

IT Staff Augmentation Basic Ordering Agreement  
Solicitation #6400009275  
Questions and Answers

1. Is there any incumbent Vendor or Vendor(s)? If so, who are they?

**RESPONSE: This is a new agreement. There are no incumbents.**

2. Are you considering Multiple Vendors for this contract?

**RESPONSE: Yes.**

3. Should we include key/official resumes?

**RESPONSE: No.**

4. We were wondering if the customer would consider a response from a software engineering firm vs. a staffing agency? Unlike a staffing agency, we are not trying to get our full-time-staff members hired by our clients. We believe we offer some distinct advantages over staffing agencies which we could outline in a response, if the customer is open to the concept of temp only not temp-to-perm.

**RESPONSE: No. A key element in this agreement is the ability of the Company to use awardees to recruit experienced personnel who may later become permanent employees.**

5. Is experience in the Government Sector a requirement?

**RESPONSE: No.**

6. Are all candidates required to be the bidder's W2 employees?

**RESPONSE: Candidates furnished under this agreement will be employees of the Seller.**

7. Will all contract labor take place on-site at ORNL in Oak Ridge, TN?

**RESPONSE: Yes.**

8. Will this BOA be regulated by/fall under the SCA (Service Contract Act)?

**RESPONSE: No.**

9. Will this BOA be regulated by/fall under the FLSA (Fair Labor Standards Act)?

**RESPONSE: No.**

10. Reference page 5, Scope: Please define “experienced personnel.”

**RESPONSE: See revised Section C – Definitions.**

11. What experience level is required for each stated position?

**RESPONSE: See revised Section C – Definitions.**

12. Reference page 5, Background: Short-term is defined as “up to one year.” Please define “temporary-to-hire status.”

**RESPONSE: See revised Section C – Definitions.**

13. Reference page 15, Evaluation Criterion 2: Please define “experienced candidates.”

**RESPONSE: See revised Section C – Definitions.**

14. Reference page 5, Scope: Job descriptions will be provided for positions. Typically, what will these descriptions include?

**RESPONSE: See revised Section C.**

15. We noticed there are no job descriptions, just general titles, will you posting job descriptions?

**RESPONSE: No.**

16. Do you have any incumbent job descriptions we can view... sample positions.

**RESPONSE: No.**

17. Within the wide scope of potential expertise listed in the solicitation, are there any areas that are more likely than others to be immediate needs in the initial period of performance? Can you provide more detailed descriptions of your most pressing needs?

**RESPONSE: No. This information is not known at this time.**

18. In regards to position type, are there specific skill set types you are looking for, i.e. Desktop Support, Net Developers, etc?

**RESPONSE: A detailed job description will identify specific skills. This will enable each Seller to match available candidates to jobs. See Section C, Statement of Work, second paragraph.**

19. (pg5 – Section C/Scope) Are there any specific job titles inclusive of utilized technologies available for review, other than the example positions given?

**RESPONSE: No. This information is not known at this time.**

20. Reference page 15, Evaluation Criterion 1 requires that proposals discuss “past experience as it relates to the Statement of Work.” No SOW is provided. Should responses match experience to the Scope provided or will ORNL provide a formal Statement of Work?

**RESPONSE: See revised Section J.**

21. Reference page 15, Evaluation Criterion 2: Please define “short notice.

**RESPONSE: See revised Section J.**

22. Reference page 17, Technical & Business Management Proposals, Item B: The instructions note that the page limit for the technical proposals is 20 pages, “excluding personnel resumes.” Please define the resumes required for this proposal submission.

**RESPONSE: Resumes are not required with proposal submission. Resumes submitted with the proposal that are used to illustrate the caliber of staff, will not count against the page limit.**

23. Reference page 17, Technical & Business Management Proposals, Item B, Section 1 states offerors should provide detailed information pertaining to past and present experience implementing the technologies identified in the SOW. Since no SOW is provided, please describe the “technologies” to which you are referring.

