



**MARICOPA COUNTY SPECIAL HEALTH CARE DISTRICT
DBA VALLEYWISE HEALTH**

**ADDENDUM #1 TO THE
REQUEST FOR PROPOSALS
FOR
IT STAFFING AUGUMENTATION FOR TECHNOLOGY & DIGITAL
SERVICES
90-26-196-RFP**

COVER SHEET

BY SIGNING AND RETURNING THIS COVER SHEET, I CERTIFY RECEIPT OF ADDENDUM #1 TO THE IT STAFFING AUGUMENTATION FOR TECHNOLOGY & DIGITAL SERVICES 90-26-196-RFP.

Printed Name of Authorized Individual

Name of Submitting Organization

Signature of Authorized Individual

Date

THE SIGNATURE PAGE OF THIS ADDENDUM ONE MUST BE SIGNED AND RETURNED WITH YOUR PROPOSAL.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

The Maricopa County Special Health Care District (“District”) d.b.a. Valleywise Health is hereby issuing Addendum #1 to the Request for Proposals which requested sealed proposals from qualified Proposers to provide IT Staffing Augmentation for Technology & Digital Services with the intent to provide contract labor, direct-hire placement, contract to hire or deliverable bases managed services within the Technology & Digital Services (TDS) department.

Pursuant to the Procurement Code Clause HS-305, Addenda to Solicitations, Paragraph D, this Addendum One will extend the Proposal Submission Deadline to April 24, 2026, 11:00am AZT.

Pursuant to the Procurement Code Clause HS-305, Addenda to Solicitations, Paragraph A (1, 2), this Addendum One will make changes to the Solicitation and correct defects and ambiguities as outlined in Attachment A.

Pursuant to the Procurement Code Clause HS-305, Addenda to Solicitations, Paragraph A (3), this Addendum One will furnish to other Respondents information given to one Respondent to assist the other Respondents in submitting their responses.

1.	Question. Are contract staff permitted to perform services remotely, or must all resources work onsite at Valleywise Health facilities? If remote work is permitted, are there specific roles (e.g., Epic analysts, BI developers, cybersecurity engineers) that must remain onsite due to system access or security requirements? Does Valleywise Health provide VPN or secure remote access for contract personnel when remote work is approved?
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Answer. Contract staff will be permitted to work remotely. Any on-site requirements for a specific role will be communicated in the staffing or Managed Services request. Valleywise Health will provide a workstation (virtual or physical) with VPN access to contract staff. All Valleywise Health provided hardware must be returned at the end of the engagement.

2.	Question. Does Valleywise Health anticipate minimum or typical monthly staffing volumes for this contract, or will staffing needs be entirely demand-driven by hiring managers? Approximately how many contract IT resources are currently engaged within the Technology & Digital Services department? What is the average duration of contract assignments (e.g., 3 months, 6 months, 12 months)?
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Answer. Staffing needs will be demand driven and duration will vary. No current resources information will be provided and is not applicable to this solicitation.

3.	Question. For Deliverable-Based Managed Services, does Valleywise Health expect vendors to: Propose full project teams, or provide individual resources under a deliverable-based SOW?
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Answer. Vendors would propose a full project team or full complement of resources necessary to complete the requested deliverable or deliverables.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

4.	Question. Will managed services engagements typically involve system implementation projects, platform support, or specific deliverables (e.g., analytics dashboards, interface builds, etc.)?
Answer. Managed services engagements would typically involve an implementation project or specific deliverable or deliverables.	

5.	Question. Will staffing requests be issued through: A vendor management system (VMS), Direct email requests from hiring managers or a centralized procurement or HR portal?
Answer. Direct request from the hiring manager or responsible Technology and Digital Services (TDS) leader.	

6.	Question. Does Valleywise Health anticipate using a preferred vendor list or tiered vendor model after contract award?
Answer. Staffing requests will be sent to all vendors that offer the desired engagement type and resources. If a particular awarded vendor does not provide the needed resources, they will not be contacted for that requirement.	

7.	Question. What is the typical interview process for contract candidates (number of interview rounds, panel vs manager interviews)? Does Valleywise Health require technical assessments or certification validation prior to candidate submission?
Answer. The interview process will consist of 1 or 2 rounds. Hiring managers will conduct the first interview, panel interviews will be conducted at the discretion of the hiring manager. Certification requirements will be included in the staffing request. The expectation is that any candidate put forward for an interview meets specified certification requirements. Technical assessments may be required for some roles. If a technical assessment is required for a role it will be indicated in the staffing request.	

8.	Question. For Epic-related roles listed in the pricing table (e.g., Epic ApplicationAnalyst, Clarity Administrator), does Valleywise Health require: Active Epic certifications, or are candidates with prior Epic implementation experience acceptable? Will contractors require Epic UserWeb access or Epic training credentials sponsored by Valleywise Health?
Answer. For Epic specific engagements active Epic certification in the primary application a contract resource will support is required. In limited cases previous experience may be considered in lieu of a certification. Contractors may request and receive UserWeb access when engaged with Valleywise Health. Valleywise Health will not sponsor or pay for contractors to attend Epic certification courses.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

9.	Question. Are contract resources required to complete: HIPAA training, security awareness training, or system-specific compliance certifications prior to system access? Also, are background checks performed by the vendor sufficient, or will Valleywise Health conduct additional internal screening?
<p>Answer. All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.</p> <p>Contract staff engaged for greater than ninety (90) days must complete the Valleywise Health online New Orientation video (approx. 5 minutes).</p> <p>Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.</p>	

10.	Question. The RFP indicates Valleywise Health may convert contract staff to full-time employees without conversion fees. Can Valleywise Health clarify: The minimum contract duration before conversion, if any? And whether conversion notice periods apply?
<p>Answer. Vendors should specify their minimum contract duration prior to conversion eligibility in their written response.</p>	

11.	Question. The RFP states that other agencies participating in cooperative purchasing agreements may use the contract. Could Valleywise Health clarify: Whether these cooperative users would primarily be healthcare organizations or municipal entities or staffing engagements for those entities would be managed directly by Valleywise Health or the participating agency?
<p>Answer. Cooperative language in our solicitation is standard language. Will not apply to this type of service. Language will remain but know it is not applicable.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

12.	Question. Will Valleywise Health evaluate staffing firms differently from IT consulting firms offering managed services, or are both models considered equally competitive? And will vendors be asked to present sample candidate profiles or recruiting pipelines during the oral presentation phase?
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Answer. Both models will be considered equally competitive.

Vendors should include details about bench strength and recruitment pipeline in their proposal. Sample candidate profiles will not be required during oral presentations; vendors welcome to provide samples if they choose to do so.

13.	Question. Could you please confirm whether bidders are required to submit proposals for all Staffing Engagement Types listed below, or if we may choose to bid on only specific types? Contract Labor, Direct-Hire Placement, Contract-to-Hire or Deliverable-Based Managed Services? Could you also share which of the above Staffing Engagement Types had the highest demand or most requirements under the previous contract?
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Answer. Proposers are not required to submit proposals for all engagement types listed in the solicitation. Proposers have the option to submit for one or more.

Previous demand may not be representative of future demand. The engagement type desired will be engagement specific.

14.	Question. We noticed that Sections 3.6 and 3.7 of the RFP document appear to be identical. Could you please clarify if this is intentional or if there may be an error in the document?
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Answer. This was unintentional. Section 3.7 Vendor Qualifications should read as:

- A. Location(s) of servicing office(s) and contact information (phone, website, email).
- B. Location of additional offices and contacts that may serve Valleywise Health.
- C. Length of time in business; corporate history/management summary; at least three (3) years providing similar services.
- D. Business hours; ability to provide 24/7 customer service and placement with 24-hour notice.
- E. Types of IT positions commonly filled.
- F. Current roster size and average response time for filling orders.
- G. Ability to fill long-term (nine months or longer) assignments.
- H. Staffing details for servicing office (positions, tenure, qualifications); names and contact information for employees specifically assigned to Valleywise Health.

15.	Question. Who are previous incumbents on this project?
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Answer. This is not public information.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

16.	Question. What was the annual spend for the previous year on this Project? If this is a new contract, what is the anticipated budget for this contract? Is this RFP intended for a single-vendor award or multiple-vendor awards?
Answer. Financial information will not be provided. Proposers should prepare their responses with their best pricing available. See Section 4.6 Award of Contract.	

17.	Question. Provide clarification on whether vendors are required to propose resources across all listed categories, or if it is acceptable for vendors to submit proposals for one or more specific categories that align with their expertise and capabilities. IT strategy and governance, Systems administration and infrastructure support, Application development and maintenance and/or training, Cybersecurity and risk management, End-user support and service desk operations, Project management and business analysis, Data management and analytics and Medical device engineering/support.
Answer. See answer to #13.	

