authorized User, a vehicle will not be provided by Authorized User or the State to the Selected Candidate for travel. Therefore, the Contractor will be responsible for ensuring that the Selected Candidate has access to an appropriate vehicle (e.g., personal vehicle or rental vehicle) or common carrier with which to carry out any necessary travel. For the Contractor to obtain reimbursement for the use of a rental vehicle, such use must be justified as the most cost-effective mode of transportation under the circumstances (including consideration of the most effective use of Selected Candidate time). The Contractor must provide evidence of three (3) written or telephone price quotes, and the paid invoice must detail the type of vehicle rented, miles traveled, license plate number, and time of pickup and return.

The Contractor is responsible for keeping adequate records to substantiate any claims for reimbursement, by personnel for travel in performance of the services.

The Authorized User must have prior approval of any travel that occurs during a Selected Candidate Engagement.

6.10.10 Ownership of Work Product

Contractor agrees that its Selected Candidates are engaged to perform services and that the Authorized User must have full and complete ownership of all deliverables prepared by such Selected Candidate. At the end of the Engagement, Contractor agrees that the Selected Candidate must provide all deliverables and materials to the Authorized User. Authorized Users may specify the manner and method by which the Candidate must participate in knowledge transfer at the time of the placement or at any time during the Selected Candidate Engagement.

6.11 Annual Contractor Evaluation

Per the schedule below, Contractors will be evaluated annually by the OGS HBITS Team using Attachment 11 – *HBITS Contract (Forms)* on the performance of their contractual duties. By doing so, the State seeks continued performance and quality Candidates from its Contractors for the duration of this Contract. The Contractors will be evaluated for responsiveness, successful onboarding, compliance and general quality. Once a determination has been made, the results will be posted to the OGS HBITS website.

Start of Evaluation Period	End of Evaluation Period	Evaluation and Determination of Active/Waitlisted Contractors
Contract Start Date	End of Contract Month 11	No later than end of Contract Month 12
Contract Month 12	End of Contract Month 23	No later than end of Contract Month 24
Contract Month 24	End of Contract Month 35	No later than end of Contract Month 36
Contract Month 36	End of Contract Month 47	No later than end of Contract Month 48
Contract Month 48	End of Contract Month 59	No later than end of Contract Month 60

6.11.1 Evaluation Criteria

The criteria listed below is not in any particular order. All Contractors will be evaluated in the same manner.

1. Responsiveness: Contractor will receive points based upon the percentage of valid Candidate submissions received in response to the total number of posted Task Order Requests. Per Section 6.10.6 Contractors are expected to provide valid responses to at least 60% of the posted Task Order Requests during each Contract year. Contractor will receive points for meeting at least 60% of valid Candidate submissions. Contractor will receive additional points for meeting or exceeding 70% of valid Candidate submissions.
2. Onboarding: Contractors will receive cumulative points for the number of successful Candidate placements during each Contract year.
3. Compliance: Contractor will receive points if all the required insurance documents per Attachment 8 – *Insurance Requirements* are on file and current as of the last date of the evaluation period.
4. Compliance: Contractor will receive points for the timely submission of the following:
 - a. Quarterly Administrative Fee – Points will only be given if all quarterly fees are received/paid on time per Section 6.10.2.
 - b. Form SDVOB 101 – Points will be given only if all monthly report submissions are received on time per Section 7.12.
 - c. MWBE Contractor Compliance via NYSCS and/or Form MWBE 102 – Points will be given only if all monthly entries and/or report submissions are received on time per Section 7.11.
 - d. Monthly Sales Report – Points will be given only if all monthly report submissions are received on time per Section 6.10.3.
 - e. Annual Form B – Points will be given only if this report is submitted on time per Section 7.10.

- f. Quarterly Sales Report – Points will be given if all quarterly report submissions are received on time per Section 6.10.4.
- g. Invoices – Points will be given if all monthly invoice submissions are received on time per Section 7.6.1.
- 5. Compliance: Contractor will receive points if it is determined by the OGS HBITS Team that the Contractor has engaged in good faith efforts to meet the SDVOB participation goal of 6% per Section 7.12.
- 6. Compliance: Contractor will receive points if it is determined by the OGS MWBE Office that the Contractor has engaged in good faith efforts to meet the MWBE participation goals of 15% for MBE and 15% for WBE per Section 7.11.
- 7. Compliance: Points will be given only if Vendor Responsibility Questionnaire was completed timely (less than five (5) months from the last day of the evaluation period) AND Contractor was found to be responsible per Section 2.2.10.
- 8. General Quality: Points will be given based upon the number of Form 6s received per Section 6.10.7.1.
- 9. General Quality: Points will be given based upon the average score of Form 4s received per Section 6.10.7.2.

6.11.2 Active vs. Waitlisted Contractors

The OGS HBITS Team will maintain a listing of the Active and Waitlisted Contractors throughout the term of the Contract. There will be thirty (30) Active Contractors for year one (1) of the Contract. For all other Contract years, including any renewal year, the number of Active Contractors will be determined based upon the score received on their Annual Evaluation.

6.11.2.1 Determination

All Contractors will be evaluated on their performance as stated in Section 6.11 at the end of each Contract year. As a result of this Annual Evaluation, starting in year two (2), all Contractors who receive a score of 65 or higher will remain Active for the upcoming year; and all Contractors who receive a score of less than 65 will be waitlisted for the upcoming year. All Waitlisted Contractors will automatically become Active Contractors in the year following the Contract Year in which they were Waitlisted. However, Contractors who are waitlisted will be given a one-time opportunity per Contractor (for the entire term of the Contract) to improve their performance, and will be re-evaluated in 6 months. This re-evaluation will be based solely upon the criteria in Part II of the Annual Evaluation, and the Contractor must attain a score of 46 or higher to return to Active Status for the remaining five (5) months of the Contract year. If the Contractor receives a score of less than 46, they will remain waitlisted for the remaining five (5) months of the Contract year.

6.11.2.2 Active Contractor

An Active Contractor is defined as eligible to receive all new Form 1s posted by the OGS HBITS Team for a particular Contract year.

An Active Contractor shall not seek the assistance of or subcontract with any Waitlisted Contractors.

To remain an Active Contractor, a Contractor's Annual Evaluation score must be 65 or higher.

6.11.2.3 Waitlisted Contractor

A Waitlisted Contractor is defined as not eligible to receive any new Form 1s posted by the OGS HBITS Team for a particular Contract year. Responses to a Form 1 from an Active Contractor who was moved to the Waitlist are, however, eligible to be awarded for a Form 1 that was posted prior to the date the Active Contractor was moved to the Waitlist. Any existing Engagements with an Active Contractor that is moved to the Waitlist will survive the Waitlist period, unless otherwise terminated by the Authorized User.

