

# REQUEST FOR PROPOSALS

**RFP NUMBER:** 0A1148  
**DATE ISSUED:** May 1, 2015

The State of Ohio, through the Department of Administrative Services, for the Office of Information Technology within the Department of Administrative Services is requesting proposals for: Managed Services Provider for IT Staff Augmentation Services

**INQUIRY PERIOD BEGINS:** May 1, 2015  
**INQUIRY PERIOD ENDS:** June 5, 2015  
**OPENING DATE:** June 12, 2015  
**OPENING TIME:** 1:00 P.M.  
**OPENING LOCATION:** Department of Administrative Services  
Office of Information Technology  
IT Procurement Services  
Bid Desk  
4200 Surface Road  
Columbus, Ohio 43228-1313

This RFP consists of five Parts and 11 Attachments, totaling 62 consecutively numbered pages. Supplements also are attached to this RFP. Please verify that you have a complete copy.

## PART ONE: EXECUTIVE SUMMARY

**Purpose.** This is a Request for Competitive Sealed Proposals (“RFP”) under Sections 125.071 and 125.18 of the Ohio Revised Code (the “Revised Code”) and Section 123:5-1-8 of the Ohio Administrative Code (the “Administrative Code”). The Department of Administrative Services (DAS), Office of Information Technology (OIT) is soliciting competitive sealed proposals (“Proposals”) for the provision of hourly based information technology services through a Managed Services Provider (MSP) model (the “Work”), and this RFP to fulfill that request.

If a suitable offer is made in response to this RFP, the State of Ohio (the “State”), through the Office of Information Technology, may enter into a contract (the “Contract”) to have the selected Offeror (the “Contractor”) perform all or part of the Work. The State is pursuing a statewide agreement for a comprehensive MSP solution that will manage and administer a network of enrolled providers (or “Subcontractors”), a Vendor Management System (VMS), and the IT staff augmentation process (the “IT Staff Augmentation Services Program”). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. As a contractual vehicle to select a qualified offer to deliver an MSP solutions, and no minimum guarantee for the Work, this RFP does not provide dates for Performance of the Work. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

Once awarded, the term of the Contract will be from the award date until the Work is completed to the satisfaction of the State and the Contractor is paid or June 30, 2017 whichever is sooner. The State may renew this Contract for up to two additional two-year term(s), subject to and contingent on the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. Any such renewal of all or part of the Contract also is subject to the satisfactory performance of the Contractor and the needs of OIT. The maximum term of the Contract, including all optional renewals, will be from the date of award through June 30, 2021.

Although this Contract is intended to be the State of Ohio’s main IT Staff Augmentation Services procurement vehicle, it is not an exclusive contract. Throughout the term of the Contract, the state of Ohio retains full control and flexibility with regard to the types, quantities, and timing of contractor personnel usage. The state of Ohio is not required to end current contract agreements and reserves the right to enter into new agreements with vendors for similar services throughout the term of the Contract. The State of Ohio also reserves the right to consider expanding the scope of staff augmentation services beyond IT staff augmentation if it is determined to be in the State’s best interest. Any expansion of the types of staff augmentation resources available beyond IT resources will be mutually agreed upon and contained in a Contract Amendment.

**The State may reject any Proposal if the Offeror fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the Work or the terms and conditions in this RFP.**

**Background.** The State has had an MSP solution for IT staff augmentation services since February 2012 and its current MSP is Computer Aid, Inc. More information on this contract is available at <http://www.das.ohio.gov/Divisions/GeneralServices/ProcurementServices/ITStaffAugmentation.aspx>. The State is seeking an experienced Contractor who can continue the initiative to provide the processes, resources, expertise and technology to manage the State’s IT staff augmentation workforce needs. The program provides Ohio state agencies and other eligible public entities with an effective and efficient process that is consistent and transparent for procuring and managing quality IT staff augmentation services.

Supplement Three, Current Contract Utilization, of this RFP shows the number of hours billed by job title and

skill category under the current Contract. Supplement Three also contains enrolled network provider utilization, which shows the number of engagements for providers in the network.

**Overview.** It is the State's intention that the Contractor will provide cost savings and process improvement benefits to the State while providing a high level of quality candidates for job titles listed in Supplement Four, Job Titles and Descriptions. The State is seeking a vendor neutral model where the MSP and its VMS solution will not push orders to itself or give an unfair advantage to any enrolled network provider in the placement of any IT staff augmentation services order. The MSP awarded this Contract will not be permitted to provide staff augmentation services under this Contract unless authorized by DAS in writing. DAS will make any exception determinations on a case-by-case basis.

The goals of the IT Staff Augmentation Services program are to:

1. reduce the costs associated with engaging and managing IT staff augmentation services;
2. increase competition for IT staff augmentation services;
3. provide opportunities for all suppliers of IT staff augmentation services, including Minority Business Enterprise (MBE) and Encouraging Diversity, Growth and Equity (EDGE) programs;
4. implement processes and policies that ensure compliance with State and Federal legal, statutory, and regulatory requirements;
5. track, monitor and manage Supplier (MSP/VMS) and enrolled network provider performance;
6. enhance visibility into the State's IT staff augmentation services spending;
7. increase the overall quality and speed of supplemental staff replacements; and
8. allow other governmental entities to utilize the Contract and contracted rates.

