

1. Can you please clarify what OET Service Category this project is being listed under? User Experience Architecture Specialist is not one currently listed.

Answer: Architecture Planning & Assessment – Business
Architecture Planning & Assessment – Information/Data

2. What degree of documentation that resources meet the specifications outlined is required?

Answer: See answers 15 and 17.

3. The SOW suggests remote testing with eye tracking technology. Will DEED/MnSCU want to also utilize in-person testing to do eye tracking?

Answer: That line in the SOW discusses two techniques: remote usability testing and eye tracking. There is no remote eye tracking technique being contemplated. Both of the techniques listed in the SOW are among those that may be proposed.

4. How many participants is DEED/MnSCU expecting to participate in the Survey, the Card Sort, and the Usability Study?

Answer: Usability tests are to be designed by the resources and will use their professional experience and judgment in determining the answers to these questions.

5. Would DEED be using staff augmentation resources from multiple firms to staff this project via this RFP? Specifically, is this truly a staff augmentation RFP and is DEED hoping to identify the best resources for the project regardless of which firm or firms they are coming from?

Answer: This is not an RFP – it is a Statement of Work (SOW). It is possible, depending upon the candidates presented, that resources could come from one firm or multiple firms; the selection will be dependent upon qualifications of the candidates.

6. Why is DEED not renewing or using the existing staff augmentation resources on the current phase of the project for the new phase and instead soliciting new resources for the next phase?

Answer: The ASAP-IT process was used for the first phase of the project and cannot be extended beyond the date outlined for Phase 1 of the project.

7. Do you have an incumbent in this position?

Answer: The State declines to answer this question.

8. What is the budget for this position?

Answer: The State declines to answer this question.

9. Please send me a copy of the RFP Project Title Skills Transferability

Answer: The full SOW for this solicitation is provided on the OET site and contains all the information necessary to respond. The Skills Transferability project is one of many projects CareerOneStop runs.

10. The SOW states that DEED procured staff augmentation user experience architecture consultants for the first phase of the COS project using the ASAP-IT process. How many resources did DEED procure for Phase I of the COS project via the ASAP-IT program?

Answer: The State declines to answer this question.

11. This SOW states that its purpose is to procure user experience architecture staff augmentation consultants for the balance of the project. Please confirm the number of additional user experience architecture staff augmentation consultants that DEED wishes to procure via this SOW.

Answer: The number depends on the quality and experience of the proposed resources. We anticipate needing at least one FTE.

12. Will all of the user experience architecture staff augmentation consultants procured via this SOW be actively engaged in the COS Project from contract execution through the end of the project?

Answer: That is the current plan, but there is no guarantee.

13. The SOW states that Phase II is tentatively scheduled to complete by 1/15/11. Will the user experience architecture staff augmentation consultants procured via this SOW be needed for subsequent phases of the COS Project, or only for Phase II?

Answer: The intent is to utilize User Experience Architects for both Phase II and subsequent phases of this project. Phase II is scheduled to complete by January 15, 2011 and the project is scheduled to complete in March 31, 2011.

14. The SOW states that the work will be performed at DEED, MnSCU and contractor location as necessary.

- a) Will selected vendor resources be assigned to one of the locations for the entire length of the engagement,

Answer: The selected resource will be assigned to a workstation located at DEED, 1st National Bank Bldg, 332 Minnesota St., St. Paul, MN.

- b) Will selected vendor resource be traveling between DEED and MnSCU locations

Answer: Yes – The travel consists of walking through the skyway from the 1st National Bank Building, 332 Minnesota St., St. Paul, MN to the Wells Fargo Building, 30 7th St. E., St. Paul, MN; Some travel may occur that would involve visits to Workforce Centers that are located within the 5-County Metro area (Hennepin; Ramsey; Anoka; Dakota; and/or Washington Counties).

- c) To which MnSCU location(s) could selected vendor resources possibly be required to travel, or assigned?

Answer: The resource would not be assigned to a MnSCU location; they would be assigned to a workstation located at DEED, 332 Minnesota St., St. Paul, MN.