A Waitlisted Contractor shall not assist or subcontract with any Active HBITS Contractors while they are on the Waitlist.

6.12 Additional Requirements from Authorized Users

An Authorized User may have distinct requirements that must be met by all individuals employed by or working at the Authorized User. The Candidates will be expected to comply with these requirements as a condition of the placement.

REVISED JULY 2018

An Authorized User may, at its discretion, request additional background checks to be conducted by the Contractor, at the expense of the Authorized User, including, but not limited to fingerprinting and/or the signing of a confidentiality statement and/or non-disclosure agreement. The Authorized User retains the responsibility to conduct any fingerprint-based background check within its legal authority.

An Authorized User may also conduct its own background check at the expense of the Authorized User.

An Authorized User may require Candidates to provide photo identification, such as a New York State Driver's License, Non-Drivers Identification Card, Passport, etc. in order to receive a State or other applicable Identification Card used for entrance into the Authorized Users building and/or facilities.

An Authorized User may require its Candidates to attend training both for professional development and as required by New York State law or in accordance with the policy and procedures of the Authorized User. If attendance at a mandatory training required by an Authorized User will incur a cost, the Authorized User is responsible for payment. Authorized User shall also be billed by the Contractor for the time the Candidate spends at such training. Note: Authorized User mandated training is intended to augment a Candidates' skills in order to better perform on a current engagement. It is not intended to provide Candidates with the skills originally specified by the Authorized User in the Form 1.

An Authorized User reserves the right to reduce the hours upon at least 15 calendar days written notice to Contractor.

7 TERMS AND CONDITIONS

7.1 Contract Term and Extensions

1. Base Term. The Contract shall be in effect for a term of five (5) years. The Contract term shall commence after all necessary approvals and shall become effective upon mailing or electronic communication of the final executed documents to the Contractor (see Appendix B – *General Specifications (April 2016)*, *Clause 22 Contract Creation/Execution*). The Contract is expected to begin on or about November 1, 2018 and run until October 31, 2023. All Contracts resulting from this Solicitation regardless of start date shall have a co-terminus end date, including any subsequent extensions.
2. Extensions. At the State's option, a Contract may be extended with mutual consent of the parties for up to one (1) year. Whether the optional one (1) year extension is exercised is at the sole discretion of the State. A Contractor reserves the right to decline a Contract extension offered under this section. Any Contract extension will be under the same terms and conditions, subject to any additional applicable statutory and policy requirements. Any extensions provided under this section shall apply in addition to any rights set forth in Appendix B – *General Specifications (April 2016)*, *Clause 23 Contract Term – Extension*.
3. City of New York only. The Contract term provided for in this section shall extend 6 months beyond its termination date only for Authorized Users whose contracts must be registered with the Office of the New York City Comptroller. During the 6-month period the definition of Authorized User shall be deemed to refer only to Authorized Users whose contracts must be registered with the Office of the New York City Comptroller. This extension is in addition to any other extensions available under the Contract. The extension provided for in this paragraph shall be upon the then-existing terms and conditions; provided, however, during such extension an Authorized User, as defined in this paragraph, may agree to amend such terms and conditions solely to comply with changes in statutory requirements (e.g. changes in minimum, prevailing or living wages, or regulated services).

7.2 Short Term Extension

This section shall apply in addition to any rights set forth in Appendix B – *General Specifications (April 2016)*, *Clause 23 Contract Term – Extension*. In the event a replacement Contract has not been issued, any Contract let and awarded hereunder by the State may be extended unilaterally by the State for an additional period of up to three (3) months upon notice to the Contractor with the same terms and conditions as the original Contract and any approved modifications. With the concurrence of the Contractor, the extension may be for a period of up to six (6) months in lieu of three (3) months. However, this extension automatically terminates should a replacement Contract be issued in the interim.

7.3 Contract Survival

Authorized User Form 1 Task Orders that are posted to the Contractors prior to the expiration of the resulting Contract shall survive the expiration date of the resulting Contract based upon the Engagement length stated on the Form 1.

7.4 Pricing

Pricing will be collected using Attachment 7 – *Financial Proposal* in accordance with the Instructions provided. In the resulting Contract, for each Region, an Hourly Bill Rate will be calculated by multiplying the Hourly Wage Rate bid for each Job Title and Skill Level by the Markup percentage. This will result in pricing Schedules that will be posted to the OGS HBITS Website.

OGS reserves the right to conduct an optional price decrease exercise during the term of the resulting Contract to increase the potential cost savings to New York State and to be more competitive within the HBITS market if it is deemed to be in the best interest of the State.

7.5 CPI Price Adjustments

At the start of Contract years 2 through 5, and any renewal years, the Contractor's Hourly Wage Rates in Attachment 7 – *Financial Proposal* may be subject to an increase, at Contractor's option, equal to the percentage increase, not to exceed 3%, in the Consumer Price Index (CPI) for all urban consumers (CPI-U) as published ninety (90) days prior to the anniversary date for the preceding 12-month period by the U.S. Department of Labor, Bureau of Labor Statistics, Washington D.C. 20212. In the event the CPI reflects a negative adjustment, the hourly rates for the preceding Contract year will remain flat. The index is currently available through the Internet at the Bureau of Labor Statistics web site at <https://stats.bls.gov/>. Please be advised that the following path/process on the U.S. Department of Labor is subject to change as the website may be updated from time to time.

- Select "Subjects"
- Under Inflation & Prices section, select "Consumer Price Index (CPI)"
- Select "CPI Data", then select "Tables"
- Under Supplemental Files, select "Archived CPI Supplemental Files"
- Under the appropriate Month and Year select "CPI-U" (Consumer Price Index for All Urban Consumers)
 - Indent Level 0 – All Items

7.5.1 Calculation of CPI Adjustment

Price adjustments using the CPI involve changing the base payment by the percent change in the level of the CPI between the reference period and a subsequent time period. This is calculated by first determining the index point change between the two (2) periods and then the percent change. The price adjustment must be calculated as follows. Take the CPI for the 3rd month prior to the month of the start date of the Contract and subtract this figure from the CPI value for the 3rd month prior to the anniversary date of the Contract. For example, if the start date begins in December, use the September CPI. That sum is then divided by the CPI value for the original 3rd month prior to start date and this result is then multiplied by 100 to equal the percent change that is the price adjustment value. This percentage of increase or decrease must be applied to the Contract year, effective on the latter of the anniversary date or upon notification by the OGS HBITS Team.

