



## MONROE COUNTY WATER AUTHORITY

P.O. Box 10999 • 475 Norris Drive • Rochester, N.Y. 14610-0999

Phone: (585) 442-2000 Fax (585) 442-0220

### MCWA IT STAFFING SERVICES RFP/Q QUESTIONS AND ANSWERS

1. *Regarding the disciplines we'll be quoting, the RFP lists "Software Development".....is there a specific language such as c# or Java or something else?*

**Oracle Database, Oracle Forms & Reports, Java, React, Groovy, Grails, WordPress, and Kotlin are currently in use. Other languages could be used in the future.**

2. *On the desktop/server admins...will you need cloud experience with AWS or Azure?*

**AWS**

3. *Is it Linux, Windows platforms?*

**Both**

4. *Any Certifications needed on the cybersecurity or telecom/network roles?*

**No certifications needed on the cybersecurity or telecom/network roles**

5. *Are you able to share the anticipated spend for this project?*

**No definitive budget, as this is an hourly rate contract for positions.**

6. *I have a question on pricing and the positions we need to price out. I didn't see a separate attachment or section that had specific job titles. I just saw the positions listed in section 2.2 below – highlighted in yellow. So for pricing do you want to see it broken out like this (see below) with a price for onsite all-inclusive rates for a Junior, Mid-level and Senior Level resources?*

**Network Engineering**

*Junior Level - \$5*

*Mid Level - \$10*

*Senior Level - \$15*

**Desktop Technical Support**

*Junior Level - \$5*

*Mid Level - \$10*

*Senior Level - \$15*



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### **Telecom Support**

*Junior Level - \$5*

*Vendor must be able to provide individuals for (but not limited to) network engineering, desktop technical support, telecom support, server support, programming /software development support and cyber security services*

**A list of available IT job titles and experience level (i.e. junior, mid, and senior) with respective hourly rates is preferred.**

7. *When you say Tabular format for pricing, do mean an Excel File and create a tab for each position we are pricing? Also, I didn't see what applications that MCWA are currently using – unless I missed this. Also, do you require resumes of resources for the positions we are pricing or just the pricing sheet?*

**A list of available IT job titles and experience level (i.e. junior, mid, and senior) with respective hourly rates is preferred.**

8. *Please share the job descriptions of the positions and Pricing sheet with us.*

**A list of available IT job titles and experience level (i.e. junior, mid, and senior) with respective hourly rates is preferred.**

9. *Is there an incumbent for this contract? If so, please provide the incumbent name, current contract number, duration, historical level of effort and value of the contract?*

**No incumbent vendor - N/A**

10. *Can Permanent Residents (Green Card) and H1 VISA holders work on this project?*

**They must have ID to comply with I-9 requirements**

11. *What is the estimated budget for this project/effort?*

**No definitive budget, as this is an hourly rate contract for positions.**

12. *There is no pricing template provided. Can the offeror provide pricing in an MS Excel sheet in our own format?*

**A list of available IT job titles and experience level (i.e. junior, mid, and senior) with respective hourly rates is preferred.**



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13. *What are the total estimated hours for this effort?*

**This is an adhoc hourly rate contract for these services with no guaranteed or set number of hours. Project workload and current staffing levels at the MCWA will determine the number of hours required at any time through the term of the contract**

14. *How many full time and Part time FTEs required for this effort?*

**No set number.**

15. *We also noticed the following email address is also enlisted along with address. We want to clarify if the email submission will be considered or only physical BID mail is the only mode of submission.*

**Email will not be accepted. Refer to section 3.1 in the RFP.**

16. *It will be highly appreciated, if you can confirm the mode of submission for the RFP attached with this email.*

**Refer to section 3.1 in the RFP.**

17. *Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.*

**This is a new initiative**

18. *Can you please let us know the previous spending of this contract?*

**N/A – This is a new initiative**

19. *Please confirm if we can get the proposals or pricing of the incumbent(s).*

**N/A – This is a new initiative**

20. *Are there any pain points or issues with the current vendor(s)?*

**N/A – This is a new initiative**

21. *Please confirm the anticipated number of awards.*

**Refer to Section 4.1**



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22. *The project has the option to work at site. May we know the location of site/sites, since the assigned person may want to know?*

**475 Norris Drive, Rochester NY 14614**

23. *Is there documentation available from your website, for instance, MSA, SOW/PO. W-9, of course is required. Is there a list of documents listed somewhere or downloadable?*

