

## **2017 ITRC RFP Frequently Asked Questions**

Click on the links below to view Questions & Responses for the 2017 ITRC RFPs:

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- [\*\*State Engagement\*\*](#)
- [\*\*PFAS Team Program Advisor\*\*](#)
- [\*\*Outreach/Website Development & Maintenance\*\*](#)

## **General Questions:**

1. Is this acquisition limited to small businesses?

**ANSWER: No, it is not limited to small businesses.**

2. Can the date of submittal of proposals be extended?

**ANSWER: There will be no extensions. All proposals are due on October 28<sup>th</sup>.**

## **RFP #2017RFP-TRNG**

### **Internet-Based Training (IBT) & Innovation in Training Initiatives**

1. Is this an open competition available to businesses of all sizes (i.e., this is not a small business set-aside)

**ANSWER: Yes.**

2. Is there an incumbent? If there is an incumbent, who is the incumbent and how long has the incumbent firm managed ITRC's IBT program on behalf of ITRC?

**ANSWER: The Yelken Group has held this training contract for the last 5 years.**

3. Number of Key Personnel. On page 3 of 8, the section on Cover Letter/Key Personnel states that proposers need to provide contact information for up to two key persons. On page 4 of 8, the section on Resumes states that proposers can provide resumes of up to three key persons. Please clarify the upper limit on the number of key personnel.

**ANSWER: The cover letter requirement is to submit 2 key personnel that will remain for the life of the contract. The resume section allows submission of up to 3 resumes of key personnel. You are required to submit the names and resumes of 2 key personnel and the 3<sup>rd</sup> resume is optional.**

4. Please confirm that ITRC will identify, procure, and provide instructors for all course deliveries; and that the vendor will NOT be responsible for identifying, procuring, and managing instructors.

**ANSWER: Yes, ITRC teams provide the instructors and the vendor will not be responsible for identifying and procuring the instructors.**

5. Please clarify the period of performance.

**ANSWER: The base contract is for 3 years starting January 1, 2017 through December 31, 2019 with 2 additional option years available ending December 31, 2021 - for a maximum of 5 years. The contract will be awarded in November 2016 but it will have a start date of January 1, 2017. That time allows us to negotiate the terms of the contract before the contractor and ERIS/ITRC signs it.**

**ITRC RFP #2017RFP-SE**  
**State Engagement**

1. Who is the incumbent and how long have they been supporting this effort for ITRC? -

**Answer: SRA International, Inc., A CSRA Company has held this contract for the last 5 years.**

2. What is the definition of Key Persons for this effort?

**ANSWER: The definition of Key Person is the person that will provide the services for the extent of the contract. Key person(s) cannot be subcontractors to the prime submitting the proposal.**

3. Are you looking for a total price, as well as the hourly rates of the personnel?

**ANSWER: The State Engagement Contract is a Time & Materials Contract. The price proposal should be the hourly rates for the key persons proposed for each of the 1st 3 years of the base contract. The hours are listed for estimating purposes only. The total cost for the year is meant to include travel to 2 meetings per year and any materials proposed as well as total overhead charges that are not included in the hourly labor rates. ITRC will pay for any printing that is required.**

4. What is the cost range and ceiling for the work, if any?

**ANSWER: We do not have a range or ceiling to propose for the RFP.**

**ITRC RFP #2017RFP-PFAS**

**Key Information Needed to Develop Strategies to Address  
Per-and Polyfluoroalkyl Substances (PFAS) Team**

1. Who is the incumbent? -

**Answer: None. This is a new team.**

2. What firms or organizations have done similar work for you in the past? -

**ANSWER: Companies that have done similar work for us in the past range from very large consulting companies like Booz Allen and SRA to single-owner companies. There is no size or value expectations of the companies submitting and no further requirements.**

3. It looks like the PFAS team could be quite large. How will interactions between

the team and the selected contractor be managed and how will the team manage the contractor? Will there be a single point of contact for the contractor? Often when we've worked with large stakeholder groups, we can get conflicting opinions about the direction the work should take. Will the team reach consensus on what revisions are needed on draft work products before providing direction to the contractor or will the contractor need to address all comments from all team members as part of finalizing draft work products?