The following example illustrates the computation of percent change:

CPI for current period	136.0
Less CPI for previous period	- 129.9
Equals index point change	= 6.1
Divided by previous period CPI	/ 129.9

Equals	= 0.047
Result multiplied by 100	0.047 x 100
Equals percent change	= 4.7%

7.5.2 Agreement of CPI Adjustment

The Contractor is solely responsible for notifying the OGS HBITS Team that the Contractor wishes to receive the CPI rate change and to submit a request for the adjusted rate by no later than the first day of the month prior to the start date of the Contract year. The Contractor shall provide a copy of the index and other supporting documentation necessary to support the increase or decrease to the OGS HBITS Team. Should the Contractor fail to make a request and submit supporting documentation to the OGS HBITS Team by the first day of the month prior to the start date of the Contract year, the Contractor shall be deemed to have waived its right to any increase in price for that year, but the State shall not be barred from making the appropriate adjustment in the case of a decrease determined in accordance with the above methodology.

7.5.3 CPI Adjustment for Selected Candidate Placements Already in Effect

Under no circumstance will a CPI adjustment be granted to an existing placement. CPI adjustments shall only apply to Hourly Wage Rates for new Engagements posted to the Contractors after the effective date of the change.

7.5.4 CPI Adjustment to Markup

Under no circumstance will a CPI adjustment be applied to the Markup Percentage submitted in Attachment 7 – *Financial Proposal*.

7.5.5 Government Mandated Program Price Adjustments

The State may, at its sole discretion, address the issue of Government Mandated Program Price adjustments on a case by case basis if and when such a Governmental Mandate comes to pass.

7.6 Invoicing and Payment

7.6.1 Method of Payment for Executive Agency Authorized Users

This section only applies to Executive Agency Authorized Users as defined in Section 1.12.

The Contractor shall submit a complete and accurate invoice to OGS, not the Executive Agency Authorized User, for consulting services provided to Executive Agency Authorized Users. Such invoice shall be submitted monthly, in arrears. OGS may require only one (1) invoice to be submitted each month, or one invoice per Executive Authorized User each month, and shall be exclusive of expenses. Invoices must be electronically submitted directly to OGS by the 15th of the following month for the prior months' services. Payment of consulting services provided to Executive Agency Authorized Users under this Contract shall be the sole responsibility of OGS.

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Each invoice shall include, but is not limited to the following information. The form and manner of submission is at the sole discretion of OGS and is subject to change during the term of the resulting Contract.

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- Contractor Name
- Contractor Billing Address
- NYS Vendor ID Number
- NYS Contract Number
- NYS OGS Unit ID
- Invoice Date
- Invoice Number
- Dates of Service
- Task Order Number
- Candidate Name

REVISED JULY 2018

- Number of Hours Worked
- Hourly Bill Rate
- Total Amount per Task Order (# of Hours * Hourly Bill Rate)
- Agency Sub-Total Amount (if applicable)*
- Total Invoice Amount

*If applicable, the invoice must include a sub-total of all active Task Orders for each separate and distinct Executive Agency Authorized User. For example, the NYS Department of Health may have three (3) active Task Orders, and the NYS Department of Transportation may have two (2) active Task Orders. The invoice must contain a sub-total included under the NYS Department of Health for their three (3) Task Orders, a sub-total included under the NYS Department of Transportation for their two (2) Task Orders and a Grand Total for all five (5) active Task Orders.

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The OGS HBITS Team will review each Invoice for accuracy and approve the invoice for payment. The Authorized User will be obligated to review and validate the hours worked by each Selected Candidate, and will report any errors to the OGS HBITS Team or directly to the Contractor. Any required adjustments on any monthly invoice shall be included on the next monthly invoice cycle.

The Contractor must make available upon request all supporting Documentation, such as time sheets with original signatures, which will include the daily hours worked by each Selected Candidate.

Timeliness of payment and any interest to be paid to Contractors is governed by Appendix B – *General Specifications (April 2016), Clause 47 Prompt Payment*.

For additional guidance on invoicing, please visit <https://bsc.ogs.ny.gov/content/vendor-information>.

7.6.2 Method of Payment for Non-Executive Agency Authorized Users

This section only applies to Non-Executive Agency Authorized Users as defined in Section 1.12.

Contractor shall invoice the Non-Executive Agency Authorized User, monthly in arrears, for all services rendered during the month for the benefit of the Authorized User, with appropriate invoices with full supporting detail(s) to the Authorized User's reasonable satisfaction. Invoices for payment shall be submitted to the Authorized User at the end of each month for services satisfactorily completed during that month. Bi-weekly or weekly billing for services rendered is not allowed.

At a minimum, said invoicing will include the Contract ID number, the name of the Non-Executive Agency Authorized User, the location where services were performed, the name of the Selected Candidate, the Hourly Bill Rate and, either in its body or as an attachment shall itemize services performed during that month, names of Selected Candidates being billed along with total hours worked for the given billing period, for each Selected Candidate. Such information will be supported by time sheets with original signatures, which will include the daily hours worked by the respective individual(s) attached to invoices as backup. The Authorized User will be obligated to review and validate all invoices submitted by the Contractor.

Payment of purchases made by Authorized Users under this Contract shall be the sole responsibility of Non-Executive Agency Authorized Users and Contractors shall bill Non-Executive Authorized Users directly.

Timeliness of payment and any interest to be paid to Contractors is governed by Appendix B – *General Specifications (April 2016), Clause 47 Prompt Payment*.

7.6.3 Additional Payment Provision

The State shall not be liable for the payment of any taxes under the resulting Contract however designated, levied or imposed. See Appendix B – *General Specifications (April 2016), Section 8* for additional information.

7.7 Services Warranty

Authorized Users shall have the right to interview Candidates, either in-person, by telephone, or via Webcasting, to determine their qualifications. The qualifications must reflect the position of the specific Job Title requested. Authorized Users reserves the right to reject Candidates if the Authorized User determines that the Candidate is not qualified based on

REVISED JULY 2018

the referenced Job Title and other mandatory requirements. Authorized Users have the right to request a replacement Candidate if the original Selected Candidate is deficient in the performance of an assignment (see Section 6.9 for details on Selected Candidate Replacement).

To ensure all services conform to Contract specifications, the Contractor must implement quality control procedures and a quality assurance plan.

Contractor must warrant that the services acquired under this Contract will be provided in a professional manner in accordance with industry standards. The Authorized User must notify Contractor of any services warranty deficiencies within ninety (90) calendar days from performance of the services that gave rise to the warranty claim.

7.8 Subcontractors

All Contracts between the Contractor and its Subcontractors must be by bona fide written Contracts that mandate compliance with the terms and conditions of the resulting HBITS Contract. Contractors shall be fully liable for Subcontractors' performance and compliance with all Contract terms and conditions. A Contractor is required to identify all Subcontractors involved with the placement of a Selected Candidate with an Authorized User. This includes Subcontractors that are directly paying the Hourly Wage Rate to the hired Selected Candidate. A Contractor must also identify if any Subcontractor is a New York State SBE or New York State certified M/WBE or SDVOB. A Contractor serving as a Prime Contractor under this procurement is prohibited from also serving as a Subcontractor to another Prime Contractor under this Procurement.

