



UNIVERSITY OF CENTRAL FLORIDA

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ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2020-19TCSA OPENING DATE & TIME: April 30, 2021 @ 2:00 p.m.

ITN TITLE: IT ENGINEERING STAFF AUGMENTATION

ADDENDUM NUMBER: 3 ADDENDUM DATE: April 16, 2021

Purpose of this addendum is to:

- **Answer questions submitted during the Q/A period**
- **Revised Appendix III**
- **Revised Appendix IV to correct file type for requested information**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN REJECTION OF YOUR OFFER.

PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COMPANY NAME

EMAIL ADDRESS

Answers to Questions
ITN 2020-19TCSA
IT ENGINEERING STAFF AUGMENTATION

1. For this IT staffing opportunity, are there Visa status restrictions? Are you willing to accept H1B?

UCF Answer: We are not accepting H1B.

2. As per section 3.2.6 Network Engineering Roles, should the Respondent need to provide the resumes or need to describe the capabilities in providing those roles in detail? Please clarify.

UCF Answer: The need is to describe your capabilities in providing the listed roles. No resumes are needed. However, if you feel that a sample resume would best demonstrate your ability to provide a like resource, then please do so for improved clarity.

3. Is this a new requirement or any incumbent currently performing the services?

UCF Answer: This ITN is being resolicited to replace an existing one that will expire on June 30, 2021. The list of incumbents can be found at <https://procurement.ucf.edu/contracts/>.

4. Is there any budget allocated to this RFP?

UCF Answer: This ITN does not have a budget allocated. The goal is to select vendors to partner with for staff augmentation resources.

5. Is there any preference for the local vendors?

UCF Answer: No, there is not a preference for local vendors. However, this is a preference for local engineering resources.

6. 3.2.6 Network Engineering Roles, are you looking for a vendor to demonstrate ability for each of the Network Engineer class or vendor could bid on one or multiple category?

UCF Answer: The goal is for the vendor to describe their ability to provide the Network Engineer classes listed. There may be Network Engineering classes that the vendor cannot provide, which they would note in their response.

7. Please confirm if a company can submit a proposal as a prime vendor while being a subcontractor for another vendor?

UCF Answer: Yes, that is possible. However, it is expected that UCF will only work directly with the prime vendor and any issues with the assigned resource will not require UCF to also interact with the subcontractor.

8. Can we answer the questions in a word format page then upload those answers with the proposal form itself to the link? Or does it have to be written out on the form with no additional docs submitted for review?

UCF Answer: Yes, the questions can be answered in Word format to upload with your proposal. The submittal portal, Bonfire, can receive multiple files in any format. See attached revised Appendix IV for submittal instruction.

9. Under “Describe your ability to provide” for the individual positions being asked about can you be a bit more specific? Our ability to provide for each position remains the same regardless of specific title or skillset. Meaning the way, myself and team approaches the candidate search and presentation is essentially the same process just for various roles. So, what exactly are you looking for that’s different for each and more specific to each?

UCF Answer: We’re looking for a vendor’s ability to provide the resource that most closely matches the type of skillsets listed in the document. While a sample resume is not needed, if you feel that it would best demonstrate your ability to provide a like resource, then please do so for improved clarity. The goal is to confirm that when UCF is asking for, say, a Network Engineer, that we’re not getting something closer to a System or Desktop Administrator. Also, it might be helpful to note how much experience you have with filling the listed positions.

10. §3.2.3 Company Background. *What is your company’s capacity in providing the resources in both management and technical to deliver the services to UCF?* Please clarify ‘management’ in this requirement?

UCF Answer: The goal of this question is to understand your company’s *internal* ability to provide resources. We’re looking for some sense of your management/account executive structure and technical staff that would be used to support UCF.

11. §3.2.5 Reference Accounts. Please describe UCF’s network as in ‘*List three accounts with **networks** similar to UCF needs*’ so that we can provide suitable reference account details?

UCF Answer: UCF’s data network consists of approximately 1,124 Cisco switches and routers, 345 Extreme Networks switches, and 4,073 wireless access points. High-performance Cisco ASR routers and Cisco threat protection firewalls are used on the border of the UCF network to support a 20 Gbps Internet connection. UCF also has direct connections to public and private cloud services, protected NIST/Research environments, student residence hall networks, and the remote campus environments listed in Section 1.3.