18.	Question. How many vendors are expected to be awarded under this solicitation?
Answer. See Section 4.6 Award of Contract.	

19.	Question. Who are the current service providers? Additionally, if available, could you share the incumbents' response documents submitted for this or similar RFPs?
Answer. This is not public information.	

20.	Question. Is Arizona local certification required for entities to participate in this solicitation? Are there any preferences given to local vendors? Are there any MBE/SBE/DBE participation goals associated with this RFP?
Answer. Not enough information to specify "Arizona local certification," however there is no known state registration required. No preferences or set asides for this solicitation. Any/all awards will be based on results of evaluation of proposals.	

21.	Question. Is there a page limit for the proposal submission? And should we complete and submit all listed attachments, or are additional documents required beyond the attachments provided in the solicitation?
Answer. For additional pages specific to the Attachments in this solicitation; they all need to be designated as "Attachment B" and so forth. Thought should be considered for overall pages in a proposal so keep that in mind when adding supplemental pages to any given Attachment please. Also,	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES
90-26-196-RFP
ADDENDUM #1

Proposers may include additional pages not related to the minimum required documents with a limit of 20 additional pages.

22. Question. As part of the reference requirements, are we allowed to submit commercial references? Should we provide resumes as part of the proposal response submission? If yes, should we submit sample resumes?

Answer. Commercial references are welcome. Attachment B: Organizational Information must be completed and part of the proposal. See #9 for resumes. Resumes for potential staffing, however, should not be included with proposals. That would be provided for candidate selection in the duration of the contract.

23. Question. Could you please share the allocated budget for this contract?

Answer. Financial information will not be provided. Proposers should prepare their responses with their best pricing available.

24. Question. What format would you prefer the requested changes to the MSA in, redline format or via a separate exceptions page? on pages 25-26, the two rate card template tables appear to be identical. Was the second table supposed to have different roles listed on it?

Answer. For clarification purposes this is a contract, not a MSA. Any exceptions need to be acknowledge in Attachment G, which needs to be returned with the proposal. It is okay to list them on a separate page(s) to Attachment G.

The corrected 2nd page of Pricing is hereby added to the main page of Open Solicitations under this RFP and can be downloaded.

25. Question. The RFP says Valleywise Health does not guarantee a specific volume or type of engagement. Please provide any historical or expected estimates for:
Contract labor
Contract-to-hire
Direct-hire placements

Answer. See answer to #23.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

26.	Question. The RFP states that contract-to-hire (CTH) rates must match market-based full-time employee (FTE) rates. Since CTH rates are usually higher to account for lack of benefits and short-term roles, Would Valleywise Health please clarify how it expects vendors to align CTH rates with market-based FTE rates?
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Answer. Contract-to-hire (CTH) rates should be commensurate with market-based rates. While at CTH may be higher to account for health care, the CTH rate should allow Valleywise Health to be competitive with their full benefit package that would be offered at conversion.

27.	Question. Could Valleywise Health please provide detailed job descriptions for each role listed in the RFP so that we can submit accurate pricing?
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Answer. Detailed job descriptions will not be provided.

28.	Question. Please confirm that we are not required to provide the resumes of temporary workers who will be performing the work under this contract.
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Answer. Resumes are not required in response to this solicitation. Resumes should be provided in response to a staffing request after contracts have been awarded.

29.	Question. Is this a new contract? And how many vendors does Valleywise Health intend to award? What is the estimated headcount volume for this contract?
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Answer. Unknown and will be decided during the final selection. Valleywise Health has the right to award to one or multiple vendors. Volume will be based on Valleywise Health's needs at that time. Variable.

30.	Question. Will the hourly rates submitted in the pricing table be considered final for the duration of the contract or will rates be negotiated at the individual task order stages?
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Answer. Rates would be final for the initial contract term. Valleywise Health reserves the right to renegotiate rates annually.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

31.	Question. We note that Valleywise Health specifies no additional conversion fees for contract-to-hire resources following the temporary contract period. Since the 'Contract-to-Hire' column is under the 'Per Hour Rate Range' header, could you please confirm that Valleywise Health is requesting a market-aligned hourly rate range for contract-to-hire assignments by experience level, rather than a fee or percentage?
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Answer. A vendors contract-to-hire (CTH) rates can be detailed in supplemental documentation.

CTH rates should be commensurate with market-based rates. While at CTH may be higher to account for health care, the CTH rate should allow Valleywise Health to be competitive with their full benefit package that would be offered at conversion.

32.	Question. 'Attachment C' requests at least three (3) professional references, but the template provides space for only one reference. It's our understanding that we can replicate the page to include additional references, please confirm.
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Answer. Yes, you can replicate Attachment C three times.

33.	Question. It's our understanding that if we are not taking any exception(s) to any of the Valleywise Health Contract Provisions, we are not required to submit 'VALLEYWISE HEALTH STANDARD CONTRACT PROVISIONS' (page 30-46) or 'VALLEYWISE HEALTH SPECIAL CONTRACT PROVISIONS' (page 47-51) or 'Attachment J' (page 58-66). Please confirm.
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Answer. Correct. Attachment G will need to be marked with the appropriate selection and returned with the proposal though. The Standard Contract Provisions, Special Contract Provisions, and Business Associate Agreement will however be included in the final signed contract(s) which Valleywise will do if there are no exceptions.

34.	Question. Does Valleywise Health intend to operate this contract as a vendor pool, or will a primary/lead vendor be designated for coordination of staffing requests?
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Answer. Vendors who are awarded contracts will be engaged directly by Valleywise Health. A primary or lead vendor will not be designated.

35.	Question. Will there be any vendor tiering or prioritization (e.g., preferred vendors)? What is the approximate number of concurrent contract resources currently utilized?
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Answer. There will not be vendor tiering or prioritization. Staffing requests will be sent to all vendors that offer the desired engagement type and resources.

Current contract resource usage is not public information.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

36.	Question. Are there any anticipated large initiatives (e.g.: cloud migrations) that may drive increased staffing demand? How will staffing requests be distributed to awarded vendors (e.g., email, portal, system)?
Answer. Vendors will be engaged directly via email or phone the hiring manager or Technology & Digital Services (TDS) leader. Large initiatives are dependent upon annual budget approval and may be staffed under this contract	

37.	Question. Will all vendors receive requisitions simultaneously, or will requests be distributed selectively? If so, which platform is currently in use? If not, is Valleywise open to vendors proposing a VMS or workforce management solution as part of their response?
Answer. Staffing requests will be sent to all vendors that offer the desired engagement type and resources. Staffing requests will be submitted via email by the hiring manager. Valleywise Health is not currently seeking a VMS solution.	

38.	Question. Can Valleywise provide examples of the types of deliverable-based or managed services engagements anticipated under this contract? What criteria will be used to determine whether work is issued as staff augmentation versus a fixed-price or deliverable-based engagement?
Answer. An example of a deliverable based or managed services engagement would be a request to complete a data conversion system from a legacy system to newly implemented system. Criteria remains under consideration.	

39.	Question. Will Valleywise provide a standard SOW template for managed services engagements?
Answer. Upon award of contract, or shortly thereafter. Valleywise will provide a SOW template to awarded vendors that will have operational information specific to the job and will be subject to the contract terms & conditions.	

40.	Question. Should vendors provide fully burdened rates inclusive of all costs (overhead, G&A, etc.)? Also, are there any established rate caps or budget thresholds for key roles (e.g., Epic resources)? How should vendors structure pricing for direct-hire placement fees and contract-to-hire conversions?
Answer. Vendors rates should reflect their full or actual rate that will be charged to Valleywise Health. There are no rate caps to disclose, budgets will be approved on a project basis or engagement basis. Detailed financial information will not be provided. Pricing structure and fess for direct-hire placement or contract-to-hire roles may be dependent on the vendor. Vendors should provide the pricing structure or fees they would require if a contract is awarded.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

41.	Question. For managed services, does Valleywise prefer milestone-based payments, fixed pricing, or not-to-exceed (NTE) structures?
<p>Answer. Valleywise Health prefers fixed-fee pricing for project based or deliverable based managed services, with payments tied to defined milestones or acceptance of agreed upon deliverables. Where a time and materials pricing model is proposed, Valleywise Health requires a not-to-exceed (NTE) amount for the engagement.</p>	

42.	Question. Will Valleywise require vendors to provide Epic-certified resources where applicable, or will certifications be verified internally? Are there additional healthcare-specific onboarding or compliance requirements beyond those listed (e.g., HIPAA training, clinical onboarding)? What is the expected timeline for background checks and onboarding?
<p>Answer. Answer. For Epic specific engagements, active Epic certification in the primary application a role a contractor will support is required. In limited cases previous experience may be considered in lieu of a certification.</p> <p>Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.</p>	

43.	Question. Are out-of-state or offshore resources permitted for any roles?
<p>Answer. Out of state, yes. All resources must be onshore.</p>	

