

# ATTACHMENT B

## RFP 5210Z1

### Requirements Matrix

Bidders should respond to the requirements below.

- Bidders should respond using the table format provided here. For each item, the bidder should address the following:
  - Provide a description of the proposed solution’s capabilities. Include unique or innovative features and advantages/benefits for the State.
- Explain each response and describe how the proposed solution meets each requirement. Insert the response directly in the table, using as much space as needed. Bidders are not limited to one (1) line responses. Responses should be more than “understood” or “noted” and the Bidder should take the opportunity to differentiate themselves.

Only current features should be described. Future enhancements can be described in FE-1, but will not be evaluated

Req #	General Requirements
GR-1	<p>Subcontractors will be allowed to request, through the IT Contract Employee Contractor, an increase of up to 2% for the IT Contract Employee at renewal time. Increase will be accepted at the State’s sole discretion (IT Contract Employee Contractor expertise may be consulted) and may be modified or rejected.</p> <p>At IT Contract Employee renewal time Subcontractors, through the IT Contract Employee Contractor, may request up to 5% as a performance based increase. Increases will be accepted at the State’s sole discretion (IT Contract Employee Contractor expertise may be consulted) and may be modified or rejected.</p> <p>The State may consider additional rate increases based on needs of the State.</p> <p>Contractor shall update the State on State and National IT Labor market conditions via an annual meeting, report, and presentation. The bidder shall provide an example of said report and presentation with bid response.</p> <p>The Bidder will provide on-going rate analysis and consultation on an as needed basis. Bidder should describe their relative experiences in assessing IT labor market conditions and how they can help the State make appropriate and cost effective IT Contract Employee placement decisions.</p>
Response:	

Req #	General Requirements
GR-2	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor will provide business hours help desk support (Monday through Friday 8:00 am to 6:00 pm CT) for the web application. Any user of the system will be allowed to contact the help desk.</p>
Response:	

Req #	General Requirements
GR-3	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor must report immediately to the State, in writing, any issues known or that should be known to contractor regarding any IT Contract Employees that could have an adverse impact on the duties being performed.</p> <p>The Contractor will provide all visa client letters or travel letters for IT Contract Employees. The State's current policy is to provide such letters only if directed to do so by a request from a US Embassy, the U. S. State Department, or Homeland Security CIS.</p> <p>The Contractor will not reassign or attempt to reassign IT Contract Employees to the State who have been deemed unacceptable by the State.</p> <p>Selected candidates will be required to sign and adhere to the State and Agency applicable policies and procedures, see Attachment F (e.g., Confidentiality policies and procedures, Acceptable Use policy and procedure, IRS, HIPAA, etc.)</p> <p>The selected candidate will adhere to the dress code policy of the hiring agency.</p> <p>Subcontractors will not market IT Contract Employees that have been assigned to the State until the State has released them from the project.</p>
Response:	

Req #	General Requirements
GR-4	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor's is responsible for any and all employment taxes and/or other payroll withholding, including but not limited to, FICA, any benefits, retirement and/or travel expenses (unless authorized), provide and maintain workers' compensation insurance, and Health Insurance coverage that meets the standards of minimal coverage as defined under the Patient Protection and Affordable Care Act.</p> <p>Contractor will verify compliance with the above requirements via an annual report due May 1. Bidder must provide example with bid response.</p> <p><b>Contractor shall include this condition in all subcontracts.</b></p>
Response:	

Req #	General Requirements
GR-5	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The State shall be allowed to make full-time employment offers to hire IT Contract Employees after an individual has provided one (1) year of service under the contract with no hiring fee added. All fees would stop if a conversion to full-time State employment occurs.</p> <p>Contractor agrees not to reassign IT Contract Employee currently on assignment with the State.</p> <p>Contractor shall include this condition in all subcontracts.</p>
Response:	

