



Andrew M. Cuomo  
Governor

Maria T. Vullo  
Superintendent

**BID QUESTIONS/INQUIRIES AND RESPONSES MEMORANDUM**

**DATE:** July 25, 2016

**PLEASE ADDRESS INQUIRIES TO:**

Ron Wachenheim, *Contract Management Specialist 2*  
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**BID NO.:** C000430

**TITLE:** Computer Skills Training Classes

**BID DUE DATE:** August 4, 2016 @ 4:00 PM

**CONTRACT TERM:** Five (5) years, commencing upon approval by State Comptroller's Office

**SUBJECT:** Responses to Questions/Inquiries

**ALL PROSPECTIVE BIDDERS**

In reference to the above bid solicitation, the following questions/inquiries were submitted, thus we are providing answers to each question below:

**QUESTION #1:** Online: Would you please define "online" training (as listed in Section 1.2 Purpose, and on the Proposal Quote Form). We offer an option for (live) instructor-led, distance-enabled, virtual classroom training (using Adobe Connect). Is that what you are looking for?

**ANSWER:** **We would prefer to have the virtual-classroom style training. If the vendor also offers pre-recorded online training, we'd consider it as well, but the live online training is preferred. Whichever type(s) of training the vendor offers should be defined in their proposal.**

**QUESTION #2:** Pricing: We offer multiple skills levels of training. How should we represent this on the Proposal Quote Form? For example, if we offer a 1-day Word Level 1 course, a 1-day Word Level 2 course, and a 2-day Word Level 3 course, how should we show this? Duration of 4 days? In-person Cost would be based on attending all 4 days? Would you consider modifying the form to include one row per level of course within each application? (So there would be a row for Word Level 1, another row for Word Level 2, and another for Word Level 3, etc.)

**ANSWER:** **Please see attached REVISED Cost Proposal Form pages, which replaces Page 27 of the RFP and will govern evaluation of all proposed cost/pricing.**

QUESTION #3: 1.2 Purpose - The purpose of this procurement is to obtain on-site and online training in all applications and services contained in the Microsoft Office Suite\* or similar; additional Microsoft products such as Microsoft Project, Visio and SharePoint; as well as Adobe applications such as Adobe Acrobat Pro and Acrobat Writer.

Q. What is the required format for online training? Is a webinar format using GoTo Meeting, WebEx or Adobe Connect?

**ANSWER: We have been able to successfully run webinars in all of the above formats.**

Q. Is there a specific webinar tool that the Department requires?

**ANSWER: No**

QUESTION #4: 1.3 Background - The Department has main offices in New York City and Albany. The total staff count is approximately 1,350.

Q. Approximately how many training sessions are going to be offered per contract year?

**ANSWER: At least 2-3 series of multiple classes per year. For example, we're finishing up a series of 27 classes, including all three levels of Word and Excel, plus comprehensive PowerPoint, Outlook and introductory-level SharePoint. At the NYC location, there have been waiting lists for almost all classes, especially the Excel classes.**

QUESTION #5: 2.1 Contractor Responsibilities Section - Must be available to conduct classroom training sessions in both of the Department's Albany and NYC locations;

Q. Does the Department have training labs in both Albany and NYC available with training computers for participants and trainer station? Is the room equipped with LCD and screen, and 16 training workstations?

**ANSWER: Both the NYC and Albany offices are equipped with projectors and screens. The NYC office has 16 computer workstations and the Albany office has 10 computer workstations.**

QUESTION #6: 2.2 Qualification of Bidders - Staffing and personnel references

Q. Do the 3 references for each trainer need to be submitted on Reference Form?

**ANSWER: No, you need three (3) references for your company, not each of your trainers. Also please see answer to Question #23 of this memorandum.**

QUESTION #7: Classroom setup: Would you please provide the technical details of the classroom setups in NYC and Albany? Will an instructor machine be provided? Will there be a projector?

**ANSWER: Both the NYC and Albany offices are equipped with instructor machines, projectors and screens. Also see answer to Question #5 of this memorandum**

QUESTION #8: Internet access: Will participants have Internet access in class (for potential access to lab files and/or a post-class survey?)