To meet these goals, the State is seeking an IT staff augmentation services solution administered by a Managed Services Provider that:

1. Provides a broad range of IT staff augmentation resources for State of Ohio Agencies and other eligible entities by:
  - a) Providing timely and responsive service;
  - b) Providing a service structure with flexible rates and categories to meet emerging business needs and recognize service duration and engagement stability.
2. Provides visibility and oversight of the IT staff augmentation services program by:
  - a) Managing spend;
  - b) Ensuring rates in line with market;
  - c) Managing enrolled network provider(s) throughout engagement lifecycle;
  - d) Ensuring and tracking performance of IT Staff Augmentation Services Program, enrolled network providers, and engagements;
  - e) Standardizing definition of job categories and specialty areas;
  - f) Ensuring and tracking compliance with state policy and program procedures.
3. Promotes efficiency in Government by:
  - a) Implementing repeatable, consistent processes;
  - b) Implementing a simple workflow;
  - c) Adapting a service and rate structure in response to market driven rates;
  - d) Supporting future demands and market changes.

4. Supports statewide initiatives including:
  - a) Addressing the State's goals for Minority Business Enterprise (MBE) and Encouraging Diversity, Growth and Equity (EDGE) programs;
  - b) Mentoring MBE and EDGE enrolled network providers;
  - c) Identifying opportunities for creating efficiencies in state government;
  - d) Exploring innovative ways to deliver state services at the lowest cost and best value to Ohio taxpayers;
  - e) Seeking out means to more effectively and efficiently perform core state functions;
  - f) Demonstrating opportunities for the IT staff augmentation services program to be more transparent, user friendly and accountable to the citizens of the State of Ohio.

**Objectives.** The state of Ohio wishes to enter into a single contract with an offeror serving as the State's Managed Services Provider for IT Staff Augmentation Services to implement a standardized approach for acquiring Staff Augmentation Services utilizing a Vendor Management System.

**Calendar of Events.** The schedule for the RFP process and the Work is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective Offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

**Dates:**

Firm Dates

RFP Issued:	May 1, 2015
Inquiry Period Begins:	May 1, 2015
Inquiry Period Ends:	June 5, 2015, at 8:00 a.m.
Proposal Due Date:	June 12, 2015, at 1:00 p.m.

Estimated Dates

Award Date:	September 2015
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Estimated Work Dates

Work Begins:	September 2015
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

### Current Contract Detail

#### Contract Title

MSP IT Staff Augmentation Services

#### General Information

<a href="#">Contract Type</a>	Request for Proposal	<a href="#">Supplier</a>	Knowledge Services
<a href="#">Contract Status</a>	Awarded	<a href="#">Effective Date</a>	10/7/2015
<a href="#">Commodity Category</a>	Computers, Software, Supplies & Services	<a href="#">Expiration Date</a>	6/30/2017
<a href="#">Contract Number</a>	DA1148		

#### Associated PDF Files

#### Procurement Programs

<a href="#">Open Solicitation</a>	Yes
<a href="#">Open to Co-op</a>	Yes
<a href="#">OMP Contract</a>	No

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#### Quick Links

- [Current Contract Search](#)
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- [IT Enterprise Services Portal](#)
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- [State Contract Opportunities](#)
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- [Procurement Related Web Links](#)

#### Services

- [Agency Procurement Tools](#)
- [MBE & EDGE Agency Tool Kit](#)
- [MBE & EDGE Suppliers Tool Kit](#)
- [IT Services Catalog](#)

#### Policies

[Procurement Procedures for Supplies, Services and Information Technology](#)

#### Publications

October 7, 2015

Ms. Julie Bielawski, CEO  
Knowledge Services  
5875 Castle Creek Parkway, Suite 400  
Indianapolis, IN 46250

Re: Request for Proposal (RFP) 0A1148 – MSP for IT Staff Augmentation Services

Dear Ms. Bielawski:

This letter is to inform you that we have selected Knowledge Services as the successful offeror for the Managed Services Provider for IT Staff Augmentation Services for RFP #0A1148, which the Department of Administrative Services, Office of Information Technology, Investment and Government Division, issued on behalf of DAS Office of Information Technology.

On behalf of the Office of Information Technology, we wish to express our appreciation to you and your company for responding to this RFP.

If you have any questions or require any additional information please contact Jackie Flemmings the Analyst, at 614-644-7972 or [Jackie.flemmings@das.ohio.gov](mailto:Jackie.flemmings@das.ohio.gov).

Thank you for your participation.

Sincerely,



Robert Blair  
DAS Director

RB/jyf

**A CONTRACT BETWEEN  
THE DEPARTMENT OF ADMINISTRATIVE SERVICES  
OFFICE OF INFORMATION TECHNOLOGY  
AND**

**GUIDESOFT, INC. dba KNOWLEDGE SERVICES  
(CONTRACTOR)**

**THIS CONTRACT**, which results from RFP 0A1148, entitled Managed Services Provider for IT Staff Augmentation Services, is between the State of Ohio, through the Department of Administrative Services, on behalf of the Ohio Department of Administrative Services and GuideSoft, Inc. dba Knowledge Services (the "Contractor").