Req #	General Requirements
GR-6	<p>IT Contract Employee Management:</p> <p><u>Division of Management Duties between State and Contractor</u>  The Contractor is responsible for personnel management of the IT Contract Employees. The Contractor shall ensure that a written personnel management plan (Plan) is in place for the IT Contract Employees. The Plan must comply with all federal and state laws and regulations regarding employment. The Contractor shall ensure that the Plan is implemented and responsive to the needs of the contract personnel and the employer.</p> <p>The Contractor's shall respond to and resolve all performance or personnel management issues that arise under this contract. This includes, but is not limited to:</p> <ol style="list-style-type: none"> <li>1. Poor performance</li> <li>2. Discipline</li> <li>3. Suspension (including immediate suspension if warranted)</li> <li>4. Termination</li> <li>5. Vacation and holidays</li> <li>6. Timekeeping</li> <li>7. Employment record keeping</li> <li>8. Payroll</li> <li>9. Benefits</li> <li>10. Training deficiencies</li> <li>11. Scheduling training</li> <li>12. Employment taxes</li> <li>13. Conducting investigations</li> </ol> <p>The Contractor shall provide the State with a method to report performance and other personnel management issues regarding IT Contract Employees. The State shall not take any direct personnel action against any IT Contract Employee, but may take action at the request of the Contractor if the action is necessary to implement a personnel action imposed on the IT Contract Employee by the Contractor.</p> <p>The Contractor must contact the State within two business hours of any State reported performance or personnel management issues. The Contractor shall complete its action on personnel issues within a reasonable time, based upon the complexity of the issue, but in no instance later than five business days exclusive of the day of the State's report or Contractor learning of the issue. The State may grant an extension in the State's discretion.</p> <p>The State reserves the right to remove an IT Contract Employee from State property if there is an articulable belief that the IT Contract Employee might or actually disrupts State operations, or compromises or damages state property, systems, files, or programs. The State also reserves the right to contact law enforcement based upon suspected criminal conduct by a Contract Employee.</p> <p>Bidder must provide a standard process for IT Contract Employee management to include performance, disciplinary actions, and removal of an IT Contract Employee.</p> <p>Attachment D is a sample of an Employee Waiver that the Subcontractor will have each IT Contract Employee sign before their first day working under this contract.</p>

Req #	General Requirements
	<p>The State, at its option, will submit a new Requisition for replacement of an IT Contract Employee who leaves prior to the end of the Contract; this includes no shows, cancellations, terminations, and resignations.</p> <p>In the first 10 work days any IT Contract employee that does not meet states reasonable expectations for this requisition, the state has the right to reject IT Contract Employee. If IT Contract Employee is rejected within the first 10 work days the State can reject billed hours for that individual.</p>
Response:	

Req #	Recruitment Requirements
RR-1	<p>The Bidder should describe their experience providing IT Contract Employees.</p> <p>The bidder shall provide a summary matrix listing the bidder's previous IT staffing similar to this Request for Proposal in size, scope, and complexity.</p>
Response:	

Req #	Recruitment Requirements
RR-2	<p>The Bidder should describe how it will utilize subcontractors to provide competent and skilled IT Contract Employees.</p> <p>The State requires a vendor neutral IT Contract Employee Contractor. The Bidder may not supply Contract Employees directly or through a subsidiary, division, or other business interest, whether wholly or partially owned, or in which the Bidder has an interest of any kind. Violation of this condition is a breach of contract.</p>
Response:	