**ANSWER: Yes.**

QUESTION #9: The Proposal Quote Form (page 27) requests "Online Cost." Can you please define the expectations for the requested online format? Specifically, will this be a live virtual format in which we deliver the classes privately for a group of 16 NYS DFS students? Or will it be a self-paced format in which participants complete videos, readings, and exercises independently, at their own pace?

**ANSWER: The limit of 16 participants per class relates to the size of our classroom space for live, in-person classes. If the vendor offers online classes in a live virtual format, we would have the participants log in and participate from their desks; therefore, the 16-participant limit is not an issue. If the vendor needs to set a participant limit based on how many participants they're able to manage remotely, they should let us know their limitations. Therefore, it would be more of a self-paced format, with consideration to the vendor's class size and time frame parameters.**

QUESTION #10: Our cancellation policy and fee varies depending on the notice given (i.e., 10+ business days) and also varies based on whether class is being rescheduled or cancelled completely. The Proposal Cost Form requires that all charges and fees must be put into the table. How would you like us to represent this?

**ANSWER: Please see REVISED Cost Proposal Pages included with this memorandum.**

QUESTION #11: Section 2.1 – How frequently are the online and classroom training expected?

**ANSWER: Please see answer to Question #4 of this memorandum.**

QUESTION #12: Section 2.1 -- Shall we assume that Department of Financial Services will have software licenses for the enrollees.

**ANSWER: The DFS has licenses available to all employees for all products except MS Visio, MS Project, Adobe Pro and Adobe Writer. Training in these programs would only be offered to individuals who have access to user licenses for these products.**

QUESTION #13: Section 2.1 -- Shall we assume that Department of Financial Services will provide training room, projection system, white boards etc. for the classroom training in NYC and Albany?

**ANSWER: Yes.**

QUESTION #14: Section 2.1 -- Minimum number of participants is mentioned as 16, is there a cap on the maximum number?

**ANSWER: No – 16 is the maximum number for live classroom training in NYC. Also please see answer to Question #9 of this memorandum.**

QUESTION #15: Section 2.3 -- Submission of proposal says that 6 proposals have to be submitted. Shall we assume you are expecting 1 original + 5 copies?

**ANSWER: Correct.**

QUESTION #16: Section 2.3 -- How much notice will be provided to the Contractor for online and classroom trainings?

**ANSWER: A minimum of approximately 45-60 days in advance.**

QUESTION #17: Section 4.3 -- Is there an approximate date from when the 5 year term is expected to start?

**ANSWER: We cannot determine this as it depends on when the Office of the State Comptroller approves contract awards.**

QUESTION #18: References -- What are you expecting in the **bidder** references besides the email/phone contact information?

**ANSWER: You need to use the Reference Form on Page 29 of the RFP; and references will be required to complete bottom portion of the form.**

QUESTION #19: References -- What are you expecting in the **trainers** references besides the email/phone contact information?

**ANSWER: Please see answers to Questions #6 and #23 of this memorandum.**

QUESTION #20: Proposal Quote Form -- Will the classroom training of the following be bunched together as they individually be less than a day even for advanced level? MS Word, MS Excel, MS Access, MS Outlook, MS PowerPoint.

**ANSWER: Please see answer to Question #2 of this memorandum.**

QUESTION #21: Section 2.1 -- How much in advance will the enrollees be disclosed before the trainings so that a proper pre-course placement assessment be made?

**ANSWER: This would be flexible depending on the needs of the vendor and/or instructor.**

QUESTION #22: MS SharePoint is a vast software that has front-end user needs, functional configuration (Admin) needs and back-end configuration/engineering needs. Which of these part of MS SharePoint is most relevant to Department of Financial Services?

**ANSWER: The greatest need would be for front-end users and sub-site administrators.**

QUESTION #23: Question about the following requirement from the RFP, page 6, within section 2.2: *(c) Staffing and Personnel Biographies of Key Management Personnel: The Bidder should provide a description of the qualifications and category of individuals who would perform the required work, including resumes. The Bidder should describe the number of individuals at each level and the estimated staff days that would be spent on the required work. Include full details and resumes of senior staff that would be available for this engagement, and at least three references that may be contacted at the discretion of the Department.*

I assume this is boilerplate text and that in this case you want resumes and references for some of the people who will be delivering training, as opposed to other personnel at our company. Is this correct?