12. §3.2.6 Network Engineering Roles. Please clarify what your expectation is in terms of a response to ‘*Describe your ability to provide*’ in the table for each suggested role?

UCF Answer: See responses for questions 2 and 9.

13. §3.2.7 Questions. *Explain your knowledge transfer strategy – even though UCF engineers may be working alongside contracted engineers on the same project, what is your plan or method of ensuring that adequate knowledge transfer has occurred?* Please clarify the expectation for knowledge transfer from the temporary staffing resources.

UCF Answer: There are times when a temporary staffing resource is working on a project and has gained knowledge of the architecture and configuration that is not documented. The staffing resource should ensure that proper documentation has been produced and a formal knowledge transfer discussion has occurred so that the remaining staff can effectively support the system(s) that the staffing resource worked on.

14. Who will be providing the equipment that is being used to provide the services?

UCF Answer: The staff augmentation resource will be working on UCFs equipment.

15. How will the individuals connect to the client's network? Direct connection, VPN, Remotely, etc. If individuals will be working remotely, how will those individuals connect to the client's network?

UCF Answer: The staffing resource will be provided computing hardware to directly connect to UCF's network. If required, VPN access will be provided for remote work.

16. Will we ever, even momentarily, take possession of (and be in control of) any of the client's data while providing this proposed service?

UCF Answer: The staffing resource will have access to UCF's email system, standards documentation, network topology information, IP address information, and so on. All the data is owned by UCF, including the documentation that is produced by the staffing resource while working at UCF.

17. Will any customer information be accessed or stored during the engagement?

Personally Identifiable Information (PII) Protected Health Information (PHI)

UCF Answer: Depending on the project assigned to the staffing resource, s/he may have access to PII or PHI. In that case, the staffing resource will need to go through the same vetting and certification process that UCF staff must go through.

18. Can you please let me know if any licenses are required for Orange County with respect to ITN 2020-19TCSA-IT-Engineering-Staff-Augmentation?

2.15 State Licensing Requirements:

To the extent applicable, the Respondent shall have all appropriate licenses to conduct business in the State of Florida and Orange County at or prior to award of a contract resulting from this competitive solicitation.

UCF Answer: Vendors doing business with UCF will need to be licensed to do business in Florida.

19. Page 49: APPENDIX III: The good standing certificate is it from our home state New Jersey or do we need to submit a good standing certificate issued by the state of Florida?

UCF Answer: Vendors doing business with UCF will need to confirm they are in good standing in the state of Florida. The vendor is required to sign Appendix III and return with their offer certifying they are in good standing to do business in Florida. However, the actual certificate is not required until after an award is made, and only if requested by UCF. Noncompliance with this provision may constitute rejection of your offer or cancellation of your contract after award.

20. Page 49: APPENDIX III: The good standing certificate should be submitted along with the proposal?

UCF Answer: Yes

21. Page 15: section 2.15 State Licensing Requirements. We currently have a business license from the state of Florida, is that sufficient or do we need a separate license from Orlando county?

UCF Answer: Licensed to do business in the State of Florida is required.

22. Do we have to fill and submit page 1 of the RFP "INVITATION TO NEGOTIATE Contractual Services Acknowledgement Form" along with the proposal?

UCF Answer: Yes

23. Is this a new contract or a re-compete of an existing contract?

UCF Answer: See response for question 3.

24. If it's a re-compete, how many vendors are currently supporting the contract? please provide us the list of current incumbents. Are the current contract/pricing in public domain and can we view the same?

UCF Answer: The list of incumbents can be found at <https://procurement.ucf.edu/contracts/> with links to the contracts. As with this new ITN, the current contracts do not include rates. The previous ITN did not seek rates from proposers but required information on proposers' service capabilities.

25. What is the budget allocated to this contract?

UCF Answer: See response for question 4.

26. Is it mandatory to respond to all position listed under 3.2.6 Network Engineering Roles to remain eligible?

UCF Answer: No, it is not mandatory or expected. The roles are listed so that UCF can assess the vendor's ability to support UCF's staffing needs.