**RESPONSE: See revised Section J.**

24. Reference page 17, Item B, Section 2, “c” states that for each candidates proposed under this agreement, the offeror must show an established relationship with the proposed IT professional. The solicitation does not require that we propose specific candidates with the proposals. Please provide further instruction that will guide our response to this mandatory response item.

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

25. In order to show established relationship with our subs/consultants, what do you require?

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

26. (pg17 – Section B-2-C) How does the established relationship with the proposed IT Professional need to be shown? i.e. What documentation would ORNL prefer to see?

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

27. For candidate proposed under this agreement, the offeror must show an established relationship with proposed IT Professional. What type of evidence are you looking for?

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

28. Question. (In Technical Proposal) (c) For each candidate proposed under this agreement, the offeror must show an established relationship with the proposed IT Professional. Could you please explain in brief, what exactly we have to explain as vendor for IT professional that we will be selecting.

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

29. On pg 17 section (2), letter (c), you explain that "For each candidate proposed under this agreement, the offeror must show an established relationship with the proposed IT professional" Can you explain what established relationship means to you and what you prefer to see in this regard? For example, do you want an email or letter from the candidate stating that they have a relationship with the vendor?

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

30. Established relationship with the proposed IT personnel - We intend to utilize our existing full time professionals for the ORNL IT Staff Aug project. Please advise.

**RESPONSE: We expect the Seller will be able to produce an agreement/contract that proves that the Seller is authorized to represent the candidate.**

31. In the proposal, it is mentioned that we need to submit the resumes but the proposal does not identify any specific labor categories for which resumes are required. Should we submit the resumes of our employees who are providing IT support services in no particular specific labor category?

**RESPONSE: Resumes are required when Sellers respond to specific job descriptions (after the BOA is in place).**

32. Could you clarify if the offeror is to provide resumes for all of the listed positions in the Scope on page 5 in our response?

**RESPONSE: Resumes are required when Sellers respond to specific job descriptions (after the BOA is in place).**

33. Technical and Business Management Proposals → B. Format for Technical Proposal → Section 2: Technical Qualification → Section C: For each candidate proposed under this agreement, the Offeror must show an established relationship with the proposed IT Professional. This is not clear. Do we need to submit resumes now and if so how many?

**RESPONSE: Resumes are required when Sellers respond to specific job descriptions (after the BOA is in place).**

34. When submitting a proposal, is it expected to submit resumes for potential job opportunities, although no specific job has been requested at the same time or after the solicitation has been awarded? PLEASE ADVISE!

**RESPONSE: Resumes are required when Sellers respond to specific job descriptions (after the BOA is in place).**

35. Reference page 15, Evaluation Criterion 2: How many candidates will be required for each request?

**RESPONSE: No specific numbers are required.**

36. Also, please clarify pg. 17 Section 2 Technical Qualifications part b) "Provide the number of IT Professionals presently on call?" Does this mean only consultants that have worked for our organization or any consultant that we have presented to previous clients that we are in constant contact?

**RESPONSE: See revised Section J.**

37. Provide the number of IT Professionals on call. Are you speaking of our bench?

**RESPONSE: See revised Section J.**

38. (Page 17 of Solicitation. pdf) Technical and Business Management Proposals → B. Format for Technical Proposal → Section 1: Corporate Past Experience/Performance (Please Solicitation Page 17): In this section, the Offeror shall provide detailed information pertaining to past and present experience implementing the technologies identified in the Statement of Work. However Section C - Specifications/Statement of Work gives only the types of personal services required and there is no reference to any technology used by the company/laboratory. How do we present our response? Please clarify.

