

## NAMC RFPs for Business, Consortium and OTA Management Services

Question No.	RFP	Question	Response	Response Date
1	Consortium & OTA Management	Please clarify the structure of the NAMC OTAs and project awards. As part of its services to NAMC for OTA administration, will the CAO issue and execute the project awards with the members?	It is NAMC's desire to bind contract items as their own agent. We would ideally like to have the OTA Manager draft and issue project awards and contract actions, while retaining oversight and signatory authority for these actions as the executor.	5/21/2020
2	Business Services	Please confirm scope of HR needs.	NAMC currently has 2 FT and 1 PT employees. Proposers should also account for future hiring plans as NAMC grows.	6/4/2020
3	Business Services	Given NAMC's goals and priorities, what are your top three HR needs?	Compliance and Benefits Administration.	6/4/2020
4	Business Services	Do you already have benefit broker resources/relationships identified? Will you need to determine the scope and type of employee benefits?	We have been connected to a broker through our SBAM membership and are currently working to define the scope and type of employee benefits.	6/4/2020
5	Business Services	Is payroll currently outsourced outside of the present firm? If so, to which payroll company?	Yes, it is outsourced to BASIC. However, we are open to other providers.	6/4/2020
6	Business Services	How often will payroll be issued?	Every 2 weeks	6/4/2020
7	Business Services	Do you already have employment agreements for currently hired staff?	Yes	6/4/2020
8	Business Services	Are there key policies you are already clear you want to implement?	We have a prior employee handbook to be reviewed, revised and updated.	6/4/2020
9	Business Services	How many projects are you anticipating for project management purposes? and a general description.	Internal projects as identified, for example CMMC/NIST 800-171 compliance.	6/4/2020
10	Business Services	Are you looking for vulnerability/penetration testing?	No	6/4/2020
11	Business Services	What compliance audits related to IT would you like included?	To be determined.	6/4/2020
12	Business Services	Is helpdesk service needed?	Yes	6/4/2020
13	Business Services	How many users of IT systems do you have?	Currently 3 with projections up to 6.	6/4/2020
14	Business Services	What main applications from an IT standpoint does NAMC currently use?	O365, Sharepoint, MS Project, Adobe.	6/4/2020
15	Business Services	Are there support agreements in place with key software vendors already?	No	6/4/2020
16	Both	Both RFPs state that "Work performed under this contract may include collaboration with other awarded organizations as functions may intersect." - Is there an intent (or preference) to award each RFP to a 'prime' that will subcontract out and manage the execution of these subcontracts as necessary? Or will the NAMC function as the integrator of multiple vendors?	NAMC will function as the the integrator and manage all subcontracts.	6/4/2020