Req #	Recruitment Requirements
RR-3	<p>The Bidder should describe how they will meet the following requirements:</p> <p>Background checks will not be billed to the State. The Bidder should describe how the proposed background check meets or exceeds the State's requirements listed below and how much time these normally take. All subcontractors will use the Contractor's background check provider in order to provide common look and feel to the background checks. Background checks will be done only for IT Contract Employees selected to work at the State.</p> <p>Mandatory background checks for each IT Contract Employee accepted to start with the State will include:</p> <ol style="list-style-type: none"> <li>a. Employment (resume) verification</li> <li>b. Education verification</li> <li>c. Federal Criminal Records</li> <li>d. County of Residence Criminal Record Check (last 10 years)</li> <li>e. State of Residence Criminal Record Check (last 10 years)</li> <li>f. SSN Verification</li> <li>g. Address Verification</li> </ol> <p>Optional background checks to be determined for each requisition include:</p> <ol style="list-style-type: none"> <li>a. Pre-Employment Drug Screening</li> <li>b. Motor Vehicle Records search</li> <li>c. International Criminal Search</li> <li>d. Sex Offender search</li> <li>e. OIG and GSA (debarred/suspended contractors) search</li> <li>f. Credit Check</li> </ol> <p>The Bidder should describe additional background check options.</p> <p>Background check requirements will be listed on requisition and all results will be evaluated by Contractor. Pass/Fail results will be recorded in the Contractor's web application. Questions regarding results evaluation may be directed to State's OCIO System Administrator.</p> <p>Background checks must be redone at least every two (2) years for IT Contract Employees.</p>
Response:	

Req #	Recruitment Requirements
RR-4	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor must attempt to retain all current Subcontractors and all current Temporary IT staff by whatever sources it deems necessary to meet this requirement. State will provide list of current subcontractors, see Attachment E.</p> <p>The State can ask the Contractor to add niche subcontractors for difficult to recruit skills.</p> <p>Bidders should identify distinguishing features regarding their company's relationship with subcontractors in this response.</p>
Response:	

Req #	Software Requirements
SR-1	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The contractor's software will allow for posting of titles and descriptions by the State at the time each Requisition is issued. The Contractor's system must allow for entry of relevant data for candidates to include bill rate and pay rate.</p> <p>Candidates will be evaluated through the following process:</p> <p>Once the title and description are established by the State in the web application the Contractor's subcontractor firms should provide qualified candidates. Each candidate must have a unique hourly rate based on the actual costs for that individual. Quoted rates shall be inclusive of all travel and living expenses unless indicated otherwise. The Contractor's subcontractor will be responsible for any and all employment taxes and/or other payroll withholding, including but not limited to, FICA, any benefits, retirement and/or travel expenses (unless authorized), provide and maintain workers' compensation insurance, and Health Insurance coverage that meets the standards of minimal coverage as defined under the Patient Protection and Affordable Care Act.</p> <p>The State will evaluate the candidate's cost and skills.</p> <p>The process must assure competition among qualified candidates such that the State obtains the skills required at the best available cost. State requests a minimum of five (5) resumes per posted position. State may request Contractor to limit number of resumes submitted per Subcontractor per posted position.</p> <p>If the State is not satisfied with the candidate pool the State will either reissue the Requisition or request additional resumes.</p> <p>Travel expenses may be billed, on an exception basis, when specifically authorized as part of an individual Requisition. In such case the quoted rates must not include those expenses. Travel expenses will not exceed the limits identified in individual Requisitions and/or as defined by the State's travel reimbursement policies. International travel will not be authorized. Travel expense may include mileage, car rental, meals, parking, fuel, hotel, airfare, taxi. Receipts are required for all items. Google (or like software) map of the shortest route between two points is required for all mileage. Mileage rate is based on Federal defined rates. Expense may not include durable goods or commodities. Excessive tipping is not allowed. Alcohol is not reimbursable. It is the Contractor, subcontractor and IT Contract Employee's responsibility to understand the State's policies regarding travel reimbursement.</p> <p>Assignment duration may vary. Assignments duration will be noted in the Requisition process. Project size, skill requirements, and funding are the determining factors for assignment length. Contractor should ensure that the submitted candidates are available to complete the duration of the assignment. Individual IT Contract Employee assignments may be ended by the State at any time; advanced notice is not required.</p>
Response:	