**RESPONSE: See revised Section J.**

39. Provide evidence of proven success record. What type of evidence are you looking for proof of success?

**RESPONSE: Section C gives example job titles. Your proposal should show how your firm has a proven track record of supplying experienced candidates in these areas.**

40. On pg 17 Section (2), letter (c), you ask for vendor to "provide evidence of proven success records." We are assuming you are referring to successes with clients, rather than with candidates - correct? Can you give examples of the types of success records you are looking for, such as testimonial letters from clients, successful project outlines that have been completed, lists of client references, etc.?

**RESPONSE: Section C gives example job titles. Your proposal should show how your firm has a proven track record of supplying experienced candidates in these areas.**

41. (pg17 – Section B-2-D) How does the evidence of proven success records need to be shown? Is narrative a valid response?

**RESPONSE: Section C gives example job titles. Your proposal should show how your firm has a proven track record of supplying experienced candidates in these areas.**

42. Do positions require U.S. citizenship?

**RESPONSE: Yes.**

43. Can Green Card holders work on this project, or are you accepting U.S. Citizens only?

**RESPONSE: U.S. citizens only.**

44. Will personnel with Visa be accepted? If so, will ORNL reimburse for the cost of processing the Visa and any premium processing fees?

**RESPONSE: U.S. citizens only.**

45. If a candidate possesses Clearance, can they bypass a standard background investigation (considering the clearance can be verified)?

**RESPONSE: No.**

46. What is the estimated percentage of personnel that will require a government clearance? What clearance levels will be required?

**RESPONSE: No supplied personnel will require a clearance.**

47. Page 6 of 20 Background. We use a national reputable background company to do our screening. This bid says we should use Motor vehicle and Equifax. Can we send in our information to UT for approval and use them instead?

**RESPONSE: No. Each element in the candidate screening is required by the Company's hiring process. If a candidate fails these, then s/he may not be able to be hired later.**

48. Beyond the background check requirements listed in the solicitation, will personnel require DoE security clearances? Will any other clearances be required?

**RESPONSE: No.**

49. At what point with the B.I.'s (Background Investigations) need to be conducted? When a resume is presented? Interview Request? Or pre-offer?

**RESPONSE: See revised Section C.**

50. Will Seller need to provide completed BI packets along with each candidate? If so, is there a particular format which it will need to be presented?

**RESPONSE: See revised Section C.**

51. Are costs for background checks, credit reports and motor vehicle record reports passed on to UT-Battelle or are these costs absorbed by the seller?

**RESPONSE: These costs are borne by the seller.**

52. If and when the opportunity is awarded, how fast will IT position be available and how much time will the sellers be given to have applicants on sight and ready to go.

**RESPONSE: See revised Section C for process flow. Ideally, positions would be filled in less than two months.**

53. What does ORNL expect the average window to fill position would be?

**RESPONSE: Less than two months.**

54. Reference page 6, Process Flow: What is the anticipated timeframe between request and deadline to submit resumes?

**RESPONSE: See revised Section C.**

55. Reference page 6, Process Flow: What is the anticipated deadline between candidate selection and interview?

**RESPONSE: One month or less.**

56. (pg6 – Section C) All sellers must respond to every job posting by the stated deadline. If we respond to a posting with “no viable candidate” prior to the deadline, but then find a candidate, can we change our response and submit a candidate?

**RESPONSE: Yes.**

57. What is the anticipated time per hire? (from resume submission to offer)?

**RESPONSE: Ideally, positions would be filled in less than two months.**

58. Will new hires going through any kind of orientation?

**RESPONSE: Yes.**

59. During the screening process, will battery tests administered (psychological, technical, etc)?

**RESPONSE: No.**

60. What will be the candidate workflow process? (ex. Phone screen, Face to Face Interview). Will there be multiple phone screens or face to face interviews? How many people will be involved with both phone screens and face to face interviews?