Contractor must include in all Subcontracts related to the Contract, in such a manner that they will be binding upon each Subcontractor with respect to work performed relating to the Contract, provisions specifying that:

- Work performed by the Subcontractor must be in accordance with the terms and conditions of this Contract including, but not limited to, Appendix A - *Standard Clauses for New York State Contracts (January 2014)*;
- Subcontractor must pass through all terms and conditions of the Contract, including but not limited to Appendix A - *Standard Clauses for New York State Contracts (January 2014)* and Hourly Wage Rate requirements, to any lower tier subcontracts;
- Nothing contained in such Subcontract must impair the rights of the Authorized User or the State;
- Nothing contained in such Subcontract must create any contractual relationship between any Subcontractor and Authorized User or the State;
- Subcontractor must maintain and protect against any unauthorized disclosure of records with respect to work performed under the Subcontract in the same manner as required of the Contractor;
- The State and/or Authorized User must have the same authority to audit the records of all Subcontractors as it does those of the Contractor; and
- Subcontractor must cooperate with any investigation, audit, or other inquiry related to the Contract or the resulting Contract or any litigation relating thereto.

Contractor must be fully responsible to Authorized User for the acts and omissions of, and the performance of Services by, all Subcontractors and/or persons either directly or indirectly employed by such Subcontractors. Contractor must not in any way be relieved of any programmatic or financial responsibility under the Contract by the terms of its agreement with any Subcontractor.

7.9 NYS Financial System (SFS)

New York State is currently operating on an Enterprise Resource Planning (ERP) system, Oracle PeopleSoft software, referred to as the Statewide Financial System (SFS). SFS is currently on PeopleSoft Financials version 9.2. SFS supports requisition-to-payment processing and financial management functions.

The State is also implementing an eProcurement application that supports the requisitioning process for State Agencies to procure products in SFS. This application provides catalog capabilities. Contractors with Centralized Contracts can provide a "hosted" or "punch-out" catalog that integrates with SFS and is available to Authorized Users via a centralized eMarketplace website. Additional information may be found at: <https://nyspro.ogs.ny.gov/content/nys-emarketplace-1>.

There are no fees required for a Contractor's participation in the catalog site development or management. Upon completion and activation of an on-line catalog, State Agencies will process their orders through the SFS functionality and other Authorized Users can access the catalog site to fulfill orders directly.

The State is also implementing the PeopleSoft Inventory module in the near future to track inventory items within the item master table. Further information regarding business processes, interfaces, and file layouts may be found at: <http://www.sfs.ny.gov> and <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>.

7.10 Selected Candidates Disclosure Reporting Requirements (Form B)

Background:

Pursuant to New York State Finance Law Section 163(4)(g), all Contractors, including Subcontractors, that provide consulting services for State purposes pursuant to a Contract, must submit an annual employment report for each such Contract, and include for each employment category within the Contract: (i) the number of employees employed to provide services under the Contract, (ii) the number of hours they worked, and (iii) their total compensation under the Contract. Consulting services are defined as analysis, evaluation, research, training, data processing, computer programming, engineering, environmental, health, and mental health services, accounting, auditing, paralegal, legal, or similar services.

Contractors are required to complete **Form B, New York State Consultant Services Contractor's Annual Employment Report** for each year of the Contract term, on a State fiscal year basis.

Instructions:

FORM B:

Complete **Form B** for Contracts for consulting services in accordance with the following:

- **Scope of Contract:** a general classification of the single category that best fits the predominate nature of the services provided under the Contract.
- **Employment Category:** the specific occupation(s), as listed in the O*NET occupational classification system, which best describe the employees providing services under the Contract. (Note: Access the O*NET database, through the US Department of Labor's Employment and Training Administration, website at www.online.onetcenter.org.)
- **Number of Employees:** the total number of employees in the employment category employed that provided services under the Contract during the Report Period, including part time employees and employees of Subcontractors.
- **Number of Hours Worked:** the total number of hours **worked** during the Report Period by the employees in the employment category.
- **Amount Payable under the Contract:** the total amount paid or payable by the State to the State Contractor under the Contract, for work by the employees in the employment category, for services provided during the Report Period.

Submit the completed **Form B** by May 15th for the period April 1st through March 31st and annually by May 15th thereafter for each State fiscal year (or portion thereof) the Contract is in effect, as follows:

To OGS HBITS Team (Required for the Contractors Annual Evaluation)

By email: ogs.sm.hbits.contractors@ogs.ny.gov

To OSC (as the Contracting Agency):

By mail: Ms. Martha Ross,
Director for Financial Administration
Office of the State Comptroller
110 State Street, Stop 13-2
Albany, NY 12236-0001

By email: rfp@osc.state.ny.us

To the Consultant Reporting Section of the Bureau of Contracts at OSC:

By mail: NYS Office of the State Comptroller
Bureau of Contracts
110 State Street, 11th Floor
Albany, NY 12236
Attn: Consultant Reporting

By fax: (518) 474-8030 or (518) 473-8808

To DCS:

By mail: NYS Department of Civil Service
ESP, Agency Building 1
20th Floor
Albany, NY 12239

This Form (AC 3272-S) is currently available at on the Office of the State Comptrollers website at <http://osc.state.ny.us/agencies/forms/>.

7.11 CONTRACTOR REQUIREMENTS AND PROCEDURES FOR PARTICIPATION BY NEW YORK STATE CERTIFIED MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISES AND EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITY GROUP MEMBERS AND WOMEN

I. New York State Law

Pursuant to New York State Executive Law Article 15-A and Parts 140-145 of Title 5 of the New York Codes, Rules and Regulations ("NYCRR"), the New York State Office of General Services ("OGS") is required to promote opportunities for the maximum feasible participation of New York State-certified Minority- and Women-owned Business Enterprises ("MWBEs") and the employment of minority group members and women in the performance of OGS contracts.

II. General Provisions

- A. OGS is required to implement the provisions of New York State Executive Law Article 15-A and 5 NYCRR Parts 140-145 ("MWBE Regulations") for all State contracts as defined therein, with a value (1) in excess of \$25,000 for labor, services, equipment, materials, or any combination of the foregoing or (2) in excess of \$100,000 for real property renovations and construction.
- B. The Contractor agrees, in addition to any other nondiscrimination provision of the Contract, and at no additional cost to OGS, to fully comply and cooperate with OGS in the implementation of New York State Executive Law Article 15-A and the regulations promulgated thereunder. These requirements include equal employment opportunities for minority group members and women ("EEO") and contracting opportunities for MWBEs. Contractor's demonstration of "good faith efforts" pursuant to 5 NYCRR § 142.8 shall be a part of these requirements. These provisions shall be deemed supplementary to, and not in lieu of, the nondiscrimination provisions required by New York State Executive Law Article 15 (the "Human Rights Law") or other applicable federal, State, or local laws.
- C. Failure to comply with all of the requirements herein may result in a finding of non-responsiveness, a finding of non-responsibility, breach of contract, withholding of funds, liquidated damages pursuant to clause IX of this section, and/or enforcement proceedings as allowed by the Contract and applicable law.