The resource would be expected to attend meetings at both MnSCU and DEED. The MnSCU office is located in the Wells Fargo Building, located at 30 7th St. E., St. Paul, MN; Both locations are connected by skyway in downtown St. Paul, MN

- d) Under what circumstances does DEED anticipate work needing to be performed at contractor's location?

Answer: This is not a requirement. As appropriate, work could occur at the contractor's location.

15. The SOW states that vendors are expected to provide a proposed work plan as part of their response to this SOW. Since this SOW is to procure staff augmentation services, whereby selected vendor resources are receiving task assignments from a DEED Project Manager, this requirement does not seem applicable to an SOW for procurement of staff augmentation services. It could be challenging to provide an accurate work plan based on the limited information in this staff augmentation SOW. Please confirm if providing a proposed work plan is a requirement for response.

Answer: As a demonstration of proposed resources' expertise, a generic or previously-used workplan to evaluate a Website's usability is requested. Contents could include:

- Usability Testing procedures and results;
- Test designs;
- Usability evaluations of websites that include recommendations;
- Examples of card sorting and labeling processes;
- Examples of design wireframes;
- Example of a developed audience characterization and segmentation study that has been conducted as an online study
- Be able to show Certification or Degree program completion with a focus on User Experience Architecture
- Be able to show involvement in three or more engagements as a User Experience Architect that have lasted 6 months or more

See 'Required Skills' on page 3 of the SOW for required skills.

16. Response requirements state that vendors should submit other documents required in DEED's attachment D. Please confirm if vendors are to submit all three documents in attachment D (D-1, D-2, and D-3), or just Attachment D-2, Certification Regarding Lobbying, as Attachments D-1 and D-3 seem more appropriate to be completed at contract execution stage.

Answer: Attachments D; D-1; D-2; and D-3 are all required forms that would be completed at contract execution; all forms would be completed and attached to the executed contract. The forms were included with the SOW to show what is required by the State at the time of the executed contract.

17. Regarding the references, what information should vendors provide for the three clients who have used the proposed resources?

Answer: Provide work examples that would be associated with the type of work outlined within the SOW. Provide type of engagement, number of hours spent by resource, usability tasks performed, name and contact info of customer.

18. Are there any incumbent vendors currently providing the services outlined in this SOW? If yes, can you please share the vendor name(s)?

Answer: The State declines to answer this question.

19. Will all of the minimum specifications listed under Required Skills be graded as pass/fail requirements?

Answer: Yes.

20. Please confirm that DEED/MnSCU will provide the selected vendor resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW.

Answer: Work space, hardware/software to perform the responsibilities outlined in the SOW will be provided to the resource.

21. Please confirm if anticipated utilization for selected vendor resources will be full-time 40 hours per week for the duration of the contract (excluding and DEED holidays). If no, please provide anticipated utilization.

Answer: Average hours per week will vary during the engagement based on the phase and the work required. It is anticipated, but not guaranteed, that the engagement will average between 25 and 40 hours per week excluding DEED Holidays and Personal Time-Off.

22. Will selected vendor resources be required to perform off-hours, on-call support?

Answer: Off hours and on-call support will not be required.

23. What is the anticipated daily work schedule for selected vendor resources (8AM to 5PM, Monday thru Friday)?

Answer: Standard hours for work schedule will apply: 8AM – 5PM, Monday thru Friday

24. Please confirm that vendors will be paid on an hourly basis for actual work performed, based on DEED approved timecards for resources assigned.

Answer: Resource will be paid on an hourly basis for actual work performed; this will be based upon a not-to-exceed total number of hours pre-determined within the contract and upon DEED approved timecards and status reports that include an outline of work accomplished each week; status reports must be provided on a weekly basis.

25. Please confirm that a DEED Project Manager will be responsible for assigning daily/weekly work assignments and tasks to selected vendor resources.

Answer: DEED/COS Program Director and his designees will be responsible for assigning work and tasks to the selected vendor resources.

26. Please confirm if the purpose of this SOW is for DEED to procure additional user experience architecture staff augmentation resources, or if the purpose of this SOW is to renew expiring contracts for user experience architecture staff augmentation resources currently providing services to DEED?

Answer: The purpose of this SOW is stated in the SOW. The State declines to provide any more-specific answers this question.