27. What is the average duration of the assignments?

UCF Answer: Generally, six months or more.

28. Can we get a copy of your Network Bastion Design (Network Topology)? The following questions, helps us understand what designs have been implemented for better support. Depending on the Vendor, each engineer has a different skill set. For example, if you have Cisco Switches vs extreme switches, you will have different technicians.

UCF Answer: A UCF network topology diagram is not required for responding to this ITN.

a) Who is the current Vendor for the following?

UCF Answer:

Router: Cisco

Firewall: Cisco and Palo Alto

VPN: Cisco

Switch Core: Cisco

Switch Edge: Cisco and Extreme

Wireless: Cisco

Virtual Environments: VMware

SAN: Brocade and HPE

Servers: Dell

b) Are there any challenges within your current network you wish to address? For example, resiliency, bandwidth, latency.

UCF Answer: Yes. These needs are addressed on a regular basis with permanent staff.

c) What remote business applications do you use across your network?

UCF Answer: UCF uses many remote business applications across the network. One key application is O365.

- d) Do you have any current cloud-based requirements, or is this something you are looking to move too/explore as part of the new network design? E.g., Azure, AWS.

UCF Answer: Yes. These needs are addressed on a regular basis with permanent staff.

- e) Do you have a DR Plan?

UCF Answer: Yes

- f) What is your expected future growth over the next 5 years?

UCF Answer: Expect to see increases in growth and spend on security and wireless networking.

- g) Internet requirements?

UCF Answer: Currently, 20 Gbps Internet connection.

- h) Do you have a clear picture of your overall security posture and of how it relates to industry best practices?

UCF Answer: Yes

- i) Do you currently conduct security assessments, such as penetration tests on a bi-annual basis?

UCF Answer: Yes

- j) How realistic is your plan to address the security gaps that you might have today?

UCF Answer: We believe it's realistic. UCF has an excellent Information Security Office

- k) Do you have an established process to address computer security breaches?

UCF Answer: Yes

29. In regard to section 3.2.6, would sample resumes be sufficient validation for our ability to provide those resources?

UCF Answer: See responses for questions 2 and 9.

30. **Vendor Question:** Please provide the historic spend for these services broken out annually over the past three years.

UCF Answer: Annual spend over the past three years: \$533,055 for 2018, \$262,282 for 2019, and \$226,540 for 2020.

31. How many awards does UFC intend to make for this ITN, and what will be the overall total of vendors for this contract?

UCF Answer: Expected to select approximately 6 to 8 vendors but will depend on the number and quality of proposals received.

32. Please provide the list of vendors on your current contract and provide the spend per each vendor?

UCF Answer: Under the current contract our primary vendor was Presidio with total spend of approximately 3.4M from inception. It is our intent under the new contract to seek quotes from all awardees for each job and select the vendor who offers the best value to UCF.

33. Can you provide the current markups in place?

UCF Answer: Not applicable.

34. Please provide current bill rates for roles in the RFP.

UCF Answer: Not a requirement for the ITN. Vendors are not required to provide temporary staffing costs.

35. Is it mandatory to have and submit Good Standing Certificate from Florida while answering or can we submit Good Standing Certificate from Florida while actually participating in bidding, with the fact that we have Good Standing Certificate from our home state?

UCF Answer: See response for question 19.

36. Can we get past data or range of price quote from previous responses for similar services which University of Central Florida accepted earlier?

UCF Answer: See response for question 24.

37. Is this a new requirement? If not please provide us the following details:

1) Name of incumbent

UCF Answer: See response for question 24.

2) Budget of the Previous Contract

UCF Answer: The previous ITN did not have a budget allocated. The goal was to select vendors to partner with for staff augmentation resources.

3) Number of resources utilized in past.

UCF Answer: The current ITN was awarded to 9 vendors. The primary spend was with Presidio. However, the intent of this new contract is to send quote requests to all awardees when new staffing is required.

4) Spend details.

UCF Answer: See response for question 30.

a) How many vendors UCF is willing to award for this contract?

UCF Answer: See response for question 31.

b) What is the estimated budget for this contract?

UCF Answer: See response for question 4.

