



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES, CENTRAL PROCUREMENT OFFICE

**REQUEST FOR PROPOSALS # 32110-38726
AMENDMENT #5
FOR MSP FOR CONTINGENT WORKFORCE
SERVICES**

DATE: August 18, 2026

RFP #32110-38726 IS AMENDED AS FOLLOWS:

1. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE												
Pro Forma Att. 2	56	1. Is there anything in the Dental Staffing Space? I don't know if I missed anything	Pro Forma Attachment 2, Rate Card, contains one (1) dental role, Dental Assistant 2. Per Pro Forma Attachment 2, Rate Card, the State reserves the right to add, delete, or update job categories and job classifications throughout the contract period via a Memorandum of Understanding.												
		2. Please confirm whether a respondent may use a licensed third-party VMS platform while remaining the prime MSP.	Yes, as long as the licensed third-party VMS platform has all required functions, capabilities and meets all requirements described in the Contract.												
		3. What minimum number of active Sub-Vendors is expected at go-live for each job category?	Information as of July 1, 2026, is below. These figures are provided for informational purposes only. The State does not guarantee that it will purchase any minimum quantity of goods or services under any Contract resulting from this RFP. <table><tr><th>Job Category</th><th># of Active Contracts as of July 1, 2026</th></tr><tr><td>Admin/Clerical</td><td>436</td></tr><tr><td>Medical</td><td>471</td></tr><tr><td>IT</td><td>384</td></tr><tr><td>Language</td><td>121</td></tr><tr><td>Total</td><td>1,412</td></tr></table>	Job Category	# of Active Contracts as of July 1, 2026	Admin/Clerical	436	Medical	471	IT	384	Language	121	Total	1,412
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Admin/Clerical	436														
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Total	1,412														
Pro Forma Section A.3.b.	2	4. Will the State accept a respondent without a Tennessee office if it commits to dedicated onsite support when requested? Will the State consider a remote only solution?	The State does not require a Tennessee office but per Pro Forma Section A.3.b. at least one designated representative shall be physically located on-site and available to provide face-to-face support to End Users when necessary or upon request. The State is not open to revising this language.												
		5. What VMS security certifications or audit reports are mandatory at proposal submission versus required before the effective date?	The Contractor shall be responsible for meeting all security requirements as described in the RFP.												
		6. How many current contingent workers and active SOW projects must be transitioned to the new VMS?	Please see response to Question 3. The Contract does not require the current MSP's VMS to migrate data to the new platform												

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			However, the information deemed necessary for a successful transition shall be provided to the awarded Contractor.
Pro Forma Section A.3.f.	3	7. Will incumbent Sub-Vendors be required to join the new MSP network, and will the State assist with transition communications?	Incumbent Sub-Vendors are not required to join the new MSP network. The State will assist with the transition process, but it will be the responsibility of the Contractor to provide a transition plan. Please see Pro Forma Section A.3.f.
RFP Section 1.1.1.	3	8. What current VMS platform is used by the incumbent MSP, and will historical data exports be provided?	The current VMS platform was developed and owned by the incumbent. Please see RFP Section 1.1.1 containing historical spend data.
RFP Section 1.1.1.	3	9. What current incumbent MSPs is the State utilizing? What has been the average annual spend for similar contracts?	The State currently has one (1) incumbent MSP: uWork.com, Inc. dba Covendis Technologies. Please see RFP Section 1.1.1 containing historical spend data. With regards to the request for annual spend on similar contracts, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		10. Does the State require the MSP to support payroll processing directly, or only coordinate Sub-Vendor payment and invoicing?	All payments for services performed by Sub-Vendors through this Contract shall be paid directly to the Contractor. The Contractor is responsible for providing payment to the Sub-Vendors.
Pro Forma Section A.3.b.	2	11. What is the expected minimum onsite presence in Nashville during transition and steady-state operations?	For transition, this information is not known, as the transition plan is to be provided by the Contractor. For steady-state operations, per Pro Forma Section A.3.b., at least one designated representative shall be physically located on-site and available to provide face-to-face support to End Users when necessary or upon request.
		12. Can the State provide historical SLA performance by job category for the incumbent MSP?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		13. Will NCTRCA MBE certification be accepted for diversity reporting or any evaluation consideration?	The State of Tennessee is unable to accept NCTRCA certifications. However, you are able to use this certification to become reciprocally certified with the State of Tennessee certification program-GO-BID.
Pro Forma Section A.4.	4	14. What are the expected integration points with MyTN.gov, Edison, Planview, STS systems, or agency HR systems?	The State does not require any integration with Edison or other State systems. What was previously Pro Forma Section A.4. MyTN.gov Interface has been removed.
Pro Forma Section A.3.a.	2	15. Could you please clarify if this RFP is strictly for Managed Service Provider (MSP) services, or if it is also open to individual staffing vendors. As an organization, we specialize in staffing solutions rather than MSP services. We want to ensure we respect your time and only submit a response if it aligns with your project requirements.	Per Pro Forma Section A.3.a., the purpose of this Contract is to establish a Managed Service Provider ("MSP").
		16. Can the state provide a list of GO-BID certified vendors who provide Language	Please see the list of all GO-BID certified vendors in our GO-BID directory found here: https://tn.dbesystem.com/?TN=tn