44.	Question. Will vendors be evaluated against specific KPIs such as time-to-fill, retention, or candidate quality? Also, what are the expected timelines for replacing a resource if performance issues arise?
<p>Answer. Time to fill, retention and bench strength / depth of bench are some of the many factors that will be considered when evaluating proposals.</p> <p>The expectation to replace an underperforming resource with a new qualified resource is, as soon as possible. If a vendor is unable to provide a suitable replacement, Valleywise Health reserves the right to fill the open role through another vendor.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

45.	Question. Will timekeeping be managed through a Valleywise system or vendor-provided tools? Are vendors required to integrate with any existing financial or ERP systems for invoicing? Is there a preferred payment method (e.g.: ACH)?
<p>Answer. Timekeeping would be managed via vendor provided tool, the Valleywise Health manager will review and provide signoff. Currently there are no requirements to integrate with a financial or ERP system for invoicing. Valleywise Health reserves the right to request vendors integrate with an ERP system in the future.</p> <p>Valleywise Health utilizes multiple payment methods to include PO, BPO, checks, credit card. At this time we do NOT have ACH capabilities.</p>	

46.	Question. Are vendors permitted to utilize subcontractors or partner staffing firms? If so, are there any restrictions on markup or pass-through pricing? Should pricing be structured to accommodate multi-agency utilization?
<p>Answer. Awarded contracts will be between Valleywise Health and the selected vendor or vendors. Subcontractors or partner staffing firms are not permitted.</p>	

47.	Question. Can Valleywise clarify expectations regarding usage of this contract by other agencies through cooperative purchasing agreements?
<p>Answer. See answer to #11.</p>	

48.	Question. Are there any pain points or issues with the current vendor(s)? Is there any mandatory subcontracting requirement for this contract? If yes, is there a specific goal for the subcontracting? Can we submit good faith efforts if we are unable to find a subcontractor?
<p>Answer. There are no pain points to call out. The purpose of this RFP is to provide greater flexibility to Valleywise Health by providing a broader range of vendors to work with.</p>	

49.	Question. How many positions will be required per year or throughout the contract term? If the resources we provide at the time of proposal submission are unavailable at the time of a potential contract award, could vendors replace them with equally qualified resources? Can we provide hourly rate ranges in the price proposal?
<p>Answer. The number of positions required per year is not known and will be dependent upon approved projects and budget. Specific resources do not need to be submitted as part of the proposal. Resource requests will be sent when a specific need arises.</p> <p>Hourly rate-ranges are acceptable.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

50.	Question. Will the County allow mid-contract price adjustments (e.g., for agency fees or wage rates), and if so, under what conditions? If adjustments are permitted, is there a specified mechanism (e.g., annual review, CPI-based increase, or mutual negotiation) that governs such changes?
Answer. For clarification, we are not the County. See Attachment E: Pricing.	

51.	Question. Should the initial proposal reflect fixed pricing for the entire term, or can adjustments be proposed in advance as part of the contract? Is there a preferred pricing structure for the 'Deliverable Based Managed Services' beyond the requested NTE amount?
Answer. While fixed pricing would be preferred, vendors are welcome to submit or propose annual adjustments in their response.	

52.	Question. What are the invoice/payment terms (NET 30, NET 45, etc.) and required invoice fields? Does the Net 45 payment term apply to credit card payments through the Commerce Bank program?
Answer. Payment Terms is listed on page 2, Offer and Acceptance. Commerce Bank if selected yes will not change payment terms. For invoice instructions see Invoicing section on pages 26-27. Proposers may specify any exceptions through Attachment G in their proposal.	

53.	Question. Are resumes required at the time of proposal submission? If yes, do we need to submit the actual resumes for proposed candidates, or can we submit sample resumes?
Answer. See answer to #22.	

54.	Question. Could you please provide a list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?
Answer. Valleywise Health recognizes 10 holidays, which include: New Years Day, Civil Rights Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. Valleywise Health will not provide holiday pay or paid time off to contract resources under this contract.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

55.	Question. For Attachment E, can you provide a few of the applications the ‘Clinical Programmer Analyst’ would be supporting? Is that a Third-party Application Analyst or someone supporting Legacy Applications?
Answer. This would primarily be third party applications where a resource with clinical background/experience would be desired.	

57.	Question. Does Valleywise Health currently utilize a specific VMS or MSP platform for managing IT staff augmentation? Which Epic modules are expected to have the highest volume of resource requests in the first 12 months? Will Valleywise Health provide Epic training for non-certified candidates or are active certifications a prerequisite?
Answer. Valleywise Health does not currently utilize a VMS or MSP specific to staff augmentation. The Epic modules expected to have the highest volume of resource needs over the next 12 months in not currently known. Valleywise Health will not sponsor or pay for contract staff to obtain Epic Certification. Valleywise Health will not pay for or sponsor Epic training for non-certified candidates. For Epic specific engagements, active Epic certification in the primary application a role a contract will support is required. In limited cases previous experience may be considered in lieu of a certification.	

58.	Question. For contract-to-hire roles, what is the specific minimum duration required before the conversion fee is waived?
Answer. Valleywise does not have a specific minimum, we are excited to learn what options vendors propose as part of their response.	

59.	Question. Is the requirement for three candidates within two weeks applicable to highly specialized or niche technical roles? Are background check and drug testing costs reimbursable or must they be fully loaded into the hourly rates?
Answer. Valleywise Health understands that specific roles may be more difficult to source and is willing to be flexible on the three candidates within two weeks requirement when appropriate. Specific concerns can be discussed when a staffing request is received. Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

60.	Question. Are there specific cybersecurity insurance requirements for vendors providing remote managed services resources? And does Valleywise Health require vendors to have a physical office presence within the Phoenix metropolitan area?
<p>Answer. Cybersecurity liability would not be required under this contract.</p> <p>Valleywise Health does not require vendors to have a physical office presence within the Phoenix metropolitan area.</p>	

61.	Question. Are all IT staffing roles expected to be onshore, or can any be offshore/hybrid? Is there a maximum hourly rate or budget constraint for contract labor positions?
<p>Answer. All resources must be onshore.</p> <p>Valleywise Health budgets will be approved on project or engagement specific basis. Overall budget would be constrained by what has been approved. Valleywise Health does not have a stated maximum rate.</p>	

62.	Question. Are there specific project timelines or expected start dates for each engagement? Will Valleywise Health provide any onboarding or training for temporary or contract staff?
<p>Answer. Individual staffing requests or managed services requests will indicate expected start date and engagement length (length will be engagement / project specific).</p> <p>All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.</p> <p>Contract staff engaged for greater than ninety (90) days must complete the Valleywise Health online New Orientation video (approx. 5 minutes). All other onboarding activities will be conducted at the discretion of the hiring manager.</p>	

63.	Question. Will Valleywise Health provide the full scope of work for each contract-to-hire assignment in advance? Are direct-hire placement fees and contract-to-hire conversion terms flexible, or must they strictly follow Attachment E pricing?
<p>Answer. Yes, a scope of work for contract-to-hire engagements will be included in the individual staffing request. The staffing request will be generated on as needed basis. Direct hire and contract-to-hire fee do not need to follow the table in attachment E. The fee structure and conversion terms for direct hire and contract-to-hire can be provided as supplemental documentation.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

65.	Question. As long as remote workers are performing services aligned with your business hours, are there any restrictions on where remote work can take place? Are there any geographic preferences on where remote work can be performed? What is the primary driver for this RFP? Periodic rebid, new business drivers, etc.?
Answer. Remote work must take place in the United States. There are no preferences for work location unless a position has in person requirements. Any in person requirements will be specified in the staffing request.	

66.	Question. How many incumbent vendors/suppliers are currently formally providing these resources to Valleywise Health? Are there any niche vendors also supporting these needs that are not part of the formal incumbent pool? How many SOWs were issued in 2025 under this program? Does that total include SOWs issued for resources currently providing services to Valleywise health?
Answer. This is not public information and does not affect this solicitation.	

67.	Question. Can a offeror bid on any categories? Does health care public sector experience weights more as compared to non-healthcare when it comes to provide the references.
Answer. See answer to #13. Health care sector references would be preferred.	

68.	Question. Are we supposed to provide any live resumes? What about key personnel resumes? When it comes to personnel qualification The certification like AWS ITIL , does it mean a key personnel should have or a company , in case a company has only one will it affect their proposal?
Answer. See answer to #22. Certification requirements apply to the individual resources a vendor is attempting to place with Valleywise Health in response to staffing or managed services request.	