III. Equal Employment Opportunity (EEO)

- A. The provisions of Article 15-A of the Executive Law and the rules and regulations promulgated thereunder pertaining to equal employment opportunities for minority group members and women shall apply to all Contractors, and any subcontractors, awarded a subcontract over \$25,000 for labor, services, including legal, financial and other professional services, travel, supplies, equipment, materials, or any combination of the foregoing, to be performed for, or rendered or furnished to, the contracting State agency (the "Work") except where the Work is for the beneficial use of the Contractor.

1. Contractor and subcontractors shall undertake or continue existing EEO programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability, or marital status. For these purposes, EEO shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff or termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) the performance of work or the provision of services or any other activity that is unrelated, separate, or distinct from the Contract; or (ii) employment outside New York State.
2. By entering into this Contract, Contractor certifies that the text set forth in clause 12 of Appendix A, attached hereto and made a part hereof, is Contractor's equal employment opportunity policy. In addition, Contractor agrees to comply with the Non-Discrimination Requirements set forth in clause 5 of Appendix A.

B. Form EEO 100 - Staffing Plan

To ensure compliance with this section, the Contractor agrees to submit, or has submitted with the Bid, a staffing plan on Form EEO 100 to OGS to document the composition of the proposed workforce to be utilized in the performance of the Contract by the specified categories listed, including ethnic background, gender, and federal occupational categories.

C. Form EEO 101 - Workforce Utilization Reporting Form (Commodities and Services) ("Form EEO-101-Commodities and Services")

1. The Contractor shall submit, and shall require each of its subcontractors to submit, a Form EEO-101-Commodities and Services to OGS to report the actual workforce utilized in the performance of the Contract by the specified categories listed including ethnic background, gender, and Federal occupational categories. The Form EEO-101-Commodities and Services must be submitted electronically to OGS at EEO_CentCon@ogs.ny.gov on a quarterly basis during the term of the Contract by the 10th day of April, July, October, and January.
2. Separate forms shall be completed by Contractor and all subcontractors.
3. In limited instances, the Contractor or subcontractor may not be able to separate out the workforce utilized in the performance of the Contract from its total workforce. When a separation can be made, the Contractor or subcontractor shall submit the Form EEO-101-Commodities and Services and indicate that the information provided relates to the actual workforce utilized on the Contract. When the workforce to be utilized on the Contract cannot be separated out from the Contractor's or subcontractor's total workforce, the Contractor or subcontractor shall submit the Form EEO-101-Commodities and Services and indicate that the information provided is the Contractor's or subcontractor's total workforce during the subject time frame, not limited to work specifically performed under the Contract.

D. Contractor shall comply with the provisions of the Human Rights Law and all other State and federal statutory and constitutional non-discrimination provisions. Contractor and subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status, or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

IV. Contract Goals

- A. OGS hereby establishes an overall goal of 30% for MWBE participation, 15% for Minority-Owned Business Enterprises ("MBE") participation and 15% for Women-Owned Business Enterprises ("WBE") participation (based on the current availability of MBEs and WBEs). The total Contract goal can be obtained by utilizing any combination of MBE and/or WBE participation for subcontracting and supplies acquired under the Contract.
- B. For purposes of providing meaningful participation by MWBEs on the Contract and achieving the Contract goals established in clause IV-A hereof, Contractor should reference the directory of New York State Certified MWBEs found at the following internet address: <https://ny.newnyccontracts.com/FrontEnd/VendorSearchPublic.asp?TN=ny&XID=2528>. The MWBE Regulations are located at 5 NYCRR §§ 140 – 145. Questions regarding compliance with MWBE participation goals should be

directed to the Designated Contacts within the OGS Office of Minority- and Women-Owned Business Enterprises. Additionally, following Contract execution, Contractor is encouraged to contact the Division of Minority and Women's Business Development ((518) 292-5250; (212) 803-2414; or (716) 846-8200) to discuss additional methods of maximizing participation by MWBEs on the Contract.

- C. Contractor must document "good faith efforts" to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract (see clause VII below).

V. MWBE Utilization Plan

- A. In accordance with 5 NYCRR § 142.4, Bidders are required to submit a completed Utilization Plan on Form MWBE 100 with their bid.
- B. The Utilization Plan shall list the MWBEs the Bidder intends to use to perform the Contract, a description of the Contract scope of work the Bidder intends the MWBE to perform to meet the goals on the Contract, and the estimated or, if known, actual dollar amounts to be paid to an MWBE. By signing the Utilization Plan, the Bidder acknowledges that making false representations or including information evidencing a lack of good faith as part of, or in conjunction with, the submission of a Utilization Plan is prohibited by law and may result in penalties including, but not limited to, termination of a contract for cause, loss of eligibility to submit future bids, and/or withholding of payments. Any modifications or changes to the agreed participation by New York State Certified MWBEs after the Contract award and during the term of the Contract must be reported on a revised MWBE Utilization Plan and submitted to OGS.
- C. By entering into the Contract, Bidder/Contractor understands that only sums paid to MWBEs for the performance of a commercially useful function, as that term is defined in 5 NYCRR § 140.1, may be applied towards the achievement of the applicable MWBE participation goal. When an MWBE is serving as a broker on the Contract, only 25 percent of all sums paid to a broker shall be deemed to represent the commercially useful function performed by the MWBE.
- D. OGS will review the submitted MWBE Utilization Plan and advise the Bidder of OGS acceptance or issue a notice of deficiency within 30 days of receipt.
- E. If a notice of deficiency is issued; Bidder agrees that it shall respond to the notice of deficiency, within seven (7) business days of receipt, by submitting to OGS a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OGS to be inadequate, OGS shall notify the Bidder and direct the Bidder to submit, within five (5) business days of notification by OGS, a request for a partial or total waiver of MWBE participation goals on Form BDC 333. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.
- F. OGS may disqualify a Bidder's bid/proposal as being non-responsive under the following circumstances:
- (a) If a Bidder fails to submit an MWBE Utilization Plan;
 - (b) If a Bidder fails to submit a written remedy to a notice of deficiency;
 - (c) If a Bidder fails to submit a request for waiver; or
 - (d) If OGS determines that the Bidder has failed to document good faith efforts.
- G. If awarded a Contract, Contractor certifies that it will follow the submitted MWBE Utilization Plan for the performance of MWBEs on the Contract pursuant to the prescribed MWBE goals set forth in clause IV-A of this Section.
- H. Bidder/Contractor further agrees that a failure to submit and/or use such completed MWBE Utilization Plan shall constitute a material breach of the terms of the Contract. Upon the occurrence of such a material breach, OGS shall be entitled to any remedy provided herein, including but not limited to, a finding of Contractor non-responsiveness.

