



**Office of the New York State  
Attorney General**

**Letitia James  
Attorney General**

## Purchasing Memorandum No. 2

**DATE:** May 2nd, 2025

**PLEASE ADDRESS INQUIRIES TO:**

James Busta, *Contract Management Specialist*

Telephone Number: (518) 776-2112

E-Mail: [purchase@ag.ny.gov](mailto:purchase@ag.ny.gov)

**REQUEST FOR PROPOSAL NO.:** 24-013

**TITLE:** RFP 24-013 – Network Support Services

**BID DUE DATE:** April 29, 2025

**SUBJECT:** Answers to Questions/Inquiries

**TO: ALL PROSPECTIVE BIDDERS**

In reference to the above Request for Proposal, the following questions/inquiries were submitted by the April 16, 2025 deadline. We are hereby providing answers to each question below:

1. QUESTION: "Bidder certifies that it has an office in the United States and is registered to conduct business in the State of New York." If a company is located in another state and registered, could they meet this requirement if awarded the contract? Or would the company have to file documentation to register in the state of New York before the proposal due date? There are fees that the company would have to pay in order to be registered in your state.

**ANSWER: OAG will waive the requirement for submission of a bid proposal however registration to do business in NYS is required for award of any resulting contract. Tentatively awarded bidders must be registered in a timely manner. If there is delay in registration for any reason, even if not within the bidder's control, OAG reserves the right to change the award to the next highest ranked responsive and responsible bidder.**

2. QUESTION: What systems are in place for alerting vendors during emergencies (email, phone, ticket system)?

**ANSWER: Email, phone/SMS and tickets.**

3. QUESTION: Are there preferred SLAs or KPIs related to emergency response, incident closure, or uptime?

4. **ANSWER: Emergency engagement within an hour of notice. Nature and scope of incidents can vary but issues should be resolved as soon as possible with minimal downtime.**

5. QUESTION: Can you confirm if the role is primarily onsite or hybrid?

**ANSWER: Primarily onsite with potential for hybrid.**



**Office of the New York State  
Attorney General**

**Letitia James  
Attorney General**

- 
6. QUESTION: If hybrid, what is the expected onsite percentage, are there core onsite hours/days, and is there a primary location or is travel client-site specific?  
**ANSWER: 60% onsite minimum, 9AM-5PM M-F, primary location is Latham, NY.**
7. QUESTION: How frequently are short notice travel requests expected (e.g., weekly, monthly)?  
**ANSWER: Monthly or less.**
8. QUESTION: Are there background check or security clearance requirements for onsite resources?  
**ANSWER: Yes.**
9. QUESTIONS: Will the client provide necessary equipment (e.g., laptops, VPN), or must contractors supply their own?  
**ANSWER: Laptops and VPN/VDI will be provided.**
10. QUESTION: Are travel expenses reimbursed for site visits across the state?  
**ANSWER: Please refer to Section 6.5.**
11. QUESTION: Are candidates required to hold active certifications at the time of submission or engagement?  
**ANSWER: Preferred but not required.**
12. QUESTION: More information on the estimated start date, whether this is a short-term or long-term position, the size of the project, and the approximate wages?  
**ANSWER: See details of RFP.**
13. QUESTION: Could you please confirm the location(s) for each of the roles mentioned in the requirement?  
**ANSWER: Latham, NY.**
14. QUESTION: Regarding the headcount: Is the requirement for two resources per position (i.e., 2 for Tier 2 Network Support Analyst and 2 for Network Engineer/SME), or can we propose two candidates in total, with one considered as a backup/optional resource?  
**ANSWER: One candidate per position, but a backup/alternative for each title can be considered.**
15. QUESTION: Is subcontracting permitted under this opportunity?  
**ANSWER: Please refer to Section 6.10.**
16. QUESTION: Are non-local candidates eligible for consideration?  
**ANSWER: Candidates are expected to be available onsite.**
17. QUESTION: Can non-U.S. citizens with valid work authorization bid on this opportunity?  
**ANSWER: U.S. Citizenship/Green card are required.**
18. QUESTION: Are the positions of network engineer and tier 2 support analyst for one person each or multiple?  
**ANSWER: One person each with both positions filled concurrently.**
-