69.	Question. How would Valleywise like to receive attachments? Proposed options below: Option 1: 1 email with 1 attachment. Option 2: 1 email with multiple separate attachments. Option 3: Separate emails with 1 attachment per email
Answer. Please review Page 4 Notice of Solicitation	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

70.	<p>Question. Will you send PDFs of each of the items listed below in the proposal as its own document? Offer and Acceptance</p> <ul style="list-style-type: none">▪ Table of Contents▪ Authorization to Submit Proposal and Required Certifications (Attachment A)▪ Organizational Information (Attachment B)▪ Professional References (Attachment C)▪ Intentionally left blank (Attachment D)▪ Proposer’s Pricing (Attachment E)▪ Proposer’s Reply to Work Statement (Attachment F)▪ Proposer’s Stated Exceptions to RFP Requirements (Attachment G)▪ Proprietary and/or Confidential Information (Attachment H)▪ Signed Addenda to this RFP.
<p>Answer. The RFP listed online is one entire document so no documents will be sent to interested parties separately and the proposal should be submitted as a single PDF, containing all required sections and attachments in the specified order. Multiple emails can be sent, clearly marked, see page 4.</p>	

71.	<p>Question. For Attachment B Page 20 question 9 - Our Managed Services team is quite extensive with varying skill sets and backgrounds, and we typically provide tailored resume profiles that align with the specific projects and scenarios relevant to each client’s needs. For this request, we would be happy to share the names, titles, and LinkedIn profiles of our Client Services and Customer Success team members that would engage with Valleywise leadership on a regular basis. Since these individuals are not technical resources and are primarily focused on supporting Valleywise from a client satisfaction perspective, please let us know if this approach meets your requirements.</p>
<p>Answer. This approach would meet the requirement. Resumes for prospective contract staff that may be assigned to an engagement do not need to be included in the proposal.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

73.	Question. In some of the attachments there are questions that require significantly more space to comprehensively answer. May we include additional addendum documents to attach to the Attachments?
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Answer. See answer to #21.

74.	Question. Page 40: The insurance requirements state that we must have both professional liability and errors/omissions insurance. However, our policy for professional liability acts as both; are separate coverages required? We do not hold a technology errors & omissions policy (nor would it be applicable to the services we provide).
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Answer. Please state any exception in relation to Attachment G.

75.	Question. Page 48: This outlines the credentialing process for our company; to clarify, is this just as a vendor? Or is it for temporary workers? We ask because typically it is a facility responsibility, not vendor, to privilege and credential workers that enter its premises.
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Answer. Page 48, Section 8. Credentialing is CMS and not applicable to this solicitation.

76.	Question. Could you please clarify whether an administrative fee is required for the Cooperative portion? Could Valleywise Health please confirm if opting out from the Cooperative purchasing arrangement would affect the scoring in the evaluation process?
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Answer. See answer to #11.

77.	Question. Since we are opting out of the cooperative contract, can you please confirm whether Valleywise’s terms and conditions—specifically Clause 30—will still apply under the direct contract with Valleywise?
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Answer. See answer to #11.

If by “Clause 30”, you mean page 42, 30. Use of Contractor’s Name, Symbols and Service Marks, this is not related to “5.17 Cooperative Purchasing” and is applicable to this solicitation.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

78.	Question. Section Technical Requirements - Point J makes a reference for vendors to be responsible for bonding. Could you please confirm if any performance bond is required? If so, could you specify the amount?
Answer. No performance bonds are required.	

79.	Question. Are electronic signatures allowed?
Answer. Yes, as long as it's the proper signature authority.	

80.	Question. Can a firm subcontract with various primes? Also, can a firm bid both as a prime contractor and as a subcontractor?
Answer. Awarded contracts will be between Valleywise Health and the selected vendor or vendors. Subcontractors or partner staffing firms are not desired for this solicitation.	

81.	Question. Could Valleywise Health kindly clarify what "hourly rate reductions" entail in Contract Labor services, considering these services will be provided on an hourly basis? Considering that deliverable-based managed services are included within the scope of this solicitation, please clarify whether the stated experience, qualification, and certification requirements must be met by all in-house personnel at the time of proposal submission, or if these requirements may be fulfilled by resources assigned at the time of Task Order execution.
Answer. Any rate reduction a vendor may offered based on length of engagement. For deliverable-based managed services the requirements noted only need to be fulfilled at the time of task order execution.	

82.	Question. Could Valleywise Health kindly clarify on how the sentence ends in point 2, point G, section 3.5 TECHNICAL REQUIREMENTS, as it is not completed?
Answer. Full point text: Disclose and receive approval if simultaneously engaged with another organization, prior to the start of the engagement	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

83.	Question. Could Valleywise Health kindly clarify if the information requested in Attachments B and F can be provided in a separate document, considering that resumes, detailed qualifications, organizational chart, response to Scope of Work, and more critical information are being requested?
Answer. See answer to #21.	

84.	Question. Are firms allowed to use references from a subcontractor (for services they have provided) to meet the references requirement?
Answer Attachment C: References are for professional references related to the firm submitting a proposal. If the firm wants to use references from a subcontractor for services they have provided to a subcontractor that is their choice. Subcontractors or partner staffing firms are not desired for this solicitation.	

85.	Question. Could Valleywise Health kindly confirm if there are any subcontractor goals that should be met?
Answer. There are none.	

86.	Question. Could Valleywise Health kindly confirm the following understanding: this solicitation showcases the needs of professionals for the IT services requested under section 3.3 Experience, Qualification, and certifications requirements. These services can be provided through temporary staffing (contract labor), direct-hire placement, or deliverable managed services.
Answer. Correct. In the staffing request Valleywise Health will specify the type or types of engagements they are willing to consider.	

87.	Question. Section 3.0 of the RFP indicates that responses should be provided within Attachment F. However, certain elements within this section appear to be informational in nature or overlap with other requirements within the same section. Could Valleywise Health please confirm whether proposers are permitted to cross-reference responses within Attachment F to avoid duplication, while still ensuring all requirements are fully addressed?
Answer. Yes, responses can be cross-referenced to avoid duplication.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

88.	Question. In attachment B, the following is stated: "9. Detail the qualifications and professional background of all management, technical, and on-site staff who would be directly involved in providing the proposed services. Include copies of their current resumes." Considering that Valleywise Health does not guarantee a specific volume or type of engagement, could Valleywise Health kindly confirm if providing current resumes of proposed staff are required?
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Answer. Resumes for potential contract resources that may be engaged under this contract do not need to be submitted. Resumes for proposed contract resources would be provided in response to a specific staffing or managed services request. Vendors are welcome to include resumes of management or account executive staff that may support the overall vendor relationship.

89.	Question. Is Valleywise Health looking for firms to source, vet, screen, and recruit the requested positions from the market or for firms to provide their in-house personnel to perform the services? If firms must present actual candidates, can these be replaced by equally or better qualified candidates if they are no longer available at the time of contract award?
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Answer. Candidates submitted in response to a staffing request could be sourced from either a market search or in-house staff. It would be expected that firms would properly vet and screen any candidate recruited from the market prior to submission to Valleywise Health.

Potential candidates do not need to be included in the response to this RFP. Firms may want to include details specific to the bench strength and recruitment pipeline. Actual candidate resumes would be submitted in response to a staffing request after contracts have been awarded.

90.	Question. Considering that Valleywise Health does not guarantee a specific volume or type of engagement, could Valleywise Health kindly confirm if firms will be allowed to provide pricing information for Deliverable-based managed services at a purchase order level? And are firms allowed to bid only under one or more of the categories mentioned under section 3.3 Experience, Qualification, and certifications? If so, could Valleywise Health kindly confirm which job roles in ATTACHMENT E: PRICING are applicable to each category?
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Answer. Firms are welcome to submit pricing information for deliverable-based managed care services according to their standard or customary pricing practices. Firms are welcome to bid on one or more categories. Job roles defined in attachment E are related to the staffing engagements in section 3.2.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

91.	Question. Could Valleywise Health please clarify whether this solicitation requires vendors to have in-house personnel currently employed for all job roles listed in Attachment E: Pricing, or if the intent is to establish a staffing arrangement where resources may be sourced and provided on an as-needed basis?
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Answer. Resources may be sourced and provided on as needed basis. Vendors are also welcome to submit in-house employees for an engagement if they meet the requirements of the request.

92.	Question. Could Valleywise Health kindly clarify if firms are allowed to present a percentage for contract-to-hire services? Also, please clarify if a yearly rate adjustment (COLA adjustment) will be allowed?
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Answer. Valleywise Health reserves the right to renegotiate rates on an annual basis.

Any annual pricing adjustments desired by a firm should be detailed in attachment E supplemental documentation.

93.	Question. Are firms required to provide health benefits? If so, will firms be reimbursed for this expense? Also, are firms required to pay Holidays, PTO, Sick Leaves, etc., to the consultants placed? If so, will firms be reimbursed for this expense?
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Answer. Firms are not required to provide health benefits; this is a firm business decision. Contract labor is not eligible to receive Valleywise Health benefits. Firms are not required to pay holidays, PTO, or sick leave, this is a firm business decision. Valleywise health will not reimburse for health benefits, holidays, PTO, or sick time.