**No**

24. *Proposal related documentation, like, the ones mentioned under Section 1.2, Section 2.2.3 & 3.5, particularly the tabular templates for the information to be provide/or at least the list of columns in the two tables (Price & Service Requirements & the second one, Qualification & proposal " or a printed proposal submittal form*

**A list of available IT job titles and experience level (i.e. junior, mid, and senior) with respective hourly rates is preferred.**

25. *Please disclose the incumbent vendor name(s) if applicable and, if possible, please share their proposal(s).*

**N/A – This is a new initiative**

26. *If there are incumbents, are they eligible for contract award on this solicitation? If not, or if some are and some are not, what is the reason*

**N/A – This is a new initiative**

27. *What service challenges are you experiencing with the current contract arrangement?*

**N/A – This is a new initiative**

28. *What was the spend on the previous contract?*

**N/A – This is a new initiative**

29. *What is the estimated budget for this solicitation?*

**No definitive budget, as this is an hourly rate contract for positions.**



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30. *Are the roles for this solicitation required to be available for on-site work or is this role permitted to be remote?*

**As per the RFQ, page 3 section 2.2.2 Requirements For Service, section E. Local candidates and on site work are preferred. Rare exceptions can be made for remote work with the MCWA IT Manager's written approval.**

31. *If the roles for this solicitation are permitted to be remote, are you open to off-shore as well as US based remote work?*

**On-site work is preferred. It is anticipated that Off-shore work would be used sparingly, if at all under rare circumstances.**

32. *If all or some of the roles for this solicitation will be performed on-site, what are the physical location(s) where work is to be performed?*

**475 Norris Drive, Rochester NY 14614.**

33. *Are you seeking local vendors or are you equally open to awarding an out of state vendor?*

**No, however on site resources are preferred. Refer to Section 3.7 in the RFP/Q.**

34. *What is the anticipated contract award date?*

**December 12, 2022**

35. *What is the anticipated contract start date?*

**January 1, 2023**

36. *If you are seeking both Resource and Vendor experience/qualifications, please elaborate on the Vendor experience/qualifications that you require.*

**Refer to Section 3.5 in the RFP/Q.**



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37. *Who is Key personnel?*

**N/A**

38. *Do we need to provide sample or confirm resumes for key personnel?*

**Refer to Section 3.5 in the RFP/Q.**

39. *Is there a U.S. Citizen Requirement? If no, would Green Card/H1b candidates be accepted?*

**They must have ID to comply with I-9 requirements**

40. *Is it a new requirement? If not, please provide incumbent contractor's details.*

**This is a new initiative**

41. *Is this a re-compete RFP?*

**This is a new initiative**

42. *Could you please the name of Current Suppliers (who are currently providing services to Agency)?*

**N/A - This is a new initiative**

43. *Could you please share current Supplier's pricing and Proposals?*

**N/A - This is a new initiative**

44. *How many awards were made in the Past?*

**N/A - This is a new initiative**

45. *When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?*

**N/A - This is a new initiative**



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46. *How many resources are currently engaged in the current contract?*

**N/A - This is a new initiative**

47. *Can you please share the no. of positions served in previous years under this contract?*

**N/A - This is a new initiative**

48. *Can you please share the amount of business each vendor did under this contract in previous years?*

**N/A - This is a new initiative**

49. *Is there any issue that the agency is currently facing with the incumbents?*

**N/A - This is a new initiative**

50. *Are incumbents allowed to bid on this RFP? Please confirm.*

**N/A - This is a new initiative**

51. *Please share the historical spending for the year 2021 and 2022?*

**N/A - This is a new initiative**

52. *How many positions were used in year 2021 and 2022?*

**N/A - This is a new initiative**

53. *What will be the estimated annual budget for this project?*

**No definitive budget, as this is an hourly rate contract for positions**



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54. *Is this a single award or multiple award contract?*

**Refer to Section 4.1**

55. *If it is a multi-award contract, can you please confirm the total number of vendors to be awarded this contract?*

**Refer to Section 4.1**

56. *How will job requests be shared among multiple awarded vendors?*

**It will depend on need, hourly rate, work load and resources**

57. *Will all job requests be shared among all awarded vendors simultaneously?*

**It will depend on job title and availability**

58. *Is there any ranking system for sharing job requests among awarded vendors such as primary bidder, secondary bidder, and then other awarded bidders?*

**No**

59. *Can you share details from where we can get old RFP details?*

**N/A – This is a new initiative**

60. *Can you please tell us where we can see the records for the old contract?*

**N/A – This is a new initiative**

61. *Can you please share the email id/details where we can raise the public record request for old RFP?*