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		and Communication Assistance staffing services?	
RFP 1.1.1.	3	17. Will the State please confirm if the spend figures provided in Section 1.1.1 of the RFP were provided by the current Managed Service Provider and based on data from their Vendor Management System, or if the spend figures are based on State data tied to payments made by the State to the Managed Service Provider?	The historical spend data provided in the RFP was supplied by the incumbent vendor. It is being shared for informational purposes to assist suppliers in understanding prior purchasing activity and potential program volume.
RFP 1.1.1.	3	18. Will the State please confirm if the spend in the IT labor category for years 2023, 2024, and 2025 outlined in Section 1.1.1 of the RFP was managed in its entirety through the current Managed Service Provider? a. If no, will the State please provide the updated spend in the IT labor category for years 2023, 2024, and 2025 that was managed through the Managed Service Provider? b. If no, will the State please confirm if the State's intent is that all of the spend in the IT labor category listed in Section 1.1.1 will be part of the new awardee of this RFP moving forward?	Yes
RFP 1.1.1.	3	19. Will the State please confirm if the spend in the Medical labor category for years 2023, 2024, and 2025 outlined in Section 1.1.1 of the RFP was managed in its entirety through the current Managed Service Provider? a. If no, can the State please provide the updated spend in the Medical labor category for years 2023, 2024, and 2025 that was through the Managed Service Provider? b. If no, will the State please confirm if the State's intent is that all of the spend in the Medical category outlined in Section 1.1.1 will be part of the new awardee of this RFP moving forward?	Yes
RFP 1.1.1.	3	20. Will the State please confirm if the spend associated with Contract SWC #422 IT Workforce Professional Services, was managed in its entirety with the current Managed Service Provider? a. If yes, i. Will the State please confirm if the spend from Contract SWC #422 is listed in the figures outlined in Section 1.1.1? ii. Will the State also please break this spend out for years 2023, 2024, and 2025 in a separate figure? b. If no, will the State please confirm if the State's intent is that this spend will be moving to the	No, SWC 422 IT Workforce Professional Services is a completely separate contract and spend associated with that contract is not included or relevant to this solicitation.