This Contract consists of:

1. The one-page Contract in its final format; and
2. The State's Managed Services Provider for IT Staff Augmentation Services Contract dated June 12, 2015 which includes the referenced RFP.

Change Orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

This Contract has an effective date of the later of October 7, 2015 or the occurrence of all conditions precedent specified in the General Terms and Conditions.

**TO SHOW THEIR AGREEMENT**, the parties have executed this Contract as of the dates below.

CONTRACTOR  
GUIDESOFT, INC dba KNOWLEDGE SERVICES

STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES

By: 

By:   
By: Robert Blair

CEO  
Title:

Director  
Title:

10/1/2015  
Date:

10/7/15  
Date:

**From:** [Rose.Perkins@das.ohio.gov](mailto:Rose.Perkins@das.ohio.gov)  
**To:** [Diamond, Thomas S.](#)  
**Cc:** [Jim.Sutton@das.ohio.gov](mailto:Jim.Sutton@das.ohio.gov)  
**Subject:** RE: Guidesoft/Knowledge Services contract  
**Date:** Thursday, November 03, 2016 9:06:15 AM  
**Attachments:** [image001.png](#)  
[0A1148 MSP Signed Contract Letter.pdf](#)

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The RFP document becomes the contract at award. Attached is the Signed Contract Letter. I hope this is what you need.

Rose

**Rose Perkins**

*Program Administrator*  
Office of Information Technology  
Enterprise IT Contracting  
614-466-3605  
[rose.perkinst@das.ohio.gov](mailto:rose.perkinst@das.ohio.gov)



*How are we doing?  
Please take our brief customer  
service survey by clicking [here](#).*

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**From:** Diamond, Thomas S. [<mailto:TSDiamond@Columbus.gov>]  
**Sent:** Thursday, November 03, 2016 8:58 AM  
**To:** Perkins, Rose <[Rose.Perkins@das.ohio.gov](mailto:Rose.Perkins@das.ohio.gov)>  
**Cc:** Sutton, James <[Jim.Sutton@das.ohio.gov](mailto:Jim.Sutton@das.ohio.gov)>  
**Subject:** RE: Guidesoft/Knowledge Services contract

Unfortunately this is the RFP for the service and not the actual contract the state should have with Guidesoft/Knowledge Services. I did find what you sent on the Website before calling. Does the state have a contract with Guidesoft/Knowledge Services? I do appreciate you help! Thanks.....Tom

THOMAS DIAMOND  
Assistant Director, Department of Technology

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Direct: 614.645.0853

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**From:** [Rose.Perkins@das.ohio.gov](mailto:Rose.Perkins@das.ohio.gov) [<mailto:Rose.Perkins@das.ohio.gov>]  
**Sent:** Thursday, November 03, 2016 8:55 AM  
**To:** Diamond, Thomas S.  
**Cc:** [Jim.Sutton@das.ohio.gov](mailto:Jim.Sutton@das.ohio.gov)  
**Subject:** RE: Guidesoft/Knowledge Services contract

You're welcome!

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**From:** Diamond, Thomas S. [<mailto:TSDiamond@Columbus.gov>]



**Sent:** Thursday, November 03, 2016 8:54 AM  
**To:** Perkins, Rose <[Rose.Perkins@das.ohio.gov](mailto:Rose.Perkins@das.ohio.gov)>  
**Cc:** Sutton, James <[Jim.Sutton@das.ohio.gov](mailto:Jim.Sutton@das.ohio.gov)>  
**Subject:** RE: Guidesoft/Knowledge Services contract

Thank you so much, Rose!!

THOMAS DIAMOND  
Assistant Director, Department of Technology

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Direct: 614.645.0853

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**From:** [Rose.Perkins@das.ohio.gov](mailto:Rose.Perkins@das.ohio.gov) [<mailto:Rose.Perkins@das.ohio.gov>]  
**Sent:** Thursday, November 03, 2016 8:51 AM  
**To:** Diamond, Thomas S.  
**Cc:** [Jim.Sutton@das.ohio.gov](mailto:Jim.Sutton@das.ohio.gov)  
**Subject:** Guidesoft/Knowledge Services contract

Good morning,

Attached is a copy of the Request for Proposal which resulted in contract 0A1148 Managed Service Provider – Guidesoft/Knowledge Services.

To contact Knowledge Services, the email is [ohmsp@knowledgeservices.com](mailto:ohmsp@knowledgeservices.com).

Thanks,  
Rose

**Rose Perkins**  
*Program Administrator*  
Office of Information Technology  
Enterprise IT Contracting  
614-466-3605  
[rose.perkinst@das.ohio.gov](mailto:rose.perkinst@das.ohio.gov)



*How are we doing?  
Please take our brief customer  
service survey by clicking [here](#).*