17	Consortium & OTA Management	The Consortium and OTA management RFP states that organizations proposing against any portion of the OTA Management SOW should have a Facility Clearance Level of at least SECRET, and maintain a Facility Security Officer (FSO) - Is it acceptable for a prospective bidder on the OTA Management SOW to in the process of obtaining a Facility Clearance Level of at least SECRET or is there a requirement for the Facility Clearance to be completed prior to responding to this RFP?	The prospective bidder may be in the process of obtaining an FCL.	6/4/2020
18	Business Services	Would the scope of work outlined in the RFP be in direct support of a federal contract or internal operations to NAMC?	Internal operations to NAMC primarily.	6/4/2020
19	Business Services	The RFP states that NAMC has outsourced the majority of business operating functions to the CAO entity. Are those business operations listed in full on page #5 of the RFP under categories A-E, or are there additional functions to consider in our response?	Yes	6/4/2020
20	Business Services	The RFP also states that the outsourcing arrangement to the CAO, enabled NAMC to streamline certain operations and keep fees/overhead costs low. Are you able to provide clarification on what operations were streamlined and how those current areas are structured in terms of number of internal staff, new or upgraded systems, etc?	The streamlining was part of the company background information that occurred over a number of years and has no impact on this RFP.	6/4/2020
21	Business Services	The RFP mentions recent growth causing the need for a better solution for NAMC. Can you provide more information/context related to this growth in terms of transactional volumes, membership base, complexity of reporting requirements, etc?	It is not anticipated that NAMC's growth in the next 12 months will vary significantly from our current state.	6/4/2020
22	Business Services	Are there any additional growth drivers expected during the initial 12 month period of performance (10/1/2020 – 9/30/2021) that we impact the projected hours considerations in our proposal?	It is not anticipated that NAMC's growth in the next 12 months will vary significantly from our current state.	6/4/2020
23	Business Services	When are member dues invoiced annually for the current year?	NAMC dues are based on the Government Fiscal Year, and are invoiced beginning in August for the Oct-1 - Sept 30 fiscal year.	6/4/2020
24	Business Services	How many monthly transactions does NAMC have for payroll, sales invoices, A/R collections, A/P bills and disbursements?	<ul style="list-style-type: none"> <li>•NAMC has the following average monthly transactional levels</li> <li>- Payroll: biweekly payroll for 3-6 employees</li> <li>- Sales invoices: 30-40 invoice average, except for August which has 400-425 annual member invoices</li> <li>- A/R collections: 20-25 deposit average</li> <li>- A/P invoices: 60-90 invoice average</li> <li>- A/P checks: 45-55 check average</li> <li>- ACH payments: 15-25 ACH average</li> </ul>	6/4/2020
25	Business Services	Does NAMC anticipate any limitations or requirements for remote work options for personnel included in our proposed Statement of Work? Would remote/virtual training be provided by NAMC or the current CAO for the firm(s) awarded this work?	The majority of work is anticipated to be offsite, except for team strategy and management type meetings. Training will be accomplished both remotely and in person.	6/4/2020
26	Business Services	Will the list of 450 or so active NAMC Members be made available prior to submissions?	NAMC's membership list is available on our public website.	6/4/2020

27	Business Services	If NAMC members are current clients of our firm, do we need to disclose or self-identify such relationship?	Yes, at a high level, please disclose that there is a relationship.	6/4/2020
28	Business Services	How many monthly journals entries are typically entered and how many month-end reports and level of financial analysis/commentary are provided?	There are 15-20 monthly journal entries per month. A basic financial statement report (Income Statement, Balance Sheet, Statement of Cash Flow) is expected along with high level financial analysis and tracking for 4-6 key business metrics.	6/4/2020
29	Business Services	Are there any unique accounting practices NAMC engages in due to the nature of their work?	No	6/4/2020
30	Business Services	What accounting software is currently being used?	New provider will review NAMC's needs to help assess purchase of cloud based replacement software system.	6/4/2020
31	Business Services	Is there an established audit plan for the initial performance period? If so, please provide a copy of the audit plan including estimated hours. If a plan does not exist, is it the expectation that the selected provider would conduct the requisite risk assessment to develop an audit plan for NAMC?	Expectations would be new provider would perform an internal controls assessment, establish a policy/procedure manual for finance, HR, IT, Purchasing, business management.. Perform contract compliance audits & internal provider audits to be completed by NAMC staff.	6/4/2020
32	Business Services	What level of support is expected for Human Resources?	NAMC projects its staffing level to be in the 3-6 range, so there will be support needed for hiring & on boarding for a couple new positions. Support will also be needed with benefit management as well as support with any technical HR issues that arise.	6/4/2020
33	Business Services	Can you explain the current IT environment?	NAMC does currently not have any file servers or network environment. Microsoft Office 365 is utilized as the main operating software and for data storage utilizing SharePoint. Dropbox has been setup for outside contractor data sharing.	6/4/2020
34	Business Services	What level of support is expected for Information Technology?	A help desk support system or single point contact for IT problem resolution. Evaluation and monitoring of NAMC's security and data storage methods. Website will be maintained & managed by an outsourced provider, already under contract with the NAMC and will not be included in this proposal.	6/4/2020