Req #	Software Requirements
SR-2	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor's subcontractors will provide qualified candidate resumes. Resumes should address each of the required and preferred requirements identified on the Requisition. Resumes shall include, at a minimum:</p> <ol style="list-style-type: none"> <li>1. Candidate name</li> <li>2. Career Summary</li> <li>3. Professional / Work Experience for each job, include: <ol style="list-style-type: none"> <li>a. Month and year of employment (begin and end dates), company name, city, state, position title, explanation of each job and, responsibilities, accomplishments, promotions, expertise</li> </ol> </li> <li>4. Education and Training, include: <ol style="list-style-type: none"> <li>a. Educational Degree, (year started and completed)</li> <li>b. Training courses or Seminar name, indicate date, school providing training</li> </ol> </li> <li>5. Certifications or Licenses held: indicate date and if active or not active</li> <li>6. Affiliations and professional organizations</li> <li>7. Awards: professional only</li> <li>8. Contractor shall verify each candidate's reference and applicable work history.</li> </ol>
Response:	

Req #	Software Requirements
SR-3	<p>The Bidder should describe how they will meet the following requirements.</p> <p>The Contractor's web application must have the capability to provide detail reporting to authorized state users and the State Contract Administrators/OCIO that includes access to information.</p> <p>Reports will be accessible via the web application on demand. The Bidder should provide a list and short description of the standard reports available on the web application. The Contractor should be able to add Nebraska specific reports to its standard reports. Bidder should describe any ad hoc reporting features.</p> <p><b>Reports should include but not limited to:</b></p> <p>Statewide reporting:</p> <ul style="list-style-type: none"> <li>a. Active IT Contract Employees, including effective dates and bill rate</li> <li>b. Contractor Rate Report</li> <li>c. Various Budget Reports: Budget vs Spend, Funds Depleted,</li> <li>d. # of IT Contract Employee per month, per agency</li> <li>e. # of filled requisitions by month, sorted by agency</li> <li>f. Time and Expense Report</li> <li>g. Time Validation Report</li> <li>h. Invoice Summary Report sorted by Subcontractor, by IT Contract Employee, and by agency</li> <li>i. Approval Workflow Report</li> <li>j. User name with contact and activity information</li> <li>k. Monthly charges (hours, expenses, contractor fee) by IT Contract Employee by month for any time range.</li> </ul> <p>Agency specific reporting:</p> <ul style="list-style-type: none"> <li>a. Open Requisition Summary</li> <li>b. IT Contract Employee Start Date, Renewal Date, and End Date</li> <li>c. Time and Expense Summary</li> <li>d. Subcontractor Contact information</li> <li>e. Subcontractor information sorted by # of IT Contract Employees, which agency, etc.</li> <li>f. Hours worked summary</li> <li>g. Inactive and/or current IT Contract Employees</li> </ul> <p>The web application should have the ability to list Subcontractors supplying IT Contract Employees and the names of those individuals.</p> <p>The Contractor's system must have the capability to generate cost reports and Subcontractor report card reports.</p> <p>The Contractor's web application system must have ad-hoc customized reporting capabilities. Describe any downloading capabilities of the ad hoc reports, i.e. ability to download to an excel spreadsheet.</p>
Response:	

Req #	Software Requirements
SR-4	<p>The Bidder must describe their system scheduled downtime procedures.</p> <p>The Contractor must notify the State in advance of any scheduled downtime.</p>
Response:	

Req #	Software Requirements
SR-5	<p>The Bidder should describe their security policies and measures. Include both physical location and data security. The Contractor must ensure that State data is not available to other entities or persons who may be using the system. All network connections must be encrypted.</p> <p>The Bidder should describe their system redundancy plan.</p> <p>The Contractor should have a detailed, written Disaster Recovery Plan per Section III.ZZ including response time to restore the system in the event of the primary system failure, as well as a scheduled system backup process to protect data. Bidder should discuss this plan here in general terms so as not to reveal items that are secure in nature.</p>
Response:	