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		new awardee of this RFP moving forward?	
RFP 1.1.	2	21. Will the State provide a list of current sub-vendors and their performance history over the last 12 months of the current program?	Please see response to Question 3. With regards to performance history and providing the list of current sub-vendors, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
RFP 1.1.	2	22. Does the State have any preferred or required sub-vendors or is there an open process for on-boarding new sub-vendors?	Per Pro Forma Section A.3.a.i., "All Sub-Vendor Networks shall be Sub-Vendor Neutral." Please see Pro Forma Section A.2. Definitions for the definition of Sub-Vendor Neutral. As the Contractor will be responsible for establishing and managing the Sub-Vendor Network, the on-boarding process for new Sub-Vendors shall be determined by the Contractor.
RFP 1.1.	2	23. What is the State's process for approving or disqualifying sub-vendors during the contract term?	As the Contractor will be responsible for establishing and managing the Sub-Vendor Network, the process for disqualifying Sub-Vendors during the Term shall be determined by the Contractor.
RFP 1.1.	2	24. Are there specific integration requirements or preferred platforms for interfacing the VMS with State HR, finance, or procurement systems?	Please see response to Question 14.
RFP 1.1.	2	25. What are the State's expectations for data migration for the current MSP's VMS to the new system (e.g., data formats, historical data retention, timeline)?	The Contract does not require the current MSP's VMS to migrate data to the new platform. However, the information deemed necessary for a successful transition shall be provided to the awarded Contractor.
RFP 1.1.	2	26. Are there any unique security, accessibility, or compliance standards (beyond those listed) that the VMS must meet?	No, all requirements are listed in the Pro Forma Contract.
RFP 1.1.	2	27. How is the State leveraging AI today within its current program? Are there any restrictions that the MSP should be aware of?	The State is not currently leveraging AI within its current program. Please see Pro Forma Section E.35. (Artificial Intelligence (AI) Use and Compliance Requirements) for the AI restrictions.
RFP 1.1 & Att. 6.2. Item C.13.	2 & 31	28. It appears the expectation is for the MSP to hold the contracts with the suppliers providing SOW Project / Deliverables services. Can you confirm?	Yes, this is correct.
RFP 1.1 & Att. 6.2. Item C.13.	2 & 31	29. To what degree does the MSP own the decision of which suppliers should receive the quotes and the final selection of the awarded vendor?	The Contractor shall provide the SOW quote request to all qualified suppliers within the Sub-Vendor Network, unless a supplier has been removed or otherwise restricted from program participation by the Contractor for documented performance, compliance, operational, or other program-related reasons. The Contractor is responsible for managing the program and Sub-Vendor Network in a manner that meets the needs of the State and remains aligned with the Contract. The Contractor shall maintain documentation supporting any supplier removal or restriction. Final selection of the awarded vendor is decided solely by the End User.
RFP Att. 6.2. Item C.13.	31	30. Related to the phrasing of "the MSP is contractually responsible for all Project-Based/Deliverables", who makes the decision as to the adequacy / fulfillment of the completed deliverables (or lack	The State and/or the procuring End User shall be the sole determinant(s) of the quality of services provided and the project progress achieved by the

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		there of). Is it the MSP or the State of TN Authorized Users?	Contractor's provided Sub-Vendor personnel. Please see Pro Forma Section A.12.n.i.
RFP 1.1.1.	3	31. How much of the spend is attributable to SOW Project / Deliverables for projects valued at \$1M or less?	Please see the revised RFP Section 1.1.1.
RFP 1.1.1.	3	32. Are there any competing priorities for transition critical stakeholders for the State based on the transition timing in 2027?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
RFP Att. 6.2. Item C.14.	31	33. RFP Att. 6.2. Item C.16.What is the State's current process for unresolved issues or disputes between the MSP, sub-vendors and State agencies? Has it been effective or do changes need to be made?	The process for dispute resolution would vary on a case-by-case basis.
RFP Att. 6.2. Item C.12.	30	34. RFP Att. 6.2. Item C.16.Can the state clarify each component required for background checks and the drug panels?	There is no set list of components as requirements can vary heavily and are determined by the End User on a case-by-case basis. Please see Pro Forma Section A.3.e.
RFP Att. 6.2. Item C.27.	33	35. RFP Att. 6.2. Item C.16.What are the State's expectations for reporting frequency, format and key performance indicators beyond those listed in the RFP?	The Contractor shall provide all reporting as requested in the Pro Forma Contract. Sections that include reporting requirements include, but may not be limited to, A.3., A.4., A.5., A.6., A.7., D.32., D.34., and E.19.
RFP Att. 6.2. Item C.16.	31	36. Will the State provide dedicated points of contact within each agency to support onboarding and change management?	Yes, this shall be provided to the awarded Contractor.
RFP Att. 6.2. Item C.16.	31	37. Are there lessons learned or pain points from the current MSP that the State would like the new MSP to address as part of this transition?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
RFP Att. 6.2. Item C.30.	33	38. Are there any unique invoicing requirements by agency or project that the MSP should be aware of?	Please see Pro Foma Section C.5. (Invoice Requirements).
RFP Att. 6.2. Item C.5.	28	39. What is the State's process for handling proprietary information, especially regarding sub-vendor data today?	If in order to perform services under this Contract, the State will be required to have access to proprietary Sub-Vendor information, which shall be disclosed and approved by the Sub-Vendor. Per RFP Section 4.8.1., "All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Respondents are cautioned not to provide any materials in response to this RFP that are trade secrets, as defined under Tenn. Code Ann. § 47-25-1702 and any other applicable law. By submitting a response to this RFP, the respondent acknowledges and agrees that the State shall have no liability whatsoever for disclosure of a trade secret under the Uniform Trade Secrets Act, as provided at Tenn. Code Ann. § 47-25-1701-1709, or under any other applicable law. Selection or rejection of a response does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee."
RFP Att. 6.6	43	40. What is the State's preferred payment cycle and method for MSP fees?	The MSP Fee is included in the bill rate paid by the End User for each Rate Card role, so the payment cycle and method may vary by Rate Card role and End User as applicable.