- c) What will be the anticipated number of requisitions to release under this contract?

UCF Answer: Approximately 10 to 20.

- d) What percentage of project-specific & staffing requests are anticipated to be released under this contract?

UCF Answer: Approximately 10 to 20.

- e) Is there any preference for local vendors?

UCF Answer: See response for question 5.

- f) Is there any preference for the vendors having University Experience?

UCF Answer: No preference.

- g) Do we need to provide the reference information with the list of Network services rendered? Please specify.

UCF Answer: In Section 3.2.5, UCF is seeking to determine if the vendor has provided temporary staffing resources to similarly sized or educational organizations. It's essentially a question of which customers have you served that are like UCF. Also, see response to question 11.

- h) We assume that the vendor is required to submit a certificate of good standing after the award. Please confirm.

UCF Answer: See response for question 19.

- i) Can the vendor register/obtain a certificate of good standing post-award?

UCF Answer: See response for question 19.

- j) We assume that the university/college references are not mandatory but are preferred? Please confirm.

UCF Answer: Yes, that is correct.

- k) We assume that we need to highlight our capability for providing resources around the required Network Engineer Class mentioned in the RFP. Please confirm.

UCF Answer: Yes, that is correct.

- l) Do we need to provide resumes for all the positions? If yes, do we need to provide actual resumes, or sample resumes will work?

UCF Answer: See responses for questions 2 and 9.

- m) Can we submit an exception to terms and conditions?

UCF Answer: Please reference Appendix I in the ITN regarding exception to Terms and Conditions.

n) Is subcontracting allowed for this contract?

UCF Answer: See response for question 7.

38. After reviewing the ITN document, we would like to submit following questions:

a) Once an Engineer is hired, would he be working full-time 8 hours shift five days a week or part-time as needed?

UCF Answer: Most engineers are hired to work full-time 8-hour shifts. It is also likely that their role may require some after-hours work for maintenance and installation.

b) There are some positions listed in the State-term contract as well, why UCF is establishing a separate contract?

UCF Answer: UCF IT has found it beneficial to assemble a group of vendors that focus on IT networking needs.

c) What is the estimated budget?

UCF Answer: See response for question 4.

d) Will these Engineers be billed hourly or on Project basis?

UCF Answer: The vendor will provide hourly rates for their engineer.

39. Please see below questions in reference to subject ITN.

a) **RE: Section 3.1 Introduction:** The ITN states “The Respondent shall not alter the ITN in any way and shall not reproduce all or any part of the ITN in its offer document. The contract, if any, resulting from this ITN shall incorporate the entire ITN and proposal by reference.”

Question: Can UCF provide the ITN in a fillable response template (i.e., Microsoft Word) so responses can be input directly into the ITN without alterations or reproduction?

UCF Answer: See response for question 8.

b) **Re: Section 3.2.5 Reference Accounts.** The ITN states “University and/or College accounts would be a plus”. Then asks for Company/University name and address.

Question: Will UCF consider and evaluate government or commercial company reference accounts provided the same as college’s/universities?

UCF Answer: Yes

c) How many awardees does UCF anticipate for these services?

UCF Answer: See response for question 31.

40. How do you want the response completed? Based on review it appears that respondents are to complete the information within the ITN document and submit via PDF. Please confirm that this is how you desire responses be prepared and submitted. If not, please elaborate on preparation instructions.

UCF Answer: See response for question 8.

41. Please confirm that the contractor's location will be the place of performance with visits to the sites as necessary. If not, please provide more details regarding expectations. In example, will remote work be permissible?

UCF Answer: The office location for the contractor will be at 12443 Research Parkway, OTC Suite 202, Orlando, FL 32826. Some remote work may be possible depending on assignment.

42. For the final proposal submission, what formatting is preferred (i.e., in-line responses as shown in the ITN or a separate document / vendor's template)?

UCF Answer: See response for question 8.

43. How many vendors will be chosen as a result of this ITN?

UCF Answer: See response for question 31.

44. Will a vendor be considered if they fall under a certain point threshold within the Evaluation Criteria? If so, what does that point threshold?

UCF Answer: The point threshold cannot be determined prior to the formal evaluation process. See response to question 31 for additional information regarding number of awardees.

