



Office of  
General Services

# PRE-BID CONFERENCE SOLICITATION #23311

HOURLY-BASED INFORMATION TECHNOLOGY SERVICES  
(HBITS) - STATEWIDE

MARCH 19, 2026

**HOLD QUESTIONS**

# OVERVIEW

# BUSINESS CASE FOR CHANGE

- OGS received feedback from stakeholders regarding the existing contract award (Award 23158)
- Based on this feedback, OGS identified opportunities to improve its future offerings to ensure:
  - Access to high-quality resources
  - Contracting processes that are efficient and timely
  - Optimization of the contract award structure

# SOLICITATION 23311

- OGS contracted with NYSTEC to collect stakeholder feedback and draft a new RFP for a replacement contract
- The scope of this project included:
  - Evaluating stakeholder experiences, pain points, and recommendations for future solutions
  - Performing market research if available to remediate identified areas of opportunity or to support decision-making
  - Drafting a new HBITS request for proposals (RFP) to result in replacement HBITS contracts

# COMPLEX CHANGES

# SOLICITATION 23311 – 45 CONTRACTORS

- **OGS intends to award 45 Contractors**
- RFP 23311 will:
  - Raise the number of awarded Contractors from 32 (under Award 23158) to 45 (under Award 23311)
- Goals:
  - Increase diversity of Candidates and provide opportunity for diversity vendors
  - Increase competition
  - Increase opportunity for Minority- and Women-owned Business Enterprise (MWBE) firms to bid as prime vendors
  - SDVOB goal remains at 6%

## SOLICITATION 23311 – MWBE GOALS

- **The 30% MWBE Subcontractor requirement will no longer apply to each HBITS Contract**
- RFP 23311 will:
  - Reduce minimum qualifications to allow for increased opportunities for diversity vendors to bid as a Prime
  - Continue to allow for Subcontracting for organizations who are not awarded an HBITS Contract

# SOLICITATION 23311 - SUBCONTRACTING

- **Only a single tier of subcontracting is permitted**
- RFP 23311 will:
  - Require vendor to identify all Subcontractors they anticipate using to fulfill the contract
  - Prohibit a Subcontractor from using an additional Subcontractor
- Benefits:
  - Reduced risk that a Candidate's identity or qualifications has not been vetted since their organization is at most one step removed from the contract

# SOLICITATION 23311 – NOT-TO-EXCEED (NTE) PRICING

- **Pricing under 23311 will follow a Not-To-Exceed structure rather than utilizing fixed rates**
  - NTE rates allow vendors to bid a maximum rate on the contract so they may bid lower to be competitive at the Task Order (TO) level
- **Benefits:**
  - Contractors will attract better Candidates due to more flexible rates

# SOLICITATION 23311 – TASK ORDER EVALUATION

- **A total composite score determines the Selected Candidate**
- RFP 23311 will:
  - Evaluate responses on a 30% cost, 70% technical basis
  - Permit Authorized Users (AUs) to award partial points for requested qualifications (for Candidates within 3 months of the requisite experience)
- Benefits:
  - Highest-cost Candidate is no longer eliminated before any technical evaluation is performed
  - More flexibility for AUs in their Candidate selection process

# SOLICITATION 23311 – ANNUAL EVALUATION

- **The Annual Evaluation will exclude consideration of the Contractor's TO response rate**
- RFP 23311 will:
  - No longer incentivize Contractors to submit unqualified Candidates to meet an arbitrary TO submission quota
  - Redefine annual review criteria to provide a better measure of quality and performance
- Benefits:
  - Decrease volume of submissions; reduce administrative burden for all parties

# SOLICITATION 23311 – MANDATORY MINIMUM QUALIFICATIONS

- **OGS has lowered the minimum financial threshold of verifiable ITS staff placement sales from \$1M to \$700,000**
- RFP 23311 will:
  - Expand the lookback period to 3 years
  - Expand the area of verifiable ITS staff placements to all government entities instead of limiting to New York State
  - Update the roles necessary to fulfill the qualification to be the 6 that were most procured over the last contract period
  - Change the number of IT placements necessary to at least 6 within the last 3 years instead of 5 placements over the last 2 years
- **Benefits**
  - Allow smaller firms to compete as Prime Contractors

## SOLICITATION 23311 – ENGAGEMENT LENGTH

- **The TO maximum initial term limit will increase from 30 to 36 months. Optional extensions are allowed for a total maximum engagement term of 60 months.**
- **Benefits:**
  - Reduce gaps in service during IT projects
  - Allow AUs to retain a quality resource for a longer period
  - Ease the administrative burden of releasing a new TO for an existing engagement

# SOLICITATION 23311 – REMOVAL OF REGIONAL PRICING

- **NYS Regions are purely informational**
- **Benefits:**
  - Reduce administrative burden of creating TOs from multiple regions with different pricing
  - NTE rates allow flexibility for vendors to compete across regions at the TO level
    - Contractors should consider the location of the position when submitting a bid for a TO
  - Eliminates complication of location changes during engagement

## SOLICITATION 23311 – AUs ASSUME FINANCIAL DUTIES

- **OGS will no longer process invoicing and payments on behalf of New York State Executive Agencies or any other AU**
- Considerations:
  - Bringing HBITS contract in line with the rest of OGS Procurement Services' portfolio in terms of payment processes
  - Awarded Contractors should expect an increase in number of invoices as OGS will no longer aggregate invoices by agency
  - Grant AUs more autonomy, better ability to manage their TO budgets with direct access
  - May allow vendors to more quickly learn about TO performance or quality issues

# SOLICITATION 23311 – ADDITION OF NEW TITLES

- **Eighteen titles have been added to Attachment 7**
- Considerations:
  - Fill existing gaps in the HBITS titles / roles and provide roles for anticipated growth in the IT industry
  - More specific titles may help identify more highly qualified specialized candidates
  - May allow vendors to price emerging technology roles more appropriately

# SOLICITATION 23311 – RESPONSIBILITY FOR CANDIDATE VETTING

- **Prime Contractors are responsible for the vetting of all Candidates that are submitted for TOs**
- New policies:
  - Form 2 responses will require vendor attestations indicating that all required vetting has taken place, including the use of E-verify as applicable
  - Selected Candidate will be asked to certify (using Form 2A) that all information submitted by the contractor on its Form 2 is true and accurate
  - AUs are required to perform due diligence in confirming work experience and references for each selected Candidate

**OTHER CHANGES**

## SOLICITATION 23311 – ADDITIONAL CHANGES

- AUs no longer need to submit justification for an Expert Skill Level
- The “expedite” option has been removed, however, the response time for Form 2 submissions was shortened from 10 days to 7
- Monthly sales reporting is no longer required
  - Contractors will now only submit quarterly sales reports
- *Appendix E - Data Processing Requirements* has been added to the contract and AUs must indicate on their Form 1 whether any specific data processing requirements or considerations apply

**KEY EVENTS / REMINDERS**

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EVENT	DATE	TIME
Pre-Bid Conference	March 19, 2026	11:00 AM ET
Closing Date for Second Round of Bidder Questions	<del>March 25, 2026</del> April 1, 2026	5:00 PM ET
OGS Procurement Services' Responses to Second Round of Bidder Questions	<del>April 1, 2026</del> April 8, 2026 (tentative)	N/A
Bid Opening / Due Date for Bids	April 15, 2026	1:30 PM ET
Contract Approval Date / Award Publish Date	Upon OSC Approval	N/A



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