94.	Question. Are the rates requested all-inclusive rates? And can firms provide hourly rate ranges?
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Answer. Rates should be all-inclusive. Yes, hourly ranges can be provided.

95.	Question. Could Valleywise Health kindly elaborate on what services/types of projects may be requested under Data management and analytics? And kindly elaborate on what services/types of projects may be requested under Project management and business analysis?
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Answer. Valleywise Health anticipates that contracted support under the Data Management and Analytics category may span a range of initiatives, including but not limited to:

- Enterprise Data Infrastructure
- ETL Pipeline Development
- EHR-Based Analytics
- Revenue Cycle and Financial Analytics
- Data Governance and Cataloging

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

- Business Intelligence and Visualization
- System Rationalization and Modernization

Valleywise Health may need supplement Project Management staff to project manage a application or system implementation.

96. Question. We are an IT firm specialized in providing IT Staff Augmentation and Temporary staffing services, could Valleywise Health please clarify if they are open to a temporary staffing approach (finding candidates from the market and onboarding them)? Or is Valleywise Health only open to solution-based services?

Answer. Candidates sourced through a vendors recruitment pipeline would be of interest. Candidates should be vetted to ensure they meet position requirements.

97. Question. Of the four engagement types listed (contract labor, direct-hire, contract-to-hire, managed services), does Valleywise have a preferred mix or primary need driving this RFP, or are all four equally weighted in terms of anticipated volume? Section 3.3 lists Epic as a core platform and "Epic Application Analyst" dominates the pricing table, is Epic support the primary driver of this engagement, or is the need more broadly distributed across the technology stack?

Answer. All four engagement types are of interest. Volume across the four may not be equally weighted. Engagement types desired will be dependent upon future project and budget approvals.

Epic is a Valleywise Health core platform and is called out more specifically due to certification requirements. This RFP is intended to cover the entire Valleywise Health technology stack and scope of IT services provided by the Valleywise Health Technology and Digital Services (TDS) department. Distribution is unknown at this time as that will be dependent upon future project and budget approvals.

98. Question. The pricing table includes several roles with no experience tiers specified (e.g., Clinical Programmer Analyst, IT Security Engineer, Capsule Technologies Interface Engineer). Should vendors provide a single rate for these roles, or propose their own tiered structure? For Contract-to-Hire engagements, Section 3.2 states there are no conversion fees after the temporary period. Does Valleywise intend to apply this to all conversion scenarios, including short-tenure contractors, or is there a minimum engagement duration before conversion is fee-free?

Answer. Vendors are welcome to propose an expanded tiered structure as supplemental documentation. Valleywise preference is no conversion fee for contract-to-hire resources. Vendors should use supplemental documentation to outline their engagement duration requirements prior to conversion. Any vendor conversion fees should be detailed in the supplemental documentation.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

99.	Question. For deliverable-based managed services, will Valleywise provide a sample SOW or scope template so vendors can assess fit and propose appropriately, or will that only be provided post-award?
Answer. See answer to #39.	

100.	Question. What priority strategic initiatives/programs are driving the need for IT staff augmentation for technology and digital services over the next 2-3 years? Please share the defined strategic initiatives for TDS.
Answer. This is not public information.	

101.	Question. Please share the number of placements for technology and digital services over the past three (3) years (by year, category, and role if available). <ul style="list-style-type: none">a. Which roles have historically been the most difficult for Valleywise to hire/retain?b. What challenges has Valleywise experienced with previous staffing vendors that it wants to avoid in this program?c. During Valleywise Health’s last IT assessment, where were the largest technology capability gaps found?
Answer. This is not public information.	

102.	Question. What is the anticipated or estimated number of annual resources required by role/category? <ul style="list-style-type: none">a. What primarily drives staffing needs? (e.g., growth initiatives, backlog reduction, staff turnover, etc.)b. Are there skill areas where Valleywise prefers long-term augmentation vs. permanent hires? If so, please elaborate. Are there any roles expected to be specifically on-site, remote or hybrid?
Answer. This is not public information. The general expectation is that roles will be remote. Any on-site requirements for a specific role will be communicated in the staffing or Managed Services request.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

103.	Question. What is the typical contract duration for staff augmentation assignments? a. Are there rate caps or budget guidelines for specific roles? b. Are vendors allowed to propose volume discounts?
<p>Answer. Contract duration will vary based on need and engagement. Contract spend must remain within approved budget for an engagement or project. There are no specified rate caps, but approved budget will drive the total amount of engagement spend.</p> <p>Vendors are certainly welcome to propose volume discounts in their response.</p>	

104.	Question. What behaviors or delivery models distinguish high-performing vendors in Valleywise Health's environment? a. How does Valleywise prefer vendors to share innovation ideas or efficiency opportunities?
<p>Answer. Time to fill, quality of resources and performance level of previous placements. Vendors are welcome to communicate ideas and opportunities to the Hiring Manager they are working with.</p>	

105.	Question. Will the selected vendor be limited to only supporting the IT department with technology and digital services, or can the vendor share and potentially be considered for the requested SOW plus additional areas within other departments where they demonstrate expertise and currently support similar clients?
<p>Answer. The contracts awarded under this solicitation will be specific to the Valleywise Health IT / Technology and Digital Services (TDS) department.</p>	

106.	Question. How many vendors will be selected for this scope of work? a. If more than one vendor is to be selected, please explain how assignments/requisitions will be distributed to vendors. (e.g., will assignments be given to specific vendors? will there be a tiered vendor structure? etc.)
<p>Answer. Valleywise Health may award multiple contracts under this solicitation to ensure all services and roles are covered.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

107.	<p>Question. How does Valleywise predict IT staff augmentation needs will change given how quickly technology is evolving and growing?</p> <ul style="list-style-type: none">a. Does Valleywise have a 3–5-year growth plan, or plan to publish one?b. How does or will Valleywise use automation, AI, and tech accelerators to improve its overall IT goals and fulfill the types of roles listed within this RFP?
Answer. This is not public information.	

108.	<p>Question. Please clarify the meaning of “Deliverable-Based” Managed Services? In this instance, does ‘Deliverable’ equate to service level agreements (SLAs)?</p> <ul style="list-style-type: none">a. What type of managed services does Valleywise Health utilize today?b. Specifically, what SLAs does Valleywise Health currently measure for vendor performance and/or productivity? <p>In Section 3.3, can you expound on the definition of ‘application development’ in relation to your Epic applications? Does this mean application build and configuration?</p>
<p>Answer. Delivery of the full scope agreed upon scope of a specific project or set of deliverables. This does not equate to a service level agreement.</p> <p>The Valleywise health Technology and Digital Services (TDS) department does not currently use managed services.</p> <p>Current vendors are evaluated on quality of candidates, time to fill roles, pricing, ability to replace resources if needed.</p> <p>Application development in relation to Epic would include build, configuration, testing, troubleshooting, new implementation support, etc.</p>	

109.	<p>Question. Can you provide any historical spending data associated with this contract? What is the anticipated volume of staffing requests (for example, the estimated number of requisitions per year)?</p>
Answer. Financial information will not be provided.	

110.	<p>Question. Could you please share the evaluation criteria and the relative weighting for each component?</p>
Answer. See Section 4. Evaluation Criteria and Process. No additional information will be provided.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

111.	Question. In Attachment E – Pricing (Contract-to-Hire section), could you please clarify what specific pricing structure or details you are expecting vendors to provide?
<p>Answer. Proposed hourly rate when a resource in the contractor phase of the engagement. Amount of time a resource must be in a contract role before they can be converted at no cost, fee to convert early or conversion fee if conversion at no cost is not an option.</p>	

112.	Question. Our organization does not currently have experience with Epic-related technologies or resources with that specialization. Would we still be considered eligible to participate, despite this limitation? Could you please confirm whether the resources are required to be onsite, or if remote work within the United States is acceptable? Additionally, is there any flexibility to engage offshore resources (e.g., from India)?
<p>Answer. Yes, you would still be eligible to participate. The Valleywise Health Technology and Digital Services (TDS) department may have staffing needs that are not Epic specific. Vendors should highlight their areas of specialty or expertise in their response. Positions are expected to be remote, any in person requirements will be specified in the specific staffing or managed services request. All resources must be onshore.</p>	

113.	Question. In Section 3.6 (Business Practices), sub-point D refers to the “process for receiving and processing job orders, including technologies used.” Could you kindly provide additional context on the expectations for this response?
<p>Answer. Please confirm process and/or system the vendor prefers to use for time tracking. Please include process for the Valleywise Health hiring manager to sign off on timecards.</p>	