**Office of the New York State  
Attorney General**

**Letitia James  
Attorney General**

- 
19. QUESTION: Would OAG consider a two-week extension to the proposal submission deadline?  
**ANSWER: Yes.**
20. QUESTION: What will be the interview mode?  
**ANSWER: Teams meeting.**
21. QUESTION: Page 6, Section 2.3, General Requirements, The RFP specifies that proposed resources must undergo a comprehensive background check and possess legal resident status but does not specify the type of work authorization required. Could the OAG please clarify whether individuals working under valid U.S. work visas such as the H-1B are eligible to be proposed for the Tier 2 Network Support Analyst or Network Engineer/SME positions, provided they meet all background check and suitability requirements? Or are U.S. citizenship or permanent residency required for consideration?  
**ANSWER: U.S. Citizenship/Green card are required.**
22. QUESTION: QoS has been a contractor for NYS for more than 20 years. I do not remember being asked for our "NYS Vendor Identification #" before. How do we find that number?  
**ANSWER: OSC provides direct support for the VendRep System through user assistance, documents, online help, and a help desk. The OSC Help Desk contact information is located at <http://www.osc.state.ny.us/portal/contactbuss.htm>.**
23. QUESTION: What type of work is this? Lot 1 – hourly based, Lot 2 – Document Based, Lot 3 – Hourly Admin Fee Based?  
**ANSWER: Contracts awarded under this RFP will be hourly based. Awarded contractors will bill for actual hours worked. Bidders must complete the financial response form with the rates for the titles identified.**
24. QUESTION: (page 15 RFP-013) It sounds like the Technical Proposal Overview and Corporate Business History is a separate document that will be created by the respondent and can be submitted electronically alongside the Attachment A. Is that correct?  
**ANSWER: Yes, that is correct**
25. QUESTION: Attachment B, tab 2, Candidate 1 name: - Do we enter the name in the white section (Cell A-19, A-25 and A-30) or in the yellow section (Cell B-19, B-25 and B-30)?  
**ANSWER: Information should be entered in the yellow portion (B19, B25, B30).**
26. QUESTION: Attachment B Tab 4, In Part 2, Attachment B – Bidder's Minimum Bidder Candidate Qualifications, you asked for two (2) candidates for each title position. We can provide two candidates for each title position but due to different years of experience for different candidates, their rate is different. Our two lower priced consultants have worked for OAG before and are ideal candidates at their rate. However, if you need two candidates per position, the other candidates that we would be at a higher rate. Can we do one of two things? Only offer one candidate per position or, On Attachment D, add a second line for each position and add in the more experienced consultants at the higher rate?  
**ANSWER: OAG has updated the financial form to allow a different rate for each consultant.**
-



**Office of the New York State  
Attorney General**

**Letitia James  
Attorney General**

27. QUESTION: Attachment C Tab 3, Why are we not allowed to use NYS-OAG as a reference? If we have provided network support services to NYS-OAG in the past, wouldn't that be an important reference?  
**ANSWER: The OAG will allow vendors to use the NYS OAG as a reference.**

28. QUESTION: Attachment D, what is the Estimated Number of Positions in Column C? I think this is one position per Position Title. Is that correct?  
**ANSWER: Correct, but a backup/alternate can be proposed. OAG has updated the financial form.**

29. QUESTION: Attachment D, in column E it shows 250 days per year. Does that mean OAG will be using these consultants 5 days per week for the period of this contract or is that number just a placeholder? What is the expectation from this RFP? How many days per week per consultant are we committing to?  
**ANSWER: Expectation is coverage 5 days per week with however many consultants needed to meet requirements.**

30. QUESTION: Section 3.3, CONTRACTOR REFERENCES (PASS/FAIL) ATTACHMENT C – Bidder Reference Form, Should the references be returned in excel format or is PDF acceptable?  
**ANSWER: Bidder Reference Form can be submitted in either Excel or PDF format. Reference form must be signed by reference.**

31. QUESTION: Section 3.3, CONTRACTOR REFERENCES (PASS/FAIL) ATTACHMENT C – Bidder Reference Form Should the reference forms be returned directly to OAG by the Reference themselves or the vendor?  
**ANSWER: Bidder Reference Form can be returned by the vendor.**

**OAG has updated the RFP 24-013 Technical Response Workbook (Excel) – Updated 4.29.2025, bidders are expected to use this updated version for their response. All other terms and conditions of the RFP remain the same.**

**This Purchasing Memorandum is to be signed, submitted and made a part of your response. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.**

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

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

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

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