VI. Request for Waiver

A. Prior to submission of a request for a partial or total waiver, Bidder/Contractor shall speak to the Designated Contacts of the OGS Office of Minority- and Women-Owned Business Enterprises for guidance.

B. In accordance with 5 NYCRR § 142.7, a Bidder/Contractor who is able to document good faith efforts to meet the goal requirements, as set forth in clause VII below, may submit a request for a partial or total waiver on Form BDC 333, accompanied by supporting documentation. A Bidder may submit the request for waiver at the same time it submits its MWBE Utilization Plan. If a request for waiver is submitted with the MWBE Utilization Plan and is not accepted by OGS at that time, the provisions of clauses V(C), (D) & (E) will apply. If the documentation included with the Bidder's/Contractor's waiver request is complete, OGS shall evaluate the request and issue a written notice of acceptance or denial within twenty (20) business days of receipt.

C. Contractor shall attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract award may be made at any time during the term of the Contract to OGS, but must be made no later than prior to the submission of a request for final payment on the Contract.

D. If OGS, upon review of the MWBE Utilization Plan and Monthly MWBE Contractor Compliance Reports, determines that Contractor is failing or refusing to comply with the contract goals and no waiver has been issued in regards to such non-compliance, OGS may issue a notice of deficiency to the Contractor. The Contractor must respond to the notice of deficiency within seven (7) business days of receipt. Such response may include a request for partial or total waiver of MWBE contract goals.

VII. Required Good Faith Efforts

In accordance with 5 NYCRR § 142.8, Contractors must document their good faith efforts toward utilizing MWBEs on the Contract. Evidence of required good faith efforts shall include, but not be limited to, the following:

1. A list of the general circulation, trade, and MWBE-oriented publications and dates of publications in which the Contractor solicited the participation of certified MWBEs as subcontractors/suppliers, copies of such solicitations, and any responses thereto.
2. A list of the certified MWBEs appearing in the Empire State Development ("ESD") MWBE directory that were solicited for this Contract. Provide proof of dates or copies of the solicitations and copies of the responses made by the certified MWBEs. Describe specific reasons that responding certified MWBEs were not selected.
3. Descriptions of the Contract documents/plans/specifications made available to certified MWBEs by the Contractor when soliciting their participation and steps taken to structure the scope of work for the purpose of subcontracting with, or obtaining supplies from, certified MWBEs.
4. A description of the negotiations between the Contractor and certified MWBEs for the purposes of complying with the MWBE goals of this Contract.
5. Dates of any pre-bid, pre-award, or other meetings attended by Contractor, if any, scheduled by OGS with certified MWBEs whom OGS determined were capable of fulfilling the MWBE goals set in the Contract.
6. Other information deemed relevant to the request.

VIII. Monthly MWBE Contractor Compliance Report

A. In accordance with 5 NYCRR § 142.10, Contractor is required to report Monthly MWBE Contractor Compliance to OGS during the term of the Contract for the preceding month's activity, documenting progress made towards achievement of the Contract MWBE goals. OGS requests that all Contractors use the New York State Contract System ("NYSCS") to report subcontractor and supplier payments made by Contractor to MWBEs performing work under the Contract. The NYSCS may be accessed at <https://ny.newnycontracts.com/>. This is a New York State-based system that all State agencies and authorities will be implementing to ensure uniform contract compliance reporting throughout New York State.

B. When a Contractor receives a payment from a State agency, it is the Contractor's responsibility to pay its subcontractors and suppliers in a timely manner. On or after the first day of each month, the Contractor will receive

an email or fax notification ("audit notice") indicating that a representative of its company needs to log-in to the NYSCS to report the company's MWBE subcontractor and supplier payments for the preceding month. The Contractor must also report when no payments have been made to a subcontractor or supplier in a particular month with entry of a zero dollar value in the NYSCS. Once subcontractor and supplier payments have been entered into the NYSCS, the subcontractor(s) and supplier(s) will receive an email or fax notification advising them to log into the NYSCS to confirm that they actually received the reported payments from the Contractor. It is the Contractor's responsibility to educate its MWBE subcontractors and suppliers about the NYSCS and the need to confirm payments made to them in the NYSCS.

- C. To assist in the use of the NYSCS, OGS recommends that all Contractors and MWBE subcontractors and suppliers sign up for the following two (2) webinar trainings offered through the NYSCS: **"Introduction to the System – Vendor training"** and **"Contract Compliance Reporting - Vendor Training"** to become familiar with the NYSCS. To view the training schedule and to register visit: <https://ny.newnycontracts.com>.
- D. As soon as possible after the Contract is approved, Contractor should visit <https://ny.newnycontracts.com> and click on **"Account Lookup"** to identify the Contractor's account by company name. Contact information should be reviewed and updated if necessary by choosing **"Change Info."** It is important that the staff member who is responsible for reporting payment information for the Contractor be listed as a user in the NYSCS. Users who are not already listed may be added through **"Request New User."** When identifying the person responsible, please add **"- MWBE Contact"** after his or her last name (i.e., John Doe – MWBE Contact) to ensure that the correct person receives audit notices from the NYSCS. NYSCS Technical Support should be contacted for any technical support questions by clicking on the links for **"Contact Us & Support"** then **"Technical Support"** on the NYSCS website.
- E. If Contractor is unable to report MWBE Contractor Compliance via the NYSCS, Contractor must submit a Monthly MWBE Contractor Compliance Report on Form MWBE 102 to OGS, by the 10th day of each month during the term of the Contract, for the preceding month's activity to: OGS MWBE Office, 29th Floor Corning Tower, Empire State Plaza, Albany, NY 12242. Phone: 518-486-9284; Fax: 518-486-9285.
- F. It is the Contractor's responsibility to report subcontractor and supplier payments. Failure to respond to payment audits in a timely fashion through the NYSCS, or by paper to OGS, may jeopardize future payments pursuant to the MWBE liquidated damages provisions in clause IX below.

IX. Breach of Contract and Liquidated Damages

Where OGS determines that the Contractor is not in compliance with the requirements of this Contract, and the Contractor refuses to comply with such requirements, or if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, the Contractor shall be obligated to pay liquidated damages to OGS.

- A. Such liquidated damages shall be calculated as an amount equaling the difference between:
 - 1. All sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and
 - 2. All sums actually paid to MWBEs for work performed or materials supplied under the Contract.
- B. If OGS determines that Contractor is liable for liquidated damages and such identified sums have not been withheld by OGS, Contractor shall pay such liquidated damages to OGS within sixty (60) days after they are assessed. Provided, however, that if the Contractor has filed a complaint with the Director of the Division of Minority and Women's Business Development pursuant to 5 NYCRR § 142.12, liquidated damages shall be payable only in the event of a determination adverse to the Contractor following the complaint process.