**RESPONSE: See revised section C, Process Work-Flow.**

61. What criteria will be utilized to convert temporary resources to FTE's?

**RESPONSE: Company need and candidate performance.**

62. What criteria will be utilized for timeline conversions?

**RESPONSE: (6 months, 12 months, etc)? Hiring decisions will typically be considered at 6 months.**

63. (pg8 – Section F.6) The RFP references an “Estimated Quantity of Hours: 4000 Annual Hours” can you please define how the 4000 hours applies to this BOA? For Example: There are approx 2080 working hours in a year (without deductions for holidays) so 4000 hours is only enough to cover 2 temporary workers on 12 month contracts working at ORNL within a year's period. Does this number relate to something else?

**RESPONSE: No. This quantity represents a common basis for evaluating all proposals as well as an estimate by the company of its annual requirements.**

64. Are the number of hours the true estimated during the performance period or simply a number to measure all bidder the same?

**RESPONSE: Both.**

65. Can you provide a projection of the anticipated need in terms of the number of resources for the initial period of performance?

**RESPONSE: 4,000 hours.**

66. It states in section F, pg 8, that the estimated yearly number of hours for work is 4000. This seems very low as this equals out to less than 4 temporary employees a year based on a 6 month duration. Is this correct? Can you explain how this estimate was derived?

**RESPONSE: Please use this estimate for your response.**

67. As there are multiple Positions mentioned in rfp document and you have considered 4000 hours for Cost Per Year. Does it mean that you are going to recruit Professionals as ongoing basis? If so, is there any possibility that you will not execute these 4000 hours?

**RESPONSE: We plan to use this agreement on an ongoing basis to recruit experienced personnel. There is certainly a possibility that we may go over or under 4,000 hours. It is an estimate.**

68. As per our discussion, could you ask the IT group what the anticipated volume of "contractor needs" would be?

**RESPONSE: 4,000 hours is the estimated number of hours that we may purchase annually and should be used as a baseline.**

69. Please explain what the fully burdened multiplier and the 4000 hours?

**RESPONSE: 4000 hours is the estimated number of hours that we may purchase annually. The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

70. Are we to apply the Multiplier to the Direct labor cost or to Direct Labor+benefits?

**RESPONSE: The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

71. Will the seller have the ability to ascertain a proposed budget for this opportunity? For each position?

**RESPONSE: No.**

72. (p11 – Section G) Under Order of Precedence on page 11 you reference an option for either “Fixed Price” or “Time and Material” that can be specified on a task order. Can you define fixed price as it applies to ORNL? Based on your definition of “Fixed Price”, is this BOA designed to be utilized for both Staff Augmentation and Outsourced Fixed Price project work? ----- OR ----- by fixed price are you simply outlining the option for ORNL to specify a particular dollar spend related to a temporary resource such as (IT Specialist II needed for 6 months with a “fixed price” spend capped at \$60,000)

**RESPONSE: Yes, by fixed priced we are simply outlining the option to specify a particular dollar spend related to a temporary resource, as stated in your example: (IT Specialist II needed for 6 months with a “fixed price” spend capped at \$60,000)**

73. If this BOA is set up to cover both Staff Augmentation and Outsourced Fixed Price Projects what is the estimated percentage of usage for Staff Aug vs. Fixed Price Projects?

**RESPONSE: It is unknown at this time.**

74. (pg18 – Section C-2 –A) Would ORNL allow a proposal containing more than two (2) fixed rates?

**RESPONSE: Yes. The proposal shall include 2 fixed rates.**

75. Section J (page 18) # 2 is this solicitation asking for proposed mark up rates? Page 14 under Cost or Pricing Data indicates we are not required to submit cost or pricing data with our offers however may be requested at a later date. So I am unclear if we need to provide proposed rates in this solicitation or not. If we don't provide them in this solicitation will it work against us?

**RESPONSE: At this time, Cost or Pricing Data is not required. You are required to submit in Section B a fully burdened multiplier. The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

76. We are unclear what it is asking for in Section J (page 18) #2. Are you looking to work on fixed mark ups and you want to know what our mark-ups? Yes. Do they have to be included in the proposal? Yes. What if we do not work on fixed mark ups but rather by fair rates established by UT Battelle / ORNL when a requirement is sent out to vendors? Will this work against us or are you requiring everyone to submit fixed mark up percentages?