45. How many potential contractor placements will be made as a result of being selected? Would you be able to provide a breakdown of which positions would be in highest demand?

UCF Answer: At this time, UCF is not able to determine which of the positions would be in highest demand. However, all the positions listed in the ITN are in demand. For the potential contractor placements, see response to question 37(d).

46. We have reviewed this opportunity and have the following questions:

a) Is there a page limitation?

UCF Answer: The vendor can provide as many pages as needed in their response.

b) How far back can the past performance references be considered showing appropriate experience to meet requirements?

UCF Answer: Five years

c) Are resumes and/or certificates required?

UCF Answer: See responses for questions 2 and 9.

d) Is this a tasked base response only?

UCF Answer: Not sure what is meant by a “tasked base” response. However, the goal of the ITN is to select vendors that can provide UCF the IT temporary staffing resources needed to meet its operational goals over the term of the ITN.

- e) We understand the scoring involves university; will all orange county schools be considered?

UCF Answer: The scoring is based on the factors outlined in Section 2.8. This ITN only serves UCF.

- f) What are the payment terms?

UCF Answer: 30 days after invoice is received.

- g) Is there prompt pay for small businesses?

UCF Answer: Not at this time.

- h) Will points be given or consideration for past performance with the same scope of work? i.e., Federal Government past performance.

UCF Answer: Consideration will be given for past performance with the same scope of work.

47. Regarding the above RFP, please let us know:

- a) What’s the scope of the project and what’s the timeline?

UCF Answer: The scope of the ITN is to select vendors that have a proven capability of providing the IT Network Engineering roles outlined in Section 3.2.6. The timeline will be throughout the term of the ITN.

- b) Can engineering staff work remotely on this project?

UCF Answer: Possibly. However, there are a number of tasks that require onsite support.

- c) How many sites does this project have?

UCF Answer: See Section 1.3 of the ITN.

48. Attached are our questions in regard to the IT Engineering Staff Augmentation Invitation to Negotiate (ITN) Number 2020-19TCSA.

- a) How many contingent workers commenced assignments with UCF in 2020?

UCF Answer: Approximately 2

- b) How many requests for temporary labor were distributed to suppliers in 2020?

UCF Answer: Approximately 6

- c) How many suppliers does UCF ideally hope to align?

UCF Answer: See response to question 31.

d) What was UCFs' temporary labor spend in 2019?

UCF Answer: See response for question 30.

e) What was UCFs' temporary labor spend in 2020?

UCF Answer: See response for question 30.

f) How many vendors does the UCF currently use?

UCF Answer: See response for question 32.

g) Can UCF provide the names of the current suppliers?

UCF Answer: See response for question 24.

h) What is the average length of assignment for the temporary personnel used by UCF?

UCF Answer: See response for question 27.

i) When UCF has a need for a temporary worker, does the request go to all the approved suppliers at the same time?

UCF Answer: Yes. This ITN stipulates that the request will go to all of the approved suppliers at the same time. See Section 3.2 of the ITN.

j) What challenges is the UCF currently facing today with the current suppliers?

UCF Answer: No major challenges are being faced today.

49. Is this request intended more for Ad Hoc type requests or to provide for resources for prolonged periods of time (> 400 hours at a time)?

UCF Answer: Usually looking to obtain resources for prolonged periods of time.

50. Do all staffing needs have to be onsite or is it acceptable if some of the requirements are fulfilled with remote personnel?

UCF Answer: See responses for questions 41 and 47(b).

51. In regard to Section 3.0 REQUIRED OFFER FORMAT, 3.1 Introduction which states: "The Respondent shall not alter the ITN in any way and shall not reproduce all or any part of the ITN in its offer document. The contract, if any, resulting from this ITN shall incorporate the entire ITN and proposal by reference." Can you please clarify the format in which we are to respond to items in the ITN? For example, is it preferred that we use the PDF pages provided in the ITN to fill in our responses directly onto those pages? Or is it acceptable to transfer the exact ITN questions into a separate document and then provide our

responses in that way? We wish to ensure we meet the requirements outlined in 3.1, and to provide our response in the manner most preferable to the University for purposes of evaluation.

