



TOWN OF NORTHBOROUGH

63 Main Street
Northborough, MA 01532-1994
(508) 393-5040 Phone
www.town.northborough.ma.us

March 17, 2023

Q&A: Request for Proposals - Technical Assistance in Drafting a Request for Proposals for Information Technology Managed Services Provider (MSP)

Questions:

1. Please elaborate the key responsibility areas of Cogent to complete the tasks listed under all 4 phases mentioned in this RFP. **The Town is seeking assistance in drafting a Request for Proposals to comply with the procurement process set forth in MGL Ch. 30B, the Uniform Procurement Act. The RFP that the Town is requesting assistance with drafting and ultimately managing the selection process, is for a new IT Managed Services Provider for the entire Town IT system. The details of the scope are laid out in the RFP.**
2. Please detail the "Minor informalities" which will be waived or the proposer will be allowed to correct them mentioned on Page 5 Section 1 - General Information and Bid Submission Requirements Subsection B - Questions, Addendum or Bid Modification. **Minor informalities typically include things like typos, misplaced decimal points, etc.**
3. Please clarify if the items mentioned in Section 5 - Minimum Qualifications will have to be answered in the same document under Section 4 - Requirements for Application. **In order to qualify for consideration, a firm must meet the requirements set forth in Section 5.**

Miscellaneous

1. Is this a single award or multiple award contract? **Single award.**
2. What is the anticipated date of award and contract execution? **Anticipated date of award is no later than Friday, March 31.**
3. Is this a deliverable based contract? **The deliverable is the RFP document and the project management assistance laid out as part of the scope of work.**
4. Is this a time and materials-based contract? **No.**
5. Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far? **No, we utilized Blackline Consulting Inc. to assist with the development of a IT Strategic Plan. As part of the recommendations included in that plan, we are moving forward with selection of a new MSP. Blackline Consulting is eligible to submit a proposal for this RFP.**
6. If hard-copy submission mode is required, can the client allow us to submit via email? **No, the submission process as set forth in the RFP is firm.**

Duration

7. What is the duration of the project? **Anticipate that a transition will be complete by the end of the calendar year, but that is flexible.**
8. What is the total number of man hours required for this project? **Unknown.**
9. What is the anticipated timeline for this project? **See answer to question 7.**

Candidates/Resources Info

10. What is the total number of resources which the client is expecting to work on this project? Please let us know their position name (s) and maximum hourly rate(s)? **Various Town departments will be involved in this process. Majority of work will be done with IT Department staff (2).**



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11. If only one candidate is required, can we propose multiple candidates as options (if one resource is unavailable post award, we can still go ahead with alternate resources)? **The Comparative Criteria sets forth the requirements of the firm and project director. All responses will be rated based upon the requirements set forth in the comparative criteria.**
12. Could you please share the job descriptions for each position needed to be staffed by vendors? **This is not a staffing RFP.**

Budget

13. Is there any budget allocated for this contract? If yes, can you please let us know the same? **The town has not set a specific budget for this process.**
14. What is the maximum budget we can propose for this project? **That is up to the proposer.**
15. Are hourly rate(s) acceptable for proposed personnel? **The Town is requesting a lump sum price proposal.**
16. What is the maximum hourly rate we can propose for this project? **See above.**

Remote Work

17. Is the work entirely onsite or can it be done remotely to some extent? **There is opportunity for remote work.**
18. Will the client allow candidates to perform work 100% remotely? **Yes**
19. How many people are currently working onsite and offsite for this project? **Currently all Town staff involved in this project work on-site.**

Interviews

20. Will there be interviews post evaluation? **Interviews are an option but not required as part of the procurement process.**
21. If interviews are scheduled, will it be for the resource personnel only or for a team from the company including a company representative? **The Project Director and a company representative will need to be present at the interviews. They will be virtual if they are done at all.**
22. Could the client tell us when the project will be awarded, when it will start, and when the interviews will take place? **Anticipate award by March 31, 2023. Interviews will take place week of March 27th if they occur. Project to begin shortly thereafter.**
23. Could the client please clarify whether the post-vendor selection interview will be conducted in person or remotely? **Remote.**
24. If in-person interviews are scheduled, can the client allow us to participate virtually? **See above.**

Replacements

25. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets? **Firm personnel proposed as part of the proposal response must be the same personnel to work on the project.**
26. If we are shortlisted for an interview and if our proposed personnel are not available at that time, can we propose alternate resources for the interview? **That is the decision of the respondent. If interviews occur, the Town expects that the personnel involved in the interview will be the same personnel working on the project.**