**ANSWER: The RFP requires one single POC that will act as the PA for the team and that individual will be guided by the State team leaders for that team. We do expect that PFAS could be a very large team - potentially 200 people and the PA contractor will need to facilitate the contact with the team members. ITRC teams work on consensus so facilitation skills are critical.**

4. Although the RFP indicates a level of effort of approximately 750 hours per year for three years, the work looks to be front-end loaded, with more hours likely needed the first year to do the fact sheets and the outline for the Technical and Regulatory Guidance document than in the third year, which looks to be mostly finalizing the guidance document and web meetings. Will there be flexibility with respect to annual budgets for each year of the project or is the 750 hours per year a maximum effort permitted each year?

**ANSWER: The contract is firm fixed price and the hourly estimate is provided for estimating purposes only - it could take more or less hours depending on the skill set of the contractor and the dynamics of this team. If we find that the team ends up being more labor intensive than other teams we have had in the past, we may modify the contract. The work is not front-loaded and is pretty much evenly split over the course of the team lifecycle.**

6. Do you have a budget in mind for the overall cost of the work to be conducted under this RFP? Or, alternatively, is there a target hourly billing rate you think is appropriate for the type of work to be conducted under this RFP?

**ANSWER: The fixed price budget is up to the proposer.**

7. What is the definition of "Key Person"?

**ANSWER: The definition of Key Person is the person that provide the services for the extent of the contract. Key person(s) cannot be subcontractors to the prime submitting the proposal.**

8. Are Key Persons required to be employees of the organization or would subcontract staff be acceptable?

**ANSWER: Subcontractors are not allowed to be Key Persons.**

9. There are no font size requirements for the proposal. We assume that a font size of 12 or larger using font types, such as Arial or Times Roman, would be acceptable. Please confirm.

**ANSWER: A Font size of 10-12 is preferred; larger than 12 or smaller than 10 is not acceptable. The font type of Arial or Times Roman is preferred.**

10. On Page 4, under Item 6 of Proposer Information, the name and address of two references are requested for the Key Persons but no references for contracts performed by the offeror. Please clarify if references are required for the Key Person or the offeror.

**ANSWER: The two references requested apply to the work of the Key Persons and not the company submitting the proposal.**

11. On Page 4, Pricing Information, it is required to provide a Firm Fixed Price for each of the three years of the contract. Does ITRC also require the estimated number of hours by labor category and price/hr. for each year of the contractor or an annual lump sum assuming ~750 hrs of effort would suffice?

**ANSWER: This is a firm fixed price contract and the pricing should include the total proposed labor cost for each of the three years of the award, plus the travel costs for three annual meetings. ITRC does not require the hourly labor rate for fixed price contracts.**

12. On Page 5, three annual meetings are specified. Can ITRC provide any insights about the possible locations of the third meeting in 2017 as well as future meetings (e.g., Washington DC area)?

**ANSWER: The three meetings scheduled in 2017 will be held in Orlando, FL, New Orleans LA, and Kansas City, MO. The location of future meetings after 2017 have not been determined.**

13. On Page 5, it is stated that the “Proposer must show the ability to write and edit documents, ..., develop training curricula and presentations and ...”. Is it a requirement for the offeror to have experience in developing training curricula?

**ANSWER: ITRC has a separate contract for assisting all teams with the development of training curricula, but each team expects that their Program Advisor will be sufficiently familiar with how ITRC develops training materials to appropriately assist the team.**

**ITRC RFP #2017RFP-OUT**  
**Outreach/Website Development & Maintenance**

1. Is the awardee responsible for all aspects of both physical security, network security and information security related to the hosts of the ITRC servers and website?

**ANSWER: Yes.**

2. Is the awardee responsible for hosting the ITRC's SharePoint site in addition to managing it?

**ANSWER: The ITRC SharePoint site is currently hosted in an Office365 space, contractor is responsible for configuration, management and support.**

3. Is the awardee responsible for upgrades and patching of hardware and software? If so, are hardware and software renewal costs reimbursable?

**ANSWER: Yes, the hardware and software renewals are reimbursable.**

4. Can you provide a list of specific hardware and software along with versions that with awardee will be responsible for hosting and maintaining?

**ANSWER: Current configuration is MVC.NET with Microsoft SQL Server 2008**

5. Does ITRC have any SLA requirements as it relates to uptime or performance? Is there a requirement for 24/7 support and monitoring?