X. Fraud

Any suspicion of fraud, waste, or abuse involving the contracting or certification of MWBEs shall be immediately reported to ESD's Division of Minority and Women's Business Development at (855) 373-4692.

ALL FORMS ARE AVAILABLE AT: <http://www.ogs.ny.gov/MWBE/Forms.asp>

7.12 Participation Opportunities For New York State Certified Service-Disabled Veteran Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOB"), thereby further integrating such businesses into New York State's economy. OGS recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of OGS Contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders are expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as Subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

I. Contract Goals

- A. OGS hereby establishes an overall goal of 6% for SDVOB participation, based on the current availability of qualified SDVOBs. For purposes of providing meaningful participation by SDVOBs, the Bidder/Contractor should reference the directory of New York State Certified SDVOBs found at: <https://ogs.ny.gov/Veterans/default.asp>. Questions regarding compliance with SDVOB participation goals should be directed to the Designated Contacts within the OGS Division of Service-Disabled Veterans' Business Development (the "Division"). Additionally, following Contract execution, Contractor is encouraged to contact the Division at 518-474-2015 to discuss additional methods of maximizing participation by SDVOBs on the Contract.
- B. Contractor must document "good faith efforts" to provide meaningful participation by SDVOBs as Subcontractors or suppliers in the performance of the Contract (see clause IV below).

II. SDVOB Utilization Plan

- A. In accordance with 9 NYCRR § 252.2(i), Bidders are required to submit a completed SDVOB Utilization Plan on Form SDVOB 100 with their Bid.
- B. The Utilization Plan must list the SDVOBs that the Bidder intends to use to perform the Contract, a description of the work that the Bidder intends the SDVOB to perform to meet the goals on the Contract, the estimated dollar amounts to be paid to an SDVOB, or, if not known, an estimate of the percentage of Contract work the SDVOB will perform. By signing the Utilization Plan, the Bidder acknowledges that making false representations or providing information that shows a lack of good faith as part of, or in conjunction with, the submission of a Utilization Plan is prohibited by law and may result in penalties including, but not limited to, termination of a contract for cause, loss of eligibility to submit future Bids, and/or withholding of payments. Any modifications or changes to the agreed participation by SDVOBs after the Contract Award and during the term of the Contract must be reported on a revised SDVOB Utilization Plan and submitted to OGS.
- C. OGS will review the submitted SDVOB Utilization Plan and advise the Bidder/Contractor of OGS acceptance or issue a notice of deficiency within twenty (20) days of receipt.
- D. If a notice of deficiency is issued, Bidder/Contractor agrees that it must respond to the notice of deficiency, within seven (7) Business Days of receipt, by submitting to OGS a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OGS to be inadequate, OGS must notify the Bidder/Contractor and direct the Bidder/Contractor to submit, within five (5) Business Days of notification by OGS, a request for a partial or total waiver of SDVOB participation goals on SDVOB 200. Failure to file the waiver form in a timely manner may be grounds for disqualification of the Bid or proposal.

E. OGS may disqualify a Bidder's Bid or proposal as being non-responsive under the following circumstances:

- (a) If a Bidder fails to submit an SDVOB Utilization Plan;
- (b) If a Bidder fails to submit a written remedy to a notice of deficiency;
- (c) If a Bidder fails to submit a request for waiver; or
- (d) If OGS determines that the Bidder has failed to document good faith efforts.

F. If awarded a Contract, Contractor certifies that it will follow the submitted SDVOB Utilization Plan for the performance of SDVOBs on the Contract pursuant to the prescribed SDVOB Contract goals set forth above.

G. Contractor further agrees that a failure to use SDVOBs as agreed in the Utilization Plan must constitute a material breach of the terms of the Contract. Upon the occurrence of such a material breach, OGS must be entitled to any remedy provided herein, including but not limited to, a finding of Contractor non-responsibility.

III. Request for Waiver

A. Prior to submission of a request for a partial or total waiver, Bidder/Contractor must speak to the Designated Contacts in the Division for guidance.

B. In accordance with 9 NYCRR § 252.2(m), a Bidder/Contractor that is able to document good faith efforts to meet the goal requirements, as set forth in clause IV below, may submit a request for a partial or total waiver on Form SDVOB 200, accompanied by supporting Documentation. A Bidder may submit the request for waiver at the same time it submits its SDVOB Utilization Plan. If a request for waiver is submitted with the SDVOB Utilization Plan and is not accepted by OGS at that time, the provisions of clauses II (C), (D) & (E) will apply. If the Documentation included with the Bidder's/Contractor's waiver request is complete, OGS must evaluate the request and issue a written notice of acceptance or denial within twenty (20) days of receipt.

C. Contractor must attempt to utilize, in good faith, the SDVOBs identified within its SDVOB Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to OGS, but must be made no later than prior to the submission of a request for final payment on the Contract.

D. If OGS, upon review of the SDVOB Utilization Plan and Monthly SDVOB Compliance Report (SDVOB 101) determines that Contractor is failing or refusing to comply with the Contract goals and no waiver has been issued in regard to such non-compliance, OGS may issue a notice of deficiency to the Contractor. The Contractor must respond to the notice of deficiency within seven (7) Business Days of receipt. Such response may include a request for partial or total waiver of SDVOB Contract goals. Waiver requests must be sent to ogs.sm.ps_hbits@ogs.ny.gov.

IV. Required Good Faith Efforts

In accordance with 9 NYCRR § 252.2(n), Contractors must document their good faith efforts toward utilizing SDVOBs on the Contract. Evidence of required good faith efforts must include, but not be limited to, the following:

- A. Copies of Solicitations to SDVOBs and any responses thereto.
- B. Explanation of the specific reasons each SDVOB that responded to Bidders/Contractors' Solicitation was not selected.
- C. Dates of any pre-Bid, pre-award or other meetings attended by Contractor, if any, scheduled by OGS with certified SDVOBs whom OGS determined were capable of fulfilling the SDVOB goals set in the Contract.
- D. Information describing the specific steps undertaken to reasonably structure the Contract scope of work for the purpose of subcontracting with, or obtaining supplies from, certified SDVOBs.
- E. Other information deemed relevant to the waiver request.

V. Monthly SDVOB Contractor Compliance Report

In accordance with 9 NYCRR § 252.2(q), Contractor is required to report Monthly SDVOB Contractor Compliance to OGS during the term of the Contract for the preceding month's activity, documenting progress made towards achieving the Contract SDVOB goals. This information must be submitted using form SDVOB 101 available on the OGS website and should be completed by the Contractor and submitted to OGS, by the 10th day of each month during the term of the Contract, for the preceding month's activity to ogs.sm.hbits.contractors@ogs.ny.gov.