UCF Answer: See response for question 8.

52. Would the University need sample resumes for the roles listed in the ITN and should they be submitted with our response to the ITN?

UCF Answer: See responses for questions 2 and 9.

53. Is it acceptable to reference an existing Professional Services Agreement between the University and the vendor in responding to this ITN? If yes, would this apply to the Terms and Conditions listed in Appendix I, page 42 of the ITN?

UCF Answer: No

54. Section 2.22 In the event one of our resources must leave a project due to unforeseen circumstances A) what notice is required to be given? B) Will the vendor be given the opportunity to find a suitable replacement?

UCF Answer: Section 2.22 of the ITN covers our contract cancellation policy. Please refer to Section 3.2 of the ITN for replacement of engineers.

55. Section 2.34 What is the policy regarding UCF directly hiring vendor's contractors?

UCF Answer: Some vendors support temp-to-perm options, which UCF IT would consider based on available budget and skills of the assigned engineer.

56. Should responses be incorporated in the relevant sections of the ITN where indicated (note: it is stated not to alter the ITN) or should they be attached as appendices and referenced to the applicable sections?

UCF Answer: See response for question 8.

57. Section 3.2.7 All of our contractors act as integrated members of the team on all projects in a collaborative manner. What is UCF's expectation in terms of a plan or method in terms of a knowledge transfer strategy?

UCF Answer: See response to question 13.

58. Will there be any preference given to local vendors?

UCF Answer: See response to question 5.

59. How many temporary resources are currently engaged in the current contract? Please also provide the bifurcation of the resources supplied by each incumbent.

UCF Answer: See response in question 32.

60. When did the existing contract begin, and what has been the annual monetary spend value of the current contract since inception?

UCF Answer: The current contract in place is from February 2014 through June 30, 2015 with 5 renewal periods. Spend history can be found in questions 30 and 32.

61. Is there any defined Not-To-Exceed (NTE) budget of this bid for the base term?

UCF Answer: No

62. How many vendors does the university intend to award?

UCF Answer: See response for question 31.

63. Does a vendor need to provide sample resumes in the proposal?

UCF Answer: See responses for questions 2 and 9.

64. Is the university expecting the pricing/hourly rates of the positions in the proposal?

UCF Answer: No

65. There is no specific section given in the proposal guidelines to put forth the rates.

UCF Answer: Rates are not required as part of the proposal.

66. Is the “Acknowledgement Form” also referred to as “No Offer Form” on page # 1 of the ITN document?

UCF Answer: If an offer isn’t going to be submitted, the acknowledgement page includes a field to put a reason as to why for no offer.

67. Can the University provide the anticipated overall spend for this opportunity?

UCF Answer: See response for question 4.

68. How many vendors does The University envision choosing?

UCF Answer: See response for question 31.

69. What is the estimated ongoing headcount for temporary employees at each location?

UCF Answer: Potentially, two to five temporary employees at any one time.

70. Are direct hire/permanent placements in scope with this opportunity?

UCF Answer: Yes. Some vendors offer temp-to-perm options for their placements, which UCF IT would consider based on available budget and skills of the assigned engineer. However, all placements would begin as temporary with no guarantee of permanent hire.

71. Please provide an estimated total hour worked by contingent workers for the previous year, along with an estimate for the current year.

UCF Answer: Current engineers work approximately 5 days/40 hours per week. It’s expected that this will continue for new temporary workers.

72. What are your average time-to-fill rates? Are there any positions which tend to be challenging to fill?

UCF Answer: The most difficult to fill are generally the ones that require the most experience (e.g. senior-level engineers and architects).

73. What is the average length of assignment?

UCF Answer: See response for question 27.

74. Can the University provide any significant changes in business expected in the upcoming years that could impact labor spend or hiring volume?

UCF Answer: This is difficult to predict. However, the high volume of work has continued even through COVID-19 and is expected to at least remain at the same pace (if not grow).

75. Does the University expect any active contingent personnel to be transitioned to the new talent supplier? If so, how many resources are in the affected population?

UCF Answer: It's not expected that active contingent personnel will be transitioned to the new talent supplier.

76. Does the University have tenure limits for contingent labor? If so, how are they enforced?

UCF Answer: No tenure limits.