**ANSWER: To clarify; we are seeking details and resumes of key staff who manage/operate the company business, as well as staff who will be providing the training. We do not need references for each individual; therefore, the end of this sentence: "and at least three references that may be contacted at the discretion of the Department" is hereby deleted from this clause.**

QUESTION #24: The RFP states on page 10, within section 4.2: "Appendix I: Consultant Disclosure Information and Forms – Must be completed and submitted with bid." Are we supposed to submit this with our proposal or was this a typo? If we do need to complete the form, can you please provide us some guidance for completing it? Form A would require a Contract #, Start Date, End Date. Also, we can certainly estimate the number of hours to be worked or amount payable under the contract, but we would need NYS DFS to estimate the number of training days or classes that will be requested, or contract amount. We understand that Form B would be completed at the end of the fiscal year, should the contract be awarded.

**ANSWER: Form A is only required from the bidder selected for award. We will work with selected bidder to complete this Form to become part of the contract award package.**

All other terms and conditions of the bid solicitation remain the same.

**This Memorandum is to be signed, submitted and made a part of your bid.**

VENDOR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SIGNATURE OF BIDDER: \_\_\_\_\_

DATE: \_\_\_\_\_

**NEW YORK STATE DEPARTMENT OF FINANCIAL SERVICES  
REQUEST FOR PROPOSALS (RFP) #C000430**

**PROPOSAL QUOTE FORM – REVISED**

The cost/unit pricing shall cover all costs as outlined on the bid price page(s) herein. **All pricing submitted pursuant to this Request for Proposal (RFP) shall include all direct and indirect (physical and administrative) costs for the performance of services; including, but not limited to, all administrative, reporting or other requirements (such as current/future minimum wage levels, benefits, etc. set by law); overhead, fees, profit and any other ancillary fees and costs including permits, licenses, insurance, etc.; and services not explicitly stated in the RFP, but necessarily attendant thereto as and as applicable to the associated item for which the rate is being quoted.**

Rates/fees as quoted should be expressed in decimals, not to exceed two places for each item quoted. **All fields must be completed.** Additionally, **pricing shall be submitted only on, and in the form prescribed by, this Proposal Quote Form.** No other (additional) charges beyond the services specified herein (those listed on this page) shall be permitted by the Contractor, nor will they receive any consideration.

Course Title (All Skill Levels)	Duration (# of Days)	Online Cost	In-Person Cost (First 16 Participants )		Additional Participants (Cost Per Person)	
			NYC	Albany	NYC	Albany
MS Word (Beginner)						
MS Word (Intermediate)						
MS Word (Advanced)						
MS Excel (Beginner)						
MS Excel (Intermediate)						
MS Excel (Advanced)						
MS Access (Beginner)						
MS Access (Intermediate)						
MS Access (Advanced)						
MS Outlook (Beginner)						
MS Outlook (Intermediate)						
MS Outlook (Advanced)						
MS PowerPoint (Beginner)						
MS PowerPoint (Intermediate)						
MS PowerPoint (Advanced)						
MS Publisher (Beginner)						
MS Publisher (Intermediate)						
MS Publisher (Advanced)						

Course Title (All Skill Levels)	Duration (# of Days)	Online Cost	In-Person Cost (First 16 Participants )		Additional Participants (Cost Per Person)	
			NYC	Albany	NYC	Albany
MS Project (Beginner)						
MS Project (Intermediate)						
MS Project (Advanced)						
MS Visio (Beginner)						
MS Visio (Intermediate)						
MS Visio (Advanced)						
MS SharePoint (Beginner)						
MS SharePoint (Intermediate)						
MS SharePoint (Advanced)						
Adobe Acrobat Pro (Beginner)						
Adobe Acrobat Pro (Intermediate)						
Adobe Acrobat Pro (Advanced)						
Adobe Acrobat Writer (Beginner)						
Adobe Acrobat Writer (Intermediate)						
Adobe Acrobat Writer (Advanced)						
Cancellation Cost, if any (use separate sheets of paper if necessary):						
No-show Cost (if any):						
<b>Sub-Totals:</b>		\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
<b>Grand Total of all Sub-Totals:</b>						\$ _____