**N/A – This is a new initiative**





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62. *Is it mandatory for Key Personnel's to be onsite or they can work via remote? Please confirm?*

**As per the RFQ, page 3 section 2.2.2 Requirements for Service, section E. Local candidates and on site work are preferred. Rare exceptions can be made for remote work with the MCWA IT Manager's written approval.**

63. *In qualification description, do we have to provide experience of our key personnel's that will be used in this project?*

**Refer to Section 3.5 in the RFP/Q.**

64. *Do we have to provide resumes of our key personnel?*

**Refer to Section 3.5 in the RFP/Q.**

65. *How many positions are required under this contract?*

**No requirement**

66. *How many positions are currently open?*

**It depends on workload and project requirements.**

67. *How many positions are currently used in a single day? Please give rough estimate for each position such as network engineering, desktop technical support, telecom support, server support, and programming /software development support and cyber security services.*

**It depends on workload and project requirements.**

68. *Out of mentioned staffing positions, what are the most commonly filled positions? Please share.*

**By project as workload dictates**



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69. *In order to be responsive, is it mandatory to bid for all listed staffing positions? Please confirm.*

**No**

70. *What would be the shift timings for the given positions?*

**Standard Business Hours 7AM-5PM. After hours requirements would be minimal if at all**

71. *Can you please provide Job descriptions and qualification for the positions?*

**No set job descriptions and qualifications. Vendor to provide list of available titles, experience, and rates.**

**Standard descriptions as per RFQ, Section 2.2.1**

72. *What would be the estimated hours for given positions?*

**It depends on workload and project requirements**

73. *Please confirm minimum guaranteed hours per week for these positions.*

**None**

74. *What is weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate? Please confirm.*

**Holiday work and OT is not anticipated for this contract. However, the expectation is for the Authority to pay one standard hourly rate for all work regardless of number of hours worked or dates worked.**

75. *Can you please share shift timings and location of services?*

**Standard Business Hours 7AM-5PM. After hours requirements would be minimal if at all.**

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76. *What is average response time to provide resume of qualified resources?*

**Undetermined – no time requirements**

77. *Will the agency be giving any preference to local vendors? Please confirm.*

**No, however on site resources are preferred. Refer to Section 3.7 in the RFP/Q.**

78. *Can you please share price proposal format?*

**A list of available IT job titles and experience level (junior, mid, and senior) with respective hourly rates are preferred.**

79. *Do we need to provide fully burdened hourly bill rate?*

**Yes.**

80. *Do we have to provide rates for junior, mid, and senior levels?*

**Yes, that is preferred**

81. *Do we have to provide rates for the IT job titles that are mentioned in the section 2.2.1 or we can add more job titles in it? Please clarify.*

**Yes, IT positions only.**

82. *Will you award this contract to the lowest responsive bidder?*

**Refer to Section 3.7 in the RFP/Q.**

83. *How many vendors will be awarded?*

**Refer to Section 4.1 in the RFP/Q.**



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84. *Can you please provide us with an estimated or NTE budget allocated for this contract?*

**No definitive budget, as this is an hourly contract for positions.**

85. *What is the tentative start date of this engagement?*

**January 1, 2023**

86. *What is the job location of the proposed candidates?*

**475 Norris Drive, Rochester NY 14614**

87. *Is this a new contract or are there any incumbents? If there is an incumbent, could you please let us know the incumbent name?*

**N/A – This is a new initiative**

88. *If there is an incumbent for this contract, is the incumbent eligible to submit the proposal again?*

**N/A – This is a new initiative**

89. *Are there any pain points or issues with the current vendor(s)?*

**N/A – This is a new initiative**

90. *Could you please share the previous spending on this contract, if any?*

**N/A – This is a new initiative**

91. *Is there any mandatory subcontracting requirement for this contract? If yes, Is there any specific goal for the subcontracting?*

**No**

92. *Could you please let us know how many positions were filled in the last contract?*

**N/A – This is a new initiative**

93. *How many positions do we expect in the current contract?*

**It depends on workload and project requirements.**



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94. *What is the total number of resources who are currently working on this project? Please let us know their position name and hourly rate?*

**N/A – This is a new initiative**

95. *If the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?*

**Yes**

96. *Are hourly rate ranges acceptable?*

**No**

97. *Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance?*

**As per the RFQ, page 3 section 2.2.2 Requirements For Service, section E. Local candidates and on site work are preferred. Rare exceptions can be made for remote work with the MCWA IT Manager's written approval.**