**ANSWER: No SLA requirements. Current website hosting includes offsite external monitoring to ensure maximum uptime.**

6. Are the "Potential New Website Tasks" factored into the 1000 hours estimate?

**ANSWER: Yes, the potential new tasks are included in the 1000 estimate but this is a time and materials contract and the hourly estimate is an estimate only.**

14. Would ITRC be open to a solution that moves the website and related resources to a cloud solution?

**ANSWER: Yes**

15. Can you provide us with the specifications of the servers currently supporting [www.itrcweb.org](http://www.itrcweb.org)?

**ANSWER:**

**Power Edge R510  
16Gb RAM  
2.8Ghz Xeon Single processor  
Windows 2008 R2  
2008 SQL Express**

Does ITRC own these servers or is [www.itrcweb.org](http://www.itrcweb.org) supported via a cloud hosting service such as Amazon or Rackspace?

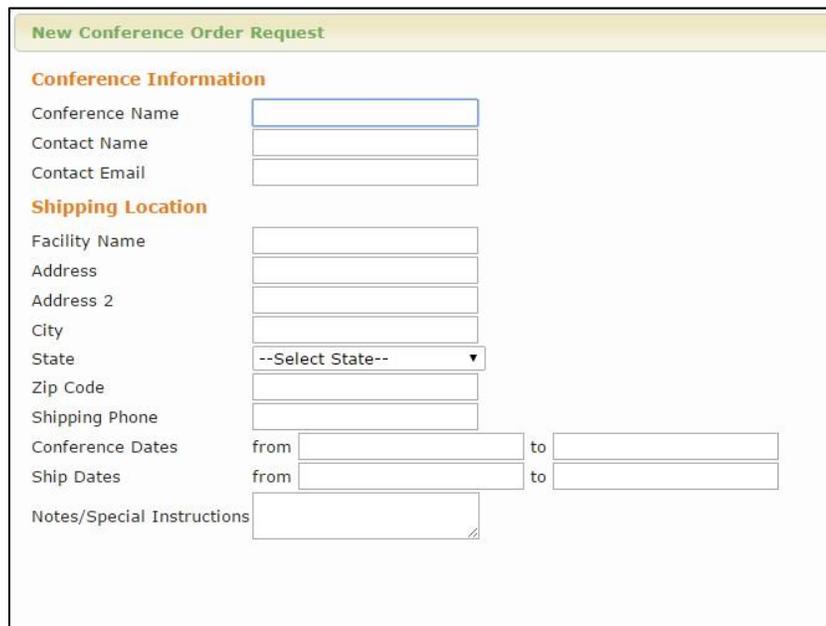
**ANSWER: ITRC owns the server.**

16. On the second bullet on page 4, under "Outreach and Maintenance of Website Tasks," the RFP mentions "on-demand reports." Can ITRC provide samples of current on-demand reports?

**ANSWER: Example reports include Google Analytics of website usage; membership analysis; and industry registrations by sector.**

17. Can you please provide access to the administrative area of [www.itrcweb.org](http://www.itrcweb.org), including the online ordering system mentioned on page 5 of the RFP?

**ANSWER: We cannot provide access to the administrative area, including the online ordering system, of the website because of access to confidential membership information. Below is a screen shot of the online ordering system.**



The screenshot shows a web form titled "New Conference Order Request". The form is divided into two main sections: "Conference Information" and "Shipping Location".

**Conference Information**

- Conference Name:
- Contact Name:
- Contact Email:

**Shipping Location**

- Facility Name:
- Address:
- Address 2:
- City:
- State:
- Zip Code:
- Shipping Phone:
- Conference Dates: from  to
- Ship Dates: from  to
- Notes/Special Instructions:

New Conference Order Request

Materials

Item Name	Qty Available	Qty Requested	Note
<a href="#">ITRC PVI class brochure for November 9-10, 2016 in Framingham, MA.</a>	as needed	<input type="text" value="0"/>	
<a href="#">ITRC Strategic Plan 2016-2010</a>	67	<input type="text" value="0"/>	
<a href="#">ITRC Who We Are Trifold Brochure</a>	29	<input type="text" value="0"/>	
<a href="#">Evaluation of Innovative Methane Detection Technologies Factsheet</a>	as needed	<input type="text" value="0"/>	
<a href="#">Bioavailability in Contaminated Soil Factsheet</a>	as needed	<input type="text" value="0"/>	
<a href="#">Characterization and Remediation in Fractured Rock Factsheet</a>	as needed	<input type="text" value="0"/>	
<a href="#">LNAPL Update Factsheet</a>	as needed	<input type="text" value="0"/>	
<a href="#">Large Pop-Up Exhibit</a>	2	<input type="text" value="0"/>	
<a href="#">Tabletop Exhibit</a>	1	<input type="text" value="0"/>	
<a href="#">Window Shade – Approach</a>	1	<input type="text" value="0"/>	
<a href="#">ITRC Trifold Brochure</a>	640	<input type="text" value="0"/>	
<a href="#">IAP Brochure</a>	as needed	<input type="text" value="0"/>	
<a href="#">IAP Application</a>	as needed	<input type="text" value="0"/>	
<a href="#">Product List</a>	as needed	<input type="text" value="0"/>	
<a href="#">Team Descriptions</a>	as needed	<input type="text" value="0"/>	
<a href="#">Training Schedule</a>	as needed	<input type="text" value="0"/>	
<a href="#">ISM Bookmarks</a>	1055	<input type="text" value="0"/>	
<a href="#">Post-it Notes</a>	29	<input type="text" value="0"/>	
<a href="#">Contaminated Sediments – Bioavailability magnets</a>	202	<input type="text" value="0"/>	
<a href="#">Mining Waste Magnet</a>	7	<input type="text" value="0"/>	

18. Who is the incumbent?

**ANSWER: Automation Creations, Inc.**

19. In the second paragraph it states that travel should not be included in the proposed price. Please clarify that travel should not be included in the price proposed for each year.

**ANSWER: Travel should not be priced out. Travel is not typically included in this contract but if it is requested during the contract, the travel will be reimbursable.**

20. Please confirm that rates and prices should be provided for each year of the contract from January 1, 2017 through December 31, 2019 and not through December 31, 2021.

**ANSWER: Yes, pricing is only for each of the first 3 years. If the 2 option years are exercised, a price proposal will be requested at that time.**

21. Does ITRC have a Digital Strategy and if so, how does the website re-development fit into this strategy?

**ANSWER: No, ITRC does not have a digital strategy.**

22. What are the risks or impediments we should be aware of that would impact the success of the tasks and activities or the proposed redevelopment of the site?

**ANSWER: We are not aware of any known risks or impediments that would impact the success of the work under contract.**

23. What is preventing ITRC from using the incumbent for this renewed contract?

**ANSWER: The ITRC policy is to compete all of their contracts, new and expired contracts.**

24. If this RFP is not part of a mandatory public RFP open bidding process, what different outcomes, qualities or capabilities are you looking for from your new agency partner?

**ANSWER: This RFP is open to all bidders.**

25. What is your planned Project Initiation or Launch date for the redesign?

**ANSWER: Plans to revise and redesign the structure and content of the website are pending federal funding. At this time, we do not have a planned launch date for the redesign.**

26. The RFP states that proposals must be received by ITRC by "5:00 PM Eastern time, Monday October 28, 2016". Please confirm you mean "Friday October 28".

**ANSWER: The due date is Friday, October, 28, 2016 by 5:00pm EST.**

27. May we include a title page prior to Cover Letter or will this disqualify the submission?

**ANSWER: A title page is not required but if one is submitted it will not disqualify the submission.**

28. Considering the page limitation for this section, will you accept summarized comments regarding how we will address the requirements?

**ANSWER: Please do the best you can to address the requirements in the RFP.**

29. Considering the diverse nature of your requirements, will you accept multiple case studies / work samples that reflect aspects of services you require that have been delivered for different clients?

**ANSWER: Please do the best you can to address the requirements in the RFP.**

30. Please confirm whether: you do **not** want Travel included as a rate as ITRC will be reimbursing at cost.

**ANSWER: Travel should not be included in your pricing proposal. Any travel requested will be reimbursed as an ODC.**

31. Do you have an existing social media strategy?

**ANSWER: We just started using social media for outreach this year and our strategy is still being developed.**

32. Are monthly reports which summarize all activities (analytics, outreach, website maintenance, support/ticketing) sufficient?

**ANSWER: Yes, monthly reports summarizing activities are sufficient.**

33. Can the co-located hardware be stored in Canada?

**ANSWER: We are federally funded and our hardware must be purchased and located in the US.**

34. If hosting in Canada is not acceptable, is hosting in one of our partner facilities in the US acceptable?

**ANSWER: Yes, this will be acceptable.**

35. Your RFP question response expresses interested in a Cloud solution. Is this solution preferred?

**ANSWER: A Cloud solution could be considered and is up to the proposer to suggest.**

36. What approximate % of the estimated 1,000 hours is your "fulfill conference requests including printing, assembling & shipping of materials"?