VI. Breach of Contract and Damages

In accordance with 9 NYCRR § 252.2(s), any Contractor found to have willfully and intentionally failed to comply with the SDVOB participation goals set forth in the Contract, must be found to have breached the Contract and Contractor must pay damages as set forth therein.

ALL FORMS ARE AVAILABLE AT: <https://ogs.ny.gov/Veterans/default.asp>

7.13 Non-State Agencies Participation in Centralized Contracts

New York State political subdivisions and others authorized by New York State law may participate in Centralized Contracts. These include, but are not limited to, local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations. See Appendix B – *General Specifications (April 2016), Clause 25 Participation in Centralized Contracts*.

Upon request, all eligible non-State agencies must furnish Contractors with the proper tax exemption certificates and documentation certifying eligibility to use State Contracts. A list of categories of eligible entities is available on the OGS web site at <https://www.ogs.ny.gov/purchase/snt/othersuse.asp>. Questions regarding an organization's eligibility to purchase from New York State Contracts may also be directed to NYS Procurement Services Customer Services at 518-474-6717.

7.14 Extension of Use

Any Contract resulting from this Solicitation may be extended to additional states or governmental jurisdictions upon mutual written agreement between New York State and the Contractor. Political subdivisions and other authorized entities within each participating state or governmental jurisdiction may also participate in any resultant Contract if such state normally allows participation by such entities. New York State reserves the right to negotiate additional discounts based on any increased volume generated by such extensions.

7.15 New Accounts

Contractor may ask State Agencies and other Authorized Users to provide information in order to facilitate the opening of a customer account, including documentation of eligibility to use New York State Contracts, Agency code, name, address, and contact person. State Agencies must not be required to provide credit references.

7.16 Centralized Contract Modifications

1. OGS, an Authorized User, or the Contractor may suggest modifications to the Centralized Contract or its Appendices. Except as specifically provided herein, modifications to the terms and conditions set forth herein may only be made with mutual written agreement of the parties. Modifications may take the form of an update or an amendment. "Updates" are changes that do not require a change to the established Centralized Contract terms and conditions. A request to add new products at the same or better price level is an example of an update. "Amendments" are any changes that are not specifically covered by the terms and conditions of the Centralized Contract, but inclusion is found to be in the best interest of the State. A request to change a contractual term and condition is an example of an amendment.
2. Updates to the Centralized Contract and the Appendices may be made in accordance with the contractual terms and conditions to incorporate new products, make price level revisions, delete products, or to make such other

updates to the established Centralized Contract terms and conditions, not resulting in a change to such terms and conditions, which are deemed to be in the best interest of the State.

3. OGS reserves the right to consider modifications which are not specifically covered by the terms of the Centralized Contract, but are judged to be in the best interest of the State. Such modifications are deemed amendments to the Centralized Contract and may require negotiations between Contractor and OGS before execution.
4. All modifications proposed by Contractor must be processed in accordance with Appendix C, Contract Modification Procedure. The Contractor must submit all requests in the form and format contained in Appendix C, Contract Modification Procedure. The form contained within Appendix C is subject to change at the sole discretion of OGS.
5. Modifications proposed by OGS or an Authorized User, including updates and amendments, must be processed in accordance with the terms of the Centralized Contract and Appendix B, *Clause 26 Modification of Contract Terms*.

7.17 Drug and Alcohol Use Prohibited

For reasons of safety and public policy, in any Contract resulting from this Solicitation, the use of alcoholic beverages or illegal drugs by the Contractor's personnel shall not be permitted in performance of the Contract.

7.18 Traffic Infractions

Neither the State nor Authorized Users will be liable for any expense incurred by the Contractor's personnel for any parking fees or as a consequence of any traffic infraction or parking violation attributable to employees of the Contractor in performance of the Contract.

7.19 Information Security Breach and Notification Act

Section 208 of the State Technology Law (STL) and Section 899-aa of the General Business Law (GBL) require that State entities and persons or businesses conducting business in New York State who own or license computerized data which includes private information including an individual's unencrypted personal information plus one (1) or more of the following: social security number, driver's license number or non-driver ID, account number, credit or debit card number plus security code, access code or password which permits access to an individual's financial account, must disclose to a New York resident when their private information was, or is reasonably believed to have been, acquired by a person without valid authorization. Disclosure of breach of that private information to all individuals affected or potentially affected must occur in the most expedient time possible without unreasonable delay, after necessary measures to determine the scope of the breach and to restore integrity, but with delay if law enforcement determines it impedes a criminal investigation. When notification is necessary, the State entity or person or business conducting business in New York must also notify the following New York State agencies: Office of the Attorney General and the Department of State and the State Office of Information Technology Services (for Section 208 only), and the State Police (for Section 899 Only). Information relative to the law and the notification process is available at: <https://its.ny.gov/incident-reporting>.

7.20 Work in the United States

All work done by Selected Candidates under the resulting Contract must be performed within the contiguous United States.

7.21 Minimum Utilization

The State shall not be held liable under the resulting Contract for any minimum utilization of the Contractor's Candidates.

7.22 Contract Amendment Process

During the term of the Contract, the Contract may be amended as changes occur within the industry. OGS reserves the right to consider amendments which are not specifically covered by the terms of the Contract but are judged to be in the best interest of the State. OGS, an Authorized User, or the Contractor may suggest amendments.

7.23 Performance and Bid Bonds

There are no bonds for the resulting Contract. The Commissioner of OGS has determined that no performance, payment or Bid bond, or negotiable irrevocable letter of credit or other form of security for the faithful performance of the Contract is required at any time during the term of the resulting Contract.

7.24 Non-Compete Agreements

To help achieve the objectives of promoting competition, maximizing options for Authorized Users, and encouraging mobility and opportunities for Candidates, each Bidder shall agree that if awarded a Contract, any Candidate proposed by the Bidder under the resulting Contract Positions shall be free to work unrestricted for the Contractor or Subcontractor (as applicable) and any such Candidate shall not be subject to any non-compete agreements or restrictive covenants for any work performed under the resulting Contract. The Contractor further agrees that, to the extent a Candidate may be restricted by a pre-existing non-compete agreement or restrictive covenant, the Contractor or Subcontractor (as applicable) agrees not to enforce any such restrictions for purposes of work performed under the resulting Contract.

The Contractor shall be responsible for verifying, prior to proposing a Candidate, that such Candidate is not subject to any work restrictions as described herein, regardless of whether any restriction rights are held by the Contractor or any other party, including Subcontractors.

The provisions of this section shall apply regardless of whether the proposed Candidate is working as an employee or independent contractor, and regardless of whether the proposed Candidate is working directly for the Contractor or through a Subcontractor. This shall be a material term of the resulting Contract.