98. *Are resumes required in the proposal? If yes, Do we need to submit the actual resumes for proposed candidates, sample resumes or any key staff resumes?*

**Sample resumes for the proposal are adequate**

99. *Please provide sample titles required in this solicitation?*

**Any IT Titles. Refer to Section 2.2.1**

100. *Could you please provide the list of holidays?*

**Does not apply to contract work**

101. *Are there any mandated Paid Time Off, Vacation, etc.?*

**Does not apply to contract work**



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102. *Is there any incumbent available for this RFP?*

**N/A – This is a new initiative**

103. *Is there any budget information available for this RFP?*

**No definitive budget, as this is an hourly contract for positions.**

104. *What is the estimated budget for the term (1 year) contract?*

**No definitive budget, as this is an hourly contract for positions.**

105. *Will there be a point guided scoring board for the evaluation Criteria?*

**Refer to Section 3.7**

106. *"In the RFP section 1.6 Overview of the Project says the following: ""This contract should also include the option for MCWA to "buy out" an existing contractor for permanent employment." After how long would the option to buy out apply?*

**Pro-rated throughout the term of the contract.**

107. *How many points is worth each part of the technical response to be submitted by each proposer?*

**Refer to Section 3.7**

108. *Will remote work be allowed? If yes, do we need to provide remote hourly rates?*

**As per the RFQ, page 3 section 2.2.2 Requirements For Service, section E. Local candidates and on site work are preferred. Rare exceptions can be made for remote work with the MCWA IT Manager's written approval.**

109. *In the RFP section 2.2.2 Requirements for Service says the following: "Conduct the pre-requisite background checks on all personnel, to the extent now or hereafter permitted by law, including fingerprinting and/or drug testing."*

*What drugs would you want to be covered in the drug testing?*

**We conduct a 4 panel test and do not test for marijuana except for reasonable suspicion.**

110. *How will the evaluation criteria be affected if we do not have on site resources?*

**Refer to Section 3.7**



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111. Are resumes of key personnel required to be submitted with the response?

**At the very least sample resumes if not for specific individuals. Refer to Section 3.5**

112. In the RFP section 3.5 Organization of Qualification and Proposal Statement under point C. Qualification description says the following: "Provide detailed information relating to the qualifications of the personnel proposed to support this engagement. Include descriptions of at least five similar projects that were completed by the personnel proposed for this project." Could MCWA please clarify what do you mean by personnel proposed? Is that the Key personnel or the actual resources for the positions requested or possible candidates that we would be providing to MCWA?

**Resources for positions requested / possible candidates that vendor would be providing work to MCWA.**

113. Section 2.2.3: A. Provide a tabular format listing of all available IT job titles and experience level (junior, mid, and, senior) with respective hourly rates. What specific IT positions are you looking us to provide pricing for?

**Refer to Section 2.2: Vendor must be able to provide individuals for (but not limited to) network engineering, desktop technical support, telecom support, server support, programming /software development support and cyber security services**

114. Section 2.2.3: A. Provide a tabular format listing of all available IT job titles and experience level (junior, mid, and, senior) with respective hourly rates. By tabular format we can ding many different tools. Can an excel spread sheet be used?

**A list of available IT job titles and experience level (junior, mid, and senior) with respective hourly rates.**

115. Are there any set no of working hours for these services?

**This is an adhoc hourly rate contract for these services with no guaranteed or set number of hours. Project workload and current staffing levels at the MCWA will determine the number of hours required at any time through the term of the contract.**

116. Could you please provide a list of job titles for which we need to provide the pricing?

**From section 2.2.1 ... Vendor must be able to provide individuals for (but not limited to) network engineering, desktop technical support, telecom support, server support, programming /software development support and cyber security services...**



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117. *Do we require to provide the qualification of our key personnel who will supervise this project or the qualification of the candidates we will place for this contract?*

**Qualification of the candidates placed for this contract.**

118. *Who is the incumbent for this contract? For how many years they are providing services to the County?*

**N/A – This is a new initiative**

119. *Is there any pain points while incumbents were providing services on this contract?*

**N/A – This is a new initiative**

120. *What is the estimated budget?*

**No definitive budget, as this is an hourly rate contract for positions**

121. *If possible, can you provide us the incumbent provided pricing details?*

**N/A – This is a new initiative**

122. *Will you allow remote positions?*

**As per the RFQ, page 3 section 2.2.2 Requirements For Service, section E. Local candidates and on site work are preferred. Rare exceptions can be made for remote work with the MCWA IT Manager's written approval.**