**ANSWER: The fulfillment of conference requests is very minimal and is less than 1% of the estimated hours.**

37. Are there any limitations to the tools used during project planning / development / monitoring & control? (ie: JIRA on private cloud)

**ANSWER: No.**

38. Do you have existing brand guidelines which we can use for the redevelopment?

**ANSWER: Please refer to our website for the branding style and guidelines.**

39. Do you have multimedia database of images/stock imagery/video/typography that supports your brand guidelines and is the creation of new media part of the scope of

the project (specifically video) and are they considered part of the web development budget?

**ANSWER: We have a small database of images that supports the site. The creation of new media is not part of this scope.**

40. Are there any certifications or compliance requirements other than the Rehabilitation Act which you would like included as competencies or delivered as part of this engagement (ie: ADA, W3C, Pagespeed, OWASP, etc.)

**ANSWER: We require that our website be 508 Compliant.**

41. Are there any other projects which will be competing for time or resources in conjunction with this project?

**ANSWER: No.**

42. Will your staff require training in configuring/using google (setting up A/B tests, filters, etc.)

**ANSWER: No.**

43. Are your facilities equipped with A/V equipment?

**ANSWER: Yes.**

44. Do you have a digital marketing strategy /plan to promote the website post launch?

**ANSWER: No.**

45. Will your staff create alt / meta / image etc. tags and other on-site SEO content requirements or do you need help from the vendor?

**ANSWER: No.**

46. Do you require support in introducing the website to your community/partner/civic stakeholders to ensure the best transition and alignment?

**ANSWER: No.**

47. Are you interested in us including volume billing beyond 1,000/year?

**ANSWER: No.**

48. Your RFP has listed this engagement as T&M. Are there any specific terms outside of net 30 which we should be aware of?

**ANSWER: No.**

49. Who will make the final decision on the successful proponent for this project?

**ANSWER: A source selection Board of 4 State Regulators from the ITRC Board and the ITRC Director.**

50. Who will be the point of contact/leading the engagement from ITRC?

**ANSWER: The ITRC Director.**

51. Please confirm that the 1,000 hours provided should be priced out among all the personnel expected to work under the contract and not just the key person(s).

**ANSWER: Yes please provide the rates for all key personnel expected to work on the contract. The 1,000 hours is only for estimating purposes. This is a time and materials contract.**

52. Are there any offline business processes that you will migrate online during the term of the contract?

**ANSWER: Not at this time.**

53. Are there any 3<sup>rd</sup> party tools/services/systems the website will have to interact with?

**ANSWER: Website currently uses a custom eCommerce system with Authorize.net for online payments. Also utilizes Google Analytics and Webmaster Tools. ITRC also supports and manages websites using MadCap Flare & Word Press. ITRC's website has a Windows service that synchronizes files from ITRC SharePoint to ITRC filing cabinet.**

54. Do you have any specific backup requirements (recovery points, type of backup, location of DR sites, etc.)

**ANSWER: ITRC currently utilizes a daily snapshot with off-site recovery.**

55. Does your IT/DevOps use existing best practice models (ie: ITIL) that the successful proponent should follow?

**ANSWER: There is no certification requirement for the website.**

56. Do you have any security protocols or compliance requirements on how personal data is handled? Please provide reference to publicly available resource or attach to this response set.

**ANSWER: eCommerce is handled using PCI Compliance providers. Membership info and team private documents are password protected. Access is granted via a custom permissions architecture.**

57. Are there any 3<sup>rd</sup> party tools which you host and need to be integrated with the current version of the website?

**ANSWER: See above**

58. Will any of the tools listed above go through version upgrades/changes or be replaced within 24 months of the website being launched? Please list.

Note: we ask this question because we want to ensure that the website we build is interoperable for the minimum operational life of your website with without adding significant cost burdens for ITRC. Our internal ITIL policy is to only use software/hardware which:

1. Has current security & patching support from vendors/developers
2. Is not EOL (End of Life) for a minimum 24 month period

Standard website operational life without significant version upgrades is anywhere from 3 - 5 years.

**ANSWER: Any change to the existing website architecture/framework could require changes to the code base. As of right now, no software changes are required. Some level of maintenance will be required to manage all third party services.**