114.	Question. Please provide the estimated demand by engagement type for the initial contract term, including anticipated volumes for contract labor, direct-hire, contract-to-hire, and deliverable-based managed services, and identify any priority roles or functional areas expected to drive demand in year one. Please confirm whether proposers are expected to provide coverage across all labor categories listed in Attachment E, or whether partial / capability-based coverage is acceptable if clearly identified in the proposal.
<p>Answer. This information is not currently available and will be dependent upon future approved projects and budgets.</p> <p>Partial coverage is acceptable; proposers are welcome to submit for one or more of the labor categories listed.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

115.	Question. Please clarify how Valleywise defines “capacity” within the required staffing range, for example expected concurrent requisitions, monthly placement expectations, role mix, or geography-specific coverage requirements. Please clarify the Attachment E pricing table, specifically: a. whether the duplicated Clinical Programmer Analyst entry is intentional and, if so, what distinguishes the two entries; and b. how proposers should price roles where experience bands appear unclear or omitted.
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<p>Answer. This information is not currently available and will be dependent upon future approved projects and budgets.</p> <p>The clinical Programmer Analyst entry was unintentionally duplicated.</p> <p>Pricing for any roles or experience that is unclear or felt to be omitted can be submitted as supplemental documentation.</p>	
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116.	Question. For labor categories in Attachment E where no experience range is shown, please confirm whether Valleywise requires a single blended hourly rate or whether proposers may submit an alternative experience-based pricing structure with supporting assumptions. The RFP notes that hourly rate reductions may apply depending on assignment length. Please confirm whether proposers are expected to include a duration-based discount schedule as part of their pricing submission.
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<p>Answer. Pricing for any roles or experience that is unclear or felt to be omitted can be submitted as supplemental documentation. Vendors are welcome to submit an alternative pricing structure with rates.</p> <p>Duration-based discounts are not required.</p>	
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117.	Question. For direct-hire placements, please confirm Valleywise’s preferred commercial approach, including whether pricing should be submitted as a percentage of annual salary, a flat placement fee, or another method, and whether Valleywise expects a replacement guarantee period to be included. For contract-to-hire engagements, please confirm whether Valleywise has a standard or preferred minimum assignment duration prior to conversion to full-time employment.
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<p>Answer. Valleywise Health does not have a stated preference. Vendors should propose what aligns to their standard practice. For newly hired employees the probationary period is 6 months.</p> <p>Valleywise Health does not have a stated preference. Vendors should propose what aligns to their standard practice.</p>	
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IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

118.	Question. Please confirm the scope of the monthly OIG/EPLS exclusion check requirement, including whether this applies to all assigned IT personnel, remote-only resources, subcontractors, and managed services resources. Please confirm whether execution of the Business Associate Agreement will be required for all awarded vendors at contract award, or only for assignments involving access to PHI, ePHI, or regulated clinical systems.
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Answer. Exclusion checks are mandatory for all Valleywise Health contracts and are ongoing. Checks will be done for the vendor partner, as well as individuals.

The Business Associate Agreement, Attachment J, is made part of this solicitation and between the vendor partners and Valleywise Health directly. It is executed as part of the entire contract. The last page is only "For Release of Information to Third Parties" and shouldn't be signed as part of a submitted proposal. This page is required only after contract award, if applicable, and between vendor and a third party (not Valleywise Health).

119.	Question. In the event of a multi-vendor award, please describe how work will be allocated amongst awarded suppliers, including whether assignments will be distributed by rotation, competitive release, manager selection, performance ranking, or another method. Please confirm the full background, credentialing, and onboarding requirements applicable to contingent IT personnel, including whether Valleywise requires drug screening, immunizations, criminal background checks, education / employment verification, or other pre-assignment clearances, and whether these requirements vary by role type, assignment duration, work location, or system access level.
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Answer. Staffing requests will be sent to all vendors that offer the desired engagement type and resources.

All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.

Contract staff engaged for greater than ninety (90) days must complete the Valleywise Health online New Orientation video (approx. 5 minutes).

Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

120.	Question. Please confirm the required vendor registration and Green Security credentialing fees, including whether registration is required pre-award or post-award, and whether remote-only personnel require Green Security credentials or only on-site badges.
<p>Answer. Page 50, Section 10. Vendor Registration is required of all awarded contracts. Does not need to be done pre-award. Vendor registration is for the vendor partner.</p>	

121.	Question. Please confirm whether any roles under this RFP are expected to provide on-call support, after-hours coverage, scheduled maintenance window support, or weekend / holiday work, and if so, which role categories are expected to include these requirements
<p>Answer. On call and off hours support needs would be an engagement specific consideration. To the best of our ability Valleywise Health will attempt to disclose these needs as part of the engagement process. Valleywise Health has multiple inpatient locations which the IT department supports on a 24x7x365 basis, and off-hour needs may arise. On call, off hours and overtime (exceeding 40 hours a week) must be approved by the Valleywise Health hiring manager.</p>	

122.	Question. Please confirm whether Valleywise requires any role-specific mandatory certifications, credentials, or product authorizations for positions under this RFP, including but not limited to Epic, cloud, cyber security, infrastructure, and medical device-related roles.
<p>Answer. On call and off hours support needs would be an engagement specific consideration. To the best of our ability Valleywise Health will attempt to disclose these needs as part of the engagement process. Valleywise Health has multiple inpatient locations which the IT department supports on a 24x7x365 basis, and off-hour needs may arise. On call, off hours and overtime (exceeding 40 hours in a week) must be approved by the Valleywise Health hiring manager.</p> <p>For Epic specific engagements, active Epic certification in the primary application a role a contractor will support is required. In limited cases previous experience may be considered in lieu of a certification. Other Certification requirements will be in the staffing or managed services request.</p>	

123.	Question. Please confirm whether the annual rate structure review referenced in Attachment E is automatic or discretionary, and whether such review may result in rate increases as well as rate reductions. Please confirm whether Valleywise will pay for labor during Valleywise onboarding of new resources.
<p>Answer. Annual review is discretionary. Rates would be negotiated in good faith by both parties.</p> <p>All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.

124. Question. For Attachment B – Organizational Information, We note that several items require detailed narrative responses, while the attachment appears in form format. Please clarify whether proposers are permitted to expand the attachment and include continuation pages within Attachment B or submit a separately labeled narrative response aligned to each Attachment B question, so long as the proposal follows the required response order. If available, please also confirm whether Valleywise Health can share an editable Word version of Attachment B for completion.

Answer. See answer to #21.

125. Question. We understand that at least three professional references are required; however, the provided form appears to include space for only one reference. Would you prefer that we duplicate the form to include all required references, or is there an alternative format you would like us to follow to ensure compliance with your requirements?

Answer. Duplicate Attachment C to provide the minimum required references. If additional pages are needed for the description, please reasonably limit.

126. Question. We understand that Attachment F requires us to address how we would meet the Section 3.0 Work Statement requirements. Could you please clarify which specific sections require a response? For example, should we plan to respond to Section 3.4 (Limiting Criteria), Section 3.5 (Technical Requirements), Section 3.6 (Business Practices), and Section 3.7 (Vendor Qualifications)? The remaining portions of Section 3.0 appear to be informational and may not require a formal response. Additionally, Sections 3.6 and 3.7 appear to be largely duplicative aside from a minor difference (letter k); could you please confirm whether a single, consolidated response is acceptable to reduce repetitiveness, or if separate responses are required for each section?

Answer. A single or overall response to Section 3.0 Work Statement is acceptable.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

127.	Question. We understand that any exceptions must be clearly stated; however, should they be included directly in Attachment G or on a separate, subsequent page? We want to make sure we're aligned with your formatting requirements. 1. How will proposed exceptions affect the Vendor's response? 2. Would edits to certain sections of the RFP/Contract terms carry more weight than others in the evaluation process?
Answer. See answer to #24. Exceptions to our terms is not an automatic elimination, however each exception will be considered and may not be accepted. All our terms are equally weighted.	

128.	Question. Would a vendor be penalized or receive a reduced evaluation score if they do not agree to the cooperative purchasing arrangement?
Answer. See answer to #11.	

129.	Question. Can Valleywise Health please confirm that for any contract labor and contract to hire labor, Valleywise will be providing the technical direction and control over the work performed by Vendor provided personnel?
Answer. This is correct, directions will be provided by Valleywise Health staff.	

130.	Question. If a Vendor were to respond solely to provide contract labor, direct-hire placement, and contracts to hire within the TDS department, would that automatically disqualify the Vendor from consideration?
Answer. It would not, Valleywise Health understands that all vendors may not offer all services indicated in this RFP.	