123. *Section 2.2 states The Price Proposal should be based on the following requirements... Could you please clarify if our proposed pricing should be a separate document or a tab within our general response?*

**Refer to Section 3.5**

124. *Do we only have to provide pricing for these positions: network engineering, desktop technical support, telecom support, server support, programming /software development support and cyber security services?*

**Vendor must be able to provide individuals for (but not limited to) network engineering, desktop technical support, telecom support, server support, programming /software development support and cyber security services...**





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125. *How many vendors will be awarded?*

**Refer to Section 4.1**

126. *Is there any incumbent on this contract? If yes please provide the names?*

**N/A – This is a new initiative**

127. *Is there any local preference?*

**No. However, on site resources are preferred. Refer to Section 3.7 for Evaluation Criteria.**

128. *In section 2.2.3 it is mentioned - Provide a tabular format listing of all available IT job titles and experience level (junior, mid, and senior) with respective hourly rates. Do we have to provide hourly rates of all the IT positions our company is capable of providing?*

**You should provide pricing for any IT positions that you would want to place in our organization.**

129. *What is the estimated budget for this contract?*

**No definitive budget, as this is an hourly rate contract for positions**

130. *Is there any specific template for price proposal which we need to follow? If yes, please provide that as well.*

**A list of available IT job titles and experience level (junior, mid, and senior) with respective hourly rates**

131. *What is the expected budget for this procurement?*

**No definitive budget, as this is an hourly rate contract for positions**

132. *Is this a new contract? If no, who is the incumbent vendor? What was the monetary spend on the previous contract?*

**N/A – This is a new initiative**

133. *How many vendors does the agency intend to award?*

**Refer to Section 4.1**



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134. *Is the agency considering to postpone the due date for proposals since the timeline given for this procurement is quite less and considering that this is a hardcopy submission?*

**No**

135. *Will the agency accept email submissions instead of hard copies?*

**No. Refer to Section 3.1**

136. *Is there any local preference?*

**No. However, on site resources are preferred. Refer to Section 3.7 for Evaluation Criteria.**

137. Do you allow non-US Citizens or Green Card holders to take these positions, example being H1B. If so, upon possible future conversion will you sponsor such resource.

**They must have ID to comply with I-9 requirements**

138. Is there an online portal system you use to disperse the roles that we have access to?

**No**

139. For the possibility of remote roles of non-locals will there be travel required or reimbursed?

**Travel will not be reimbursed.**

140. Section 3.5, Point A states Summary of the proposal: Include a table view that summarizes the proposal at the beginning, which clearly outlines the costs and options of your proposal. By the previous requirement, MCWA is requesting a table of contents that highlights the pricing tab and optional features. Please clarify what would be the desired format and information desired to see in the document.

**A list of available IT job titles and experience level (junior, mid, and senior) with respective hourly rates. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP/Q. Expensive bindings, color displays, promotional material, etc. are neither necessary nor desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. Vague terms such as "Proposer complies" or "Proposer understands" should be avoided.**



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141. Could you please clarify if the form Offeror/Bidder disclosure of prior non-responsibility determination and affirmation/certification in accordance with NYS finance law §§ 139-J and 139-K needs to be notarized?

**It does not need to be notarized, just signed by an officer of the organization**

142. Do you expect to award contracts to more than one vendor? If so, how many vendors do you expect to be awarded?

**Refer to Section 4.1**

143. Can you provide MCWA's expected (or budgeted) annual spend on this contract?

**No definitive budget, as this is an hourly rate contract for positions. This is an adhoc hourly rate contract for these services with no guaranteed or set number of hours. Project workload and current staffing levels at the MCWA will determine the number of hours required at any time through the term of the contract**

144. In preparing the pricing proposal, it would be helpful if you could provide as much information as possible about the technologies MCWA is currently using and expects to be supported under this contract.

**N/A**

145. Under Section 3.5 C "Qualification Description" of the RFP, reference is made to qualifications of personnel proposed to support the engagement. Since this is a staffing contract, we can only provide sample resumes at this point. Please confirm this is expected/acceptable and, if so, please let us know for which specific roles/experience levels you would like to see sample resumes and how many we should submit for each role. Otherwise, please provide additional clarification on how we are expected to respond under this section of the RFP.

**Sample resumes for each title are acceptable**

146. Within the broad categories of IT skills mentioned in Section 2.2.1, there are dozens of potential job titles for which we can provide pricing and sample resumes. Anything you can do to help us narrow down this list to the job titles that are specifically relevant to MCWA under this contract will be helpful.

**IT titles**