77. Does the University intend to provide a sample contract agreement for review? If so, will redlines be accepted at this time?

UCF Answer: Please refer to section 4.0 Other Requirements in the ITN for link to a sample copy of UCF's standard contractual agreement.

78. Could the University clarify what types of background/drug screens are required?

UCF Answer: Please refer to section 2.57 Employee Background Checks in the ITN for types of screening required.

79. Is there a specific vendor used by The University for background/drug testing, or can the vendor utilize its own identified processes? If there is a specific vendor, what is the cost per test?

UCF Answer: The University doesn't mandate a particular vendor. It's up to the vendor to select.

80. Does the University expect vendors to provide timecard management or time clocks or does The University intend to leverage an existing internal time management process?

UCF Answer: UCF expects that the vendor will have some method of collecting hours worked from their temporary employee. UCF will also require that the temporary employee record their hours worked so that both the UCF and the vendor can confirm hours worked before payment is issued.

81. Please specify expectations for orientation prior to the start of a contingent resource's assignment. Please also define any on-going training requirements and associated frequency of distribution?

UCF Answer: UCF IT management will work with vendor and contingent resource to review onboarding requirements and processes. UCF IT management will also work internally to obtain a computing device for the resource and relevant access to services required to complete work duties.

82. What are The University's expected payment terms?

UCF Answer: 30 days after invoice is received.

83. What is The University's expected invoicing schedule (weekly, bi-weekly, monthly)?

UCF Answer: Monthly

84. Does the University envision paying with a Purchasing Card?

UCF Answer: Yes

85. Should funding for background checks be included in our mark-up or billed back separately?

UCF Answer: Should be included in vendor markup.

86. Are there additional transactional costs related to The University's organization (e.g., program/VMS fees) we should take into account when assessing our pricing?

UCF Answer: No

87. Please describe any overriding factors that tend to impact pay rates, length of assignments, or bill rates at your organization, such as federal/state acts, union requirements, and/or The University guidelines?

UCF Answer: Based on experience, changes to pay rates occur if there is a need for a different level of resource than expected (e.g., someone with more or less experience). The length of assignments can change when there are delays or scope changes to a given project (usually means that the length of assignment is extended).

88. Does the University have mandatory PTO for contingent labor? If so, what is the expectation and does The University want this billed separately or factored into the markup/bill rate?

UCF Answer: There is no mandatory PTO. However, there may be dates that an individual is not needed due to UCF holidays.

89. Will the University be providing all equipment and workspaces needed for office-based positions?

UCF Answer: Yes

90. How many incumbents are associated with UCF?

UCF Answer: The list can be found at the following site: <https://procurement.ucf.edu/contracts/>.

91. What is the overall budget of this solicitation?

UCF Answer: See response for question 4.

92. Please clarify if you need networking service provider or staffing partner.

UCF Answer: Staffing partner

93. Experience providing networking support to the Universities is Mandatory requirement for this solicitation.

UCF Answer: Network Engineering experience can come from working at other universities and/or other organizations. Work experience at universities is not a requirement.

94. Should the reference be from Universities or College clients all 3 references. Can we submit the non-university private clients?

UCF Answer: Yes, non-university clients can be included. Interested in clients that are larger in scope that more closely resemble the size of the UCF network. More information can be found in response to question 11.

95. How many positions can we expect from UCF for the first year.

UCF Answer: Anywhere from 2 to 5 positions.

96. Just wanted to confirm UCF is not looking for resumes with this ITN nor pricing?

UCF Answer: Yes, that is correct. More information regarding resumes can be found in responses to questions 2 and 9.

97. Are these networking positions onsite roles? Does UCF allow the consultants to support remotely given Covid pandemic.

UCF Answer: Yes, mostly onsite. See responses to questions 41 and 47(b)

98. Can UCF clarify if the employed personnel for this project should be perm employ of the vendor or we can subcontract or hire independent resources?

UCF Answer: The personnel can be a permanent employee or subcontracted.

99. We deploy candidates on need basis, and we have team to find the back and market ready candidates. If any of our candidates are pulled out, will same vendor given preference to replace the position? can you please clarify?