Req #	Software Requirements
SR-6	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The web application must be a fully integrated, single interfaced, system to manage the entire recruitment/onboarding/time and labor/billing process.</p> <p>The software must have a candidate scoring component that allows State evaluators flexibility in setting up scoring categories and items. It should allow assignment of point values by item. It should allow multiple evaluators to score a candidate then average the values by candidate for a final point score. It should have the ability to display and print or send to a spreadsheet for comparison of candidate's scores for selection of the top IT Contract Employee.</p>
Response:	

Req #	Software Requirements
SR-7	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must have the ability to allow State's OCIO System Administrators to designate user roles, ensure user security, and update users of the system by agency.</p> <p>The web application must use the State's Active Directory for authentication of State personnel.</p>
Response:	

Req #	Software Requirements
SR-8	<p>The Bidder should describe and provide examples/screenshots on how they will meet the following requirements:</p> <p>The Contractor's web application must have the ability to generate email enabled notices as part of the state's workflow approvals, preferably with links that take the user directly to the relevant page in the system.</p>
Response:	

Req #	Software Requirements
SR-9	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must have the ability for State users to post IT Contract Employee requirements using the web application.</p>
Response:	

Req #	Software Requirements
SR-10	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must have workflow approval paths, customizable to the requesting State agency. There may be dozens of unique work flow approval paths based upon the requesting State agency.</p>
Response:	

Req #	Software Requirements
SR-11	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must manage communications and acceptance procedures (e.g. interview scheduling, evaluations, background check, work start and end dates) between the State, the Contractor, candidates, and subcontractors.</p>
Response:	

Req #	Software Requirements
SR-12	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must process timesheets of IT Contract Employees and must have the capability to accept the State's time management entries, including time information that will be provided via a file extract from the Computer Associates (CA) Clarity system, Kronos, or other state time management software on a weekly/partial week basis. Should the state switch time management software platforms Contractor will interface with the new platform with no additional cost.</p>
Response:	

Req #	Software Requirements
SR-13	<p>The Bidder should describe how they will meet the following requirements:</p> <p>The Contractor's web application must do all processing in real-time.</p> <p>The web application must be available 24 hours a day, seven (7) days a week, 365 days per year with reasonable time allowed for maintenance.</p> <p>The web application must have the ability to perform partial name searches on current and historical (e.g. IT Contract Employees, subcontractors) data.</p> <p>The Bidder should describe the browsers compatible with the web applications.</p> <p>The web application must comply with State of Nebraska accessibility requirements located at <a href="http://www.nitc.state.ne.us/standards/">http://www.nitc.state.ne.us/standards/</a> per Section III.UU.</p> <p>The web application must not store data on desktop PC's local drive(s). The Bidder must describe all interactions with desktop PCs.</p>
Response:	

<b>Req #</b>	<b>Software Requirements</b>
SR-14	The Bidder should describe how they will meet the following requirements: All hosted software, disaster recovery sites, and load balancing operations sites will reside in the United States. All services performed by the Contractor will be within the United States.
Response:	

<b>Req #</b>	<b>Software Requirements</b>
SR-15	The Bidder should describe how they will meet the following requirements: 1. Timekeeping and expense submission and approval processes. Describe any unique characteristics which set you apart from other Bidders.
Response:	

<b>Req #</b>	<b>Software Training Requirements</b>
STR-1	The Bidder should describe how they will meet the following requirements. Upon contract award, the Contractor will initially train up to four (4) system administrators and up to 30 State users on using their web application and formalize the sourcing, billing, and administrative services relationship. The Contractor must supply Ongoing Computer Based Training (CBT) or webinar based training on-demand, for the above.
Response:	

<b>Req #</b>	<b>Future Enhancements</b>
FE - 1	Please describe any future enhancements; this will not be part of the evaluation.
Response:	