131.	Question. If awarded the contract, to what extent will each Vendor be able to negotiate the contract? Vendor's standard stance is to not run background checks on direct placement hires. Can Valleywise confirm that it will be performing all pre-screening checks on direct placements? For contract labor and contract to hire positions, who will be providing the equipment - Vendor or Valleywise?
Answer. Any exceptions Proposers have must follow Attachment G requirements (additional information in the answer for #24. This is the only time Proposers will have to negotiate any terms. Valleywise Health will manage all required pre-screening checks for direct hire placements. Valleywise Health will provide a workstation (virtual or physical) with VPN access to contract staff. All Valleywise Health provided hardware must be returned at the end of the engagement.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

132.	Question. Will Vendor provided personnel have access to PHI or PII? Will the Vendor be engaged in the creation process of each Statement of Work resulting from an awarded contract?
<p>Answer. Yes, it is expected the majority, if not all resources that will be engaged under this contract will have access to PHI or PII. Business Associate Agreements are required for all vendors awarded a contract under this solicitation.</p> <p>SOW's will be provided by Valleywise Health and subject to the terms and conditions of the resulting contract(s).</p>	

133.	Question. Vendor's standard invoicing frequency is weekly, is this acceptable to Valleywise Health? If not – can Valleywise Health please confirm its required invoicing frequency? Can Valleywise Health please confirm what its standard payment terms are with Suppliers?
<p>Answer. Valleywise Health prefers bi-weekly invoices aligned with Valleywise Health pay periods.</p> <p>Our standard net payment terms are 45 days. If proposers want us to consider a different option, please state so in your exceptions for consideration..</p>	

134.	Question. Are there any priority roles or skill sets Valleywise expects to fill first?
<p>Answer. No, all engagements will be on an as needed basis and dependent upon approved projects and budget.</p>	

135.	Question. Can proposers include additional roles or rate categories beyond those listed in Attachment E? Is there any preferred format for presenting direct-hire and managed services pricing beyond Attachment E?
<p>Answer. Yes, additional roles and rate categories can be included. Direct-hire and managed services can be provided in supplemental documentation; there is no preferred format.</p>	

136.	Question. Will staffing needs be primarily contract labor, direct hire, contract-to-hire, or managed services, or a mix of all?
<p>Answer. Needs will be a mix.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

137.	Question. Due to the brief time between Q&A submission and responses to those questions prior to response due date, can we respectfully request a two-week extension to provide a thorough response once those answers are obtained?
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Answer. Please see second paragraph of page 2.

138.	Question. Does the State require proposers to complete responses using the provided RFP, or are alternative formats (e.g., branded Word documents) acceptable where limited response space restricts the ability to provide a complete and thorough answer? Does the State have an estimated number of people required to complete the requirements per the RFP?
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Answer. To clarify, we are not the State; we are Maricopa County Special Health Care District dba Valleywise Health. Proposers should respond with Pdf for additional pages if needed. No branded format please as this solicitation turns into the official contract document and should remain on our brand.

139.	Question. Are the consultants required for this opportunity able to be subbed out at the start, pending they are equally qualified as those portrayed in the response resumes
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Answer. Resumes are not required in response to this solicitation. Resumes should be provided in response to a staffing request after contracts have been awarded. Vendor responses should highlight bench strength and recruitment pipeline.

140.	Question. Will platform implementation related staff aug be included? For exaple, legacy support, operational backfills and more broadly, areas of scope specifically not covered by an SI, will those positions go to staffing partners selected from this RFP?
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Answer. Yes

141.	Question. What major stakeholders would we be working with to complete these assessments? Also, would the State consider using the GSA to procure these services?
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Answer. Assessment mention is not clear and no information is provided about Stakeholders at this time.

For clarification, we are not the State; we are Maricopa County Special Health Care District dba Valleywise Health.

No we are not considering GSA.

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

142.	Question. Will the State share the evaluation scorecard each vendor receives? How many vendors will be awarded?
Answer. This is not public information. Award decision will be made during the solicitation process.	

143.	Question. Can we submit financials separately due to confidentiality?
Answer. No, but see Attachment H for confidentiality steps.	

144.	Question. How many positions does the county usually fill using temporary labor each year? Will this contract have cooperative purchasing language so other entities can buy off it?
Answer. This is not public information and Cooperative language in our solicitation is standard language. Will not apply to this type of service. We will keep in the language though and it will not be removed.	

145.	Question. Are there any terms for buyout included? For instance, if the county wanted to hire a temporary employee after 3 months, would their employer receive a buyout fee? Can companies add in additional benefits they offer even if they are not asked for?
Answer. Valleywise Health would expect vendors to include any conversion terms for non-contract-to-hire staff. Vendors are welcome to include any additional benefits they feel will support their submitted proposal.	

146.	Question. Will awarded companies be able to speak with county employees directly when gathering information on open positions and upcoming positions? Are all openings go to all awards vendors, or can county employees choose to work with only certain awarded vendors?
Answer. Organizations awarded contracts under this solicitation will be able to speak directly with appropriate members of the Valleywise Health Technology and Digital Services (TDS) leadership team. Staffing requests will come directly from a member of the Valleywise Health TDS leadership team. The Valleywise Health TDS hiring leader will choose which vendor or vendors a staffing or managed services request will be submitted to. Individual vendors are not required or expected to cover all services or engagement types Valleywise Health may need. A staffing or managed services request may not be submitted to an awarded vendor, where that vendor does not offer the desired service or engagement type.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

147.	Question. What format would they like exceptions to be listed? And are contractors able to add labor categories to this opportunity?
Answer. See answer to #24.	
Vendors are welcome to provide details on additional labor categories they may offer in their response to this solicitation.	

148.	Question. Does Valleywise Health anticipate a centralized vendor management approach, or will staffing requests be initiated independently by multiple departments or hiring managers?
Answer. Staffing requests will be initiated by the appropriate Valleywise Health hiring manager. Multiple hiring managers.	

149.	Question. Does Valleywise Health anticipate near-term use of deliverable-based managed services under this contract, or is this intended as an optional capability to be leveraged as needs arise?
Answer. There are no current needs for deliverable-based managed services, but this may change based on future project and budget approvals.	

150.	Question. Are there any additional evaluation considerations or emphasis areas, beyond the stated criteria, that the committee will prioritize when reviewing proposals?
Answer. No	

151.	Question. Will Valleywise Health accept copies of signatures on forms? What are the file size and character limits for submission?
Answer. Yes on the signatures as long as it's the appropriate authorized signature. See answer to #69.	

153.	Question. For the hourly rate ranges, are vendors required to provide separate ranges for both the Contract and Contract-to-Hire columns? For example, for an Epic Application Analyst (0–3 years): Contract: \$50–\$80 Contract-to-Hire: \$60–\$80 Please confirm if this is the expected format.
Answer. This would be the expected format	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

154.	Question. Our assumption is that the hourly rates are strict for the consultant’s time and if any travel onsite is required that expenses will be reimbursed according to an expense policy. Is that a correct assumption?
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<p>Answer. This is correct.</p> <p>If travel is required only reasonable actually incurred expenses would be eligible for reimbursement. Receipts for all expenses must be provided. Valleywise Health does not reimburse for local mileage.</p> <p>All travel must receive written approval from the Valleywise Health hiring manager or other designated Valleywise Health Technology and Digital Services (TDS) leader.</p>	
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155.	Question. Are there any major initiatives planned where Valleywise will expect an increase in demand for specific resources during the course of this contract? Can you share high level initiatives?
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<p>Answer. This is not public information</p>	
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156.	Question. . Is vendor registration in the Valleywise Health Vendor Portal required prior to proposal submission, or only after contract award?
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<p>Answer. After contract award.</p>	
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157.	Question. Within Attachment E: Pricing, how would you prefer vendors to include additional roles not currently listed? Should we complete the table as provided, or replicate the existing format and add rows for additional roles as needed? Can you please clarify whether pricing for direct hire placements should be detailed directly within the pricing attachment table or submitted separately?
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<p>Answer. The table provided should be completed. Additional roles and pricing for direct hire placement can be provided as supplemental documentation.</p>	
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158.	Question. Within section 3.4 (E) of the RFP document, it states, “Contract labor staff engaged for more than ninety (90) days must complete the Valleywise Health online New Orientation video. The individual must affirm acknowledgement as required and execute an Acknowledgement of Confidentiality form.” Can you confirm whether consultants will be paid for this time at an hourly rate or on a flat fee?
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<p>Answer. All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.</p>	
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IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

159.	Question. Within section 3.5 (G) (2), the requirement states “Disclose and receive approval if simultaneously engaged with another organization, prior to the”. It appears this requirement is incomplete. Can you please provide the full requirement language?
<p>Answer. Full point text:</p> <p>Disclose and receive approval if simultaneously engaged with another organization, prior to the start of the engagement</p>	