UCF Answer: See response for question 54.

100. UCF is planning to sign Master agreement with how many vendors under this ITN.

UCF Answer: See response for question 31.

101. Section 3.2.6 - should we provide the details of our ability to fill these networking positions if awarded or we reference our past performance placing these roles with our clients.

UCF Answer: Both responses would be welcome (details of ability and past performance).

102. Section 3.2.1 - Highlight any major features, functions, value-adds, and areas of support that differentiate your service offering - Can you please clarify?

UCF Answer: This question is seeking to understand how your company stands out from other companies. This is an opportunity to tell how well the company does its job in offering high-quality network engineering resources and market some of the features of the company that would help in the evaluation process.

103. We have ability to provide staffing support for these roles based on our Talent Database and staffing capability based on serving clients with needs for such roles. Is UCF open to vendors like us? Or are you only strictly looking for vendors who have existing resources on staff for these roles?

UCF Answer: Yes, UCF IT is seeking vendors that provide staffing support from a talent database or can provide existing resources. Both options are important to UCF in this ITN.

104. We are registered to do business in FL. Do we need any additional license for Orange County prior to an award? "Respondent shall have all appropriate licenses to conduct business in the State of Florida and Orange County."

UCF Answer: See response for question 19.

105. Is there will be any preference given to the local candidates?

UCF Answer: Yes, there is a preference for local candidates. Also, see response to question 5.

106. Does a bid re-compete of an ongoing contract? If yes, then please share the details of the incumbents?

UCF Answer: See responses for question 3.

107. How many temporary resources are currently engaged in the current contract? Please also provide the bifurcation of the resources supplied by each incumbent.

UCF Answer: See response for question 32.

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

UCF Answer: See response for question 60.

109. Is there any defined Not-To-Exceed (NTE) budget of this bid for the base term?
How many vendors does the University intend to award?

UCF Answer: No defined Not-to-Exceed budget. See response to question 31 for intended number of awardees.

110. How many vendors does the University intend to award?

UCF Answer: See response for question 31.

111. In regard to section 3.2.5 Reference Accounts, can we provide current references within UCF or should we provide other client references?

UCF Answer: Should provide other client references outside of UCF.

112. Can UCF be more specific about what financial information is acceptable for private companies with no external shareholders to provide, if any?

UCF Answer: Private companies should only provide financial information that they are comfortable in sharing. Please note that you are a private company in your response.

113. Are all employees required to work onsite at UCF campus, or is remote work possible?

UCF Answer: See responses for questions 41 and 47(b).

APPENDIX III

COMPLIANCE AND CERTIFICATION OF GOOD STANDINGS

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Suppliers shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing, upon request of UCF.** Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

CERTIFICATION

I certify that the company submitting an offer under this solicitation is in compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: _____

Authorized Representative's Name: _____

Authorized Representative's Signature: _____

Date: _____

**APPENDIX IV
BONFIRE SUBMISSION INSTRUCTIONS FOR SUPPLIERS**

Submission Instructions for Suppliers

Please follow these instructions to submit via our Public Portal.

1. Prepare your submission materials:

Requested Information

Name	Type	# Files	Requirement
Proposal	File Type: Any	Multiple	Required

Requested Documents:

Please note the type and number of files allowed. The maximum upload file size is 1000 MB.

Please do not embed any documents within your uploaded files, as they will not be accessible or evaluated.

2. Upload your submission at:

<https://ucfprocurement.bonfirehub.com/opportunities/40476>

Your submission must be uploaded, submitted, and finalized prior to the Closing Time of **Apr 30, 2021 2:00 PM EDT**. We strongly recommend that you give yourself sufficient time and **at least ONE (1) day** before Closing Time to begin the uploading process and to finalize your submission.

Important Notes:

Each item of Requested Information will only be visible after the Closing Time.

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed.

You will receive an email confirmation receipt with a unique confirmation number once you finalize your submission.

Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

Need Help?

University of Central Florida Procurement Services uses a Bonfire portal for accepting and evaluating proposals digitally. Please contact Bonfire at Support@GoBonfire.com for technical questions related to your submission. You can also visit their help forum at <https://bonfirehub.zendesk.com/hc>