



QUESTIONS & ANSWERS #1

TORFP #F50B4400069 Google Apps for Government Technical Assistance and Service Desk Assistance March 27, 2014

The following questions for the above referenced TORFP were received by e-mail, are answered and will be posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding to the State unless the TORFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

1. **Question:** Is this a new position or is there an incumbent?

Answer: Yes, there currently is an incumbent.

2. **Question:** Please clarify the manner in which the resume needs to be submitted for this TORFP. Under the submission guidelines of the RFP, it says that we need to submit the resume in Attachment 5A and Attachment 5. Thus, do we need to submit the resume two times?

Answer: Attachment 5 (LC1) should be the proposed personnel's resume. Attachment 5A (TM1) should be the proposed personnel's skills and experience relevant to the labor category for this TORFP listed in the CATS+ Master Contract.

3. **Question:** What is the ratio of work between project effort and operational service desk support?

Answer: The ratio of work between assigned projects and operational service desk assistance is anticipated to be 50/50.



4. **Question:** Will the Tech be required to serve both functions simultaneously?

Answer: Service desk and technical assistance will be required to be performed simultaneously.

5. **Question:** How will conflicts between operational demands from the service desk be balanced against assigned project efforts.

Answer: Service desk assistance would come before project assistance.

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Terraceta Tubaya, Procurement Officer