160.	Question. Will staffing needs be continuous or primarily project-driven? Is the requirement to submit up to three candidates within two weeks applicable uniformly across all roles, including highly specialized ones? Are there any roles that require faster turnaround expectations?
<p>Answer. Staffing needs will be primarily project driven, other backfill needs may arise from time to time.</p> <p>Valleywise Health understands that specific roles may be more difficult to source and is willing to be flexible on the three candidates within two weeks requirement when appropriate. Specific concerns can be discussed when a staffing request is received.</p> <p>Urgency for a specific request will be communicated by the Valleywise Health TDS hiring manager.</p>	

161.	Question. What proportion of demand is expected for Epic-related roles versus general IT roles? Will candidates without prior healthcare experience be considered for non-Epic roles if they meet all technical requirements?
<p>Answer. Proportions are unknown currently.</p> <p>Candidates for non-Epic roles that meet all other technical requirements will be considered regardless of prior healthcare experience.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

162.	Question. At what stage are background checks required (prior to submission, interview, or engagement start)? May vendors use their own certified background screening providers?
<p>Answer. Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.</p> <p>Vendors may use their own certified background screening providers.</p>	

163.	Question. What is the expected duration of the required Valleywise online orientation, and must it be completed before a contractor's start date? Can Valleywise provide an SLA for system access, credentials, and facility onboarding?
<p>Answer. All contract resources are required to review and sign the Valleywise Health Acknowledgement of Confidentiality form. Contract resources should expect to be assigned a limited number of Valleywise Health training modules. The expected time to complete these modules would be less than 2 hours. Time spent completing this training would be paid for by Valleywise Health.</p> <p>Contract staff engaged for greater than ninety (90) days must complete the Valleywise Health online New Orientation video (approx. 5 minutes).</p> <p>Vendors are responsible for obtaining background checks and completing drug screenings for all candidates prior to starting an engagement. Valleywise Health will not reimburse costs incurred to complete background checks or drug testing.</p> <p>Valleywise Health expects system access and credentials to be available on the start date.</p>	

164.	Question. What is the expected workflow for receiving job orders (email, vendor portal, ticketing system)? What information will each job order include (e.g., budget, seniority, duration, onsite requirements)?
<p>Answer. Email. Any future changes to this communication method will be communicated to vendors.</p> <p>Individual staffing or managed services requests would include a description / scope of work to be completed, desired experience level, start date, expected duration, required certifications, in person expectations. Detailed budget information will not be shared.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

165.	Question. Who will approve job orders — TDS leadership, procurement, hiring managers? What interview formats will Valleywise use (panel, technical evaluation, skills testing)?
<p>Answer. The interview process will consist of 1 or 2 rounds. Hiring managers will conduct the first interview, panel interviews will be conducted at the discretion of the hiring manager. Technical assessments may be required for some roles. If a technical assessment is required for a role it will be indicated in the staffing request.</p> <p>Following interviews the hiring manager will identify the candidate they would like an offer to be extended to.</p>	

166.	Question. What is the expected timeline for interview feedback? Should vendors conduct technical assessments before candidate submission, and are there preferred tools?
<p>Answer. Feedback should be provided within 5 days of the completion of all interviews requested.</p> <p>The expectation is that any candidate put forward for an interview has been vetted and/or screened by the Vendor to ensure candidates meet the specified certification and/or experience requirements.</p>	

167.	Question. What is the expected timeframe for providing a replacement worker if necessary? Will partial billing be permitted if an assignment ends due to required replacement?
<p>Answer. The expectation to replace an underperforming resource with a new qualified resource is, as soon as possible. If a vendor is unable to provide a suitable replacement, Valleywise Health reserves the right to fill the open role through another vendor.</p> <p>A resource removed from an engagement due to performance issues may result in a partial billing arrangement.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

168.	Question. Does Valleywise have a defined conversion fee schedule or minimum hour requirement before no-fee conversion applies? Are there specific steps contractors must follow if they seek direct employment with Valleywise?
<p>Answer. Valleywise Health does not have this, we are interested to learn what vendors offer.</p> <p>Conversion conversations would occur between the vendor and hiring manager and hiring manager and contract resource. If a contract resource would like to convert to employed status they would need to apply for the applicable open position and complete the interview process.</p>	

169.	Question. What formats, KPIs, and reporting frequency does Valleywise expect regarding workforce analytics? Are there additional metrics Valleywise would like vendors to track? Does Valleywise anticipate traditional managed services with SLAs and KPIs, or staff-augmentation-based deliverables? Are managed services expected in specific technical domains (Epic, BI, Security, Integration, etc.)?
<p>Answer. Status reports, KPIs and reporting frequency will be project or engagement specific and may vary based on project or engagement scope. Specific requirements will be included in the staffing or managed services request.</p> <p>Managed services requests could involve each of the domains indicated.</p>	

170.	Question. Please confirm the annual cost for registration in the Green Security Vendor Portal, whether individual contractor profiles are required, and expected processing timelines to avoid onboarding delays.
<p>Answer. Cost of Green Security registration can be obtained through them.</p> <p>Individual contractor profiles or resumes do not need to be submitted in your response to this solicitation. Resumes or profile would be provided in response to a staffing or managed services request after contracts have been awarded.</p>	

171.	Question. Should all rates provided be exclusive of travel? The pricing grid listed on pages 25 and 26 is identical. Do you want us to use both grids and duplicate the same pricing information or only use one?
<p>Answer. Corrected pages are submitted with this Addendum as a separate document.</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

172.	Question. Given the response requested is related to the Work Statement Requirements in Section 3.0, we are assuming it is acceptable to utilize supplemental pages to provide our response versus placing text specifically on Attachment F. Can you confirm this assumption is correct?
Answer. This would be acceptable.	

173.	Question. Section 3.1 Service Goal This section appears to be informational only. Is a response required here?
Answer. A response is not required, but respondents are welcome to include a narrative of how they would support Valleywise Health Technology and Digital Services achieve this goal.	

174.	Question. What is your definition of "rapidly deploy" - i.e., within how many days are you looking for vendors to provide candidate submittals?
Answer. This would be an exception to meet urgent needs. Ideally within 2 – 3 days from the time the staffing request was submitted.	

175.	Question. Will a vendor be penalized in the selection process if they do not offer a rate reduction based on length of assignment? Will a vendor be penalized in the selection process if they do not offer a rate reduction based on length of assignment?
Answer. No	

176.	Question. Are there specific guarantee terms that Valleywise is looking for? If so, what is the desired guaranteed duration? Can the vendor propose a minimum contract period to be satisfied before conversion to full-time permanent status without conversion fees?
Answer. There are not specific guarantee terms we are looking for. Yes, vendors can propose a minimum contract period to be satisfied prior to conversion to Valleywise employment status without a conversion fee.	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

177.	Question. Contract-to-hire. "Rate paid to contract-to-hire resources must be commensurate with market- based full-time employment rates." Can you clarify this statement? Typically, consultants are paid at a higher rate than their full-time salary equivalent to account for not having FTE benefits, etc. Will you be requiring the consultant's rate exactly aligns with their FTE salary equivalent? If so, will their conversion salaries be negotiated up front during the recruiting process?
<p>Answer. Contract-to-hire (CTH) rates should be commensurate with market-based rates. While at CTH may be higher to account for health care, the CTH rate should allow Valleywise Health to be competitive with their full benefit package that would be offered at conversion.</p> <p>Valleywise Health will disclose the expected Valleywise Health salary range for the position that corresponds to a CTH engagement upon request.</p>	

179.	Question. Limiting Criteria For this section, do you want vendors to simply state that they are able to meet the requirements listed, or is a specific form of reply needed?
<p>Answer. Vendors can state they are able to meet the requirements listed. Any requirement a vendor cannot meet should be called out. A specific form is not needed.</p>	

180.	Question. May we conversely exclude any roles for which we don't provide expertise? If so, would you prefer we list those roles and mark "N/A," or omit them altogether?
<p>Answer. Yes, roles for which a vendor does not cover can be excluded. Adding N/A would be acceptable.</p>	

181.	Question. So that we can best communicate time commitment expectations, do you intend to arrange calls with references? If so, will you share the date range when reference calls are planned to occur?
<p>Answer. Reference calls are not expected.</p>	

182.	Question. In Section 3.5, Item G2 on Page 9, the sentence beginning "Disclose and receive approval..." appears to be unfinished. May we learn the full intention of this requirement?
<p>Answer. Full point text:</p> <p>Disclose and receive approval if simultaneously engaged with another organization, prior to the start of the engagement</p>	

IT STAFFING AUGMENTATION FOR TECHNOLOGY & DIGITAL SERVICES

90-26-196-RFP

ADDENDUM #1

183.	Question. In Section 3.2 on Pages 7-8, the "Staffing Engagement Types" include Contract Labor, Direct-Hire, and Deliverables Based Managed Services. What is the preferred way to indicate in our response any among these that we do not provide?
Answer. Simply stating you do not provide the following service or services would be acceptable. For example, "We do not provide Deliverables Based Managed Services."	