**RESPONSE: You are required to submit a fully burdened multiplier in Section B. The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

77. If you are asking for fixed mark up percentages do they have to be included in this proposal?

**RESPONSE: Yes.**

78. If you are asking for a fixed mark up percentage, are you suggesting it works as the following? For example purposes only we establish a 75% mark up. Our candidates pay rate is \$30/hr are you expecting a bill rate of \$52.50 ( $\$30 \times 1.75\%$ )?

**RESPONSE: Yes.**

79. I have a question regarding the establishment of the Total Ceiling Price. How should the fully burdened base rates (local and outside) be determined, given that it is recognized that rates for actual candidates cannot be proposed at this time? Should vendors propose a standard base hourly rate with multipliers applied, and if so what should the rate be? Or should a vendor propose the rate of the highest potential labor category?

**RESPONSE: The Company will establish the total ceiling price. You are required to submit a fully burdened multiplier in Section B. The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

80. Does the agency fill in the ceiling price at this time, and if so what dollar amount do you wish us to use as an example. Too many variables to give you an accurate number, isn't there?

**RESPONSE: The Company will establish the total ceiling price. The proposal does not need to include one.**

81. Price - Do we have to complete and submit Section B of the Solicitation? Will the burdened multiplier be with reference to the pay rate?

**RESPONSE: Yes. Pages 1 through 3 of the solicitation need to be completed and submitted with your proposal. The fully burdened multiplier should be inclusive of all indirect costs and profit. For example, the hourly rate plus any overhead, benefits, travel and any other applicable costs.**

82. Section B – Supplies or Services and Price / Costs: Is there anything we actually need to fill out on pages 2, 3 and 4? Or are they simply examples?

**RESPONSE: Pages 1 through 3 of the solicitation need to be completed and submitted with your proposal.**

83. For workers who will traveling from more than 50 miles outside the Oak Ridge area, under what guidelines will they fall pertaining to flight days? For example, is it expected that that they will fly in Monday morning and out Friday night?

**RESPONSE: Employees will be expected to work the core hours of Monday through Friday beginning between 7:00-8:30 a.m. through 4:30-6:00 p.m. The fully burdened multiplier should be inclusive of all indirect costs and profit, to include travel costs.**

84. Is there a suggested or ceiling Per Diem Rate?

**RESPONSE: No.**

85. Could you please define what you mean by travel? I ask this because some clients consider travel to be living expenses/PD.

**RESPONSE: Travel costs should include vehicle rental, mileage, airline charges, housing/lodging and meals/incidentals. The fully burdened multiplier should be inclusive of all indirect costs and profit, to include travel costs.**

86. Do you have a short term reimbursable policy for living expenses, that then goes down to a certain % of the CONUS rate?

**RESPONSE: No. This is the responsibility of the Seller.**

87. Should we assume per diem for candidates outside of the 50 mile radius of ORNL?

**RESPONSE: No. The fully burdened multiplier should cover any per diem.**

88. Page 7 ends section C and page 8 starts Section F. Are we supposed to have a Section D or Section E?

**RESPONSE: No.**

89. How many copies of the response do you require, can it be e-mailable?

**RESPONSE: One proposal emailed to the Buyer, Shirley Marion at [marionsj@ornl.gov](mailto:marionsj@ornl.gov).**

90. How many copies are to be submitted for each proposal?

**RESPONSE: One proposal emailed to the Buyer, Shirley Marion at [marionsj@ornl.gov](mailto:marionsj@ornl.gov).**

91. Please confirm the proposal due date. The SF-1449 specifies 1/11/10, while an email sent 12/17/09 on behalf of Ms. Shirley Marion shows a deadline of 1/7/10.

**RESPONSE: The proposal due date has been extended until 12:00 noon EST on 2/22/10.**

92. Email dated 12/17/09 specifies electronic submission of proposals to the undersigned. Please provide Ms. Marion's email address.

**RESPONSE: marionsj@ornl.gov.**

93. General - Should Technical Proposal and Business Management Proposal are to be sealed in separate envelopes?

**RESPONSE: Email is the preferred method of proposal submission. Email proposals to the Buyer, Shirley Marion to the following email address: marionsj@ornl.gov**

94. Under Section J, page 18, Item 4.c. - A completed, signed copy of the form entitled "Exhibit 2 - Representation of Limited Rights Data and Restricted Computer Software" is required. Where is this Exhibit located?

**RESPONSE: Section G- General Provisions, page 11 identifies our website address for forms, clauses, articles and documents available at: <http://www.ornl.gov/adm/contracts/documents.shtml>.**

95. Solicitation – Section J (Page 18 of Solicitation. pdf) Price How do we give the business (pricing) proposal? Solicitation – Section J (Page 18): C Format for Business Management → 4. Other Information (c): We are required to complete and submit a signed copy of the form entitled "Exhibit 2 - Representation of Limited Rights Data and Restricted Computer Software". Where do we find this?

**RESPONSE: The Exhibit 2 form can be downloaded from our website at: <http://www.ornl.gov/adm/contracts/documents.shtml>.**

96. Section J (page 18) #4.C it indicates we must provide a completed and signed copy of the form entitled "Exhibit 2 – Representation of Limited Rights Data and Restricted Computer Software. Where do we find this form?

**RESPONSE: The Exhibit 2 form can be downloaded from our website at: <http://www.ornl.gov/adm/contracts/documents.shtml>.**

97. Representations and Certifications - We are required to attach a Subcontract form. Is this "reps-subk-plan-ext-venx-jan06"? We see three Representations and Certifications documents in <http://procurement.ornl.gov/rfp/6400009275>. Which document we need to use along with our response?

**RESPONSE: The most current version of the Representations and Certifications (11/09) is required to be submitted with each proposal. This form can be downloaded from our website at:**

**<http://www.ornl.gov/adm/contracts/documents.shtml>.**

98. Representations & Certifications - There are three Representations & Certifications forms in the website. As per our understanding, we should submit "Representations and Certifications (11/09)". Please advise if should complete and attach other representations and certifications.

**RESPONSE: The most current version of the Representations and Certifications (11/09) is required to be submitted with each proposal. This form can be downloaded from our website at:**

**<http://www.ornl.gov/adm/contracts/documents.shtml>.**

99. (pg19 – Section J-e) Based on reading D & E on pg19, it is our assumption that E does not apply to this solicitation, is that correct? If it does apply, where can we locate the “Organization Conflicts of Interest Disclosure” form?  
Section G – Does this section requiring anything from us in this solicitation other than to be aware of it?

**RESPONSE: Yes, paragraph E is not applicable. Section G identifies General Provisions to be incorporated into the subcontract and our website for downloading forms at <http://www.ornl.gov/adm/contracts/documents.shtml>.**

100. Section H - Does this section require anything from us in this solicitation other than to be aware of it?

**RESPONSE: Section H identifies Special Provisions to be incorporated into the subcontract.**

101. Section I - What types of things would be listed here?

**RESPONSE: None, there are no attachments.**

102. In Section J (page 18) #1 what is it referring to when it says provide a completed signed copy of the subcontract forms? Where do I find these forms?

**RESPONSE: Completed and signed Solicitation Pages 1 through 3, completed Representations and Certifications form, completed Exhibit 2, Representation of Limited Rights Data and Restricted Computer Software form. Forms and Exhibits can be downloaded from our website at:**

**<http://www.ornl.gov/adm/contracts/documents.shtml>.**