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RFP Att. 6.6	43	41. Will the State require separate billing for State agencies and authorized users (i.e., local governments)?	Yes, please see Pro Forma Section C.5. Invoice Requirements.
RFP Att. 6.6	43	42. Are there any anticipated amendments to the Pro Forma Contract or special terms that the State expects to negotiate?	No, per RFP Section 3.3.1., "A response must <u>not</u> include alternate contract terms and conditions. If a response contains such terms and conditions, the State, at its sole discretion, may determine the response to be a non-responsive counteroffer and reject it."
RFP Att. 6.6	43	43. What is the process for contract amendments if additional services or changes are required during the contract term?	Per Pro Forma Section D.2., this Contract may be modified only by a written amendment signed by all Parties and approved by all applicable State officials. However, updates to Pro Forma Att. 2, Rate Card, including adding, deleting, or updating job categories and job classifications throughout the Term, can be done via a Memorandum of Understanding (MOU). Please see Pro Forma Section E.3. (Additional lines, items, or options) for a description of the MOU process.
RFP Att. 6.6	43	44. Can the State please provide a copy of the contract?	Please see the revised Pro Forma Release 2.
Pro Forma D.34.1.		45. Referencing section 6.3 - Is there a restriction preventing the MSP from using offshore resources in support of its service?	Per Pro Forma Section D.34.1., "The Contractor shall ensure that all State Data is housed in the continental United States, inclusive of backup data. All State Data must remain in the United States, regardless of whether the data is processed, stored, in-transit, or at rest. Access to State Data shall be limited to US-based (onshore) resources only." Please also see the full version of Pro Forma Section D.34. (Information Technology Security Requirements (State Data, Audit, and Other Requirements))
		46. If there are existing payrolled workers (State referred workers for at payrolling versus recruited rates), will that population be transitioned to the MSP's payroll provider?	Per Pro Forma Section A.3.f., "The Contractor shall provide a plan to transition all existing projects and Contingent Workers currently providing services to the State to the VMS."
RFP Section 1.1.		47. What is the intended number of awards (approximate number)?	One (1). Please see RFP Section 1.1.
Pro Forma C.1.		48. What are the estimated funds allocated for this contract?	The total purchases of any goods or services under the Contract are not known. The State estimates the purchases during the Term shall be one billion dollars (\$1,000,000,000.00 ("Estimated Liability"). Please see Pro Forma Section C.1.
Pro Forma B.1.		49. What is the tentative start date for this engagement?	The Effective Date is unknown as of the release date of this RFP Amendment. However, the State intends to have the new contract executed prior to the current contract's expiration date of February 28, 2027.
		50. What is the work location of the proposed candidates?	The work location for candidates will vary heavily based on the Rate Card role and the End User's location.
		51. Is this a new contract, or are there any incumbents? If there is an incumbent, please provide the incumbent's name and pricing and confirm whether the	This is a re-solicitation of an existing contract. The current contract containing all requested information can be found here .

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		incumbent is eligible to resubmit the proposal.	
		52. Are there any pain points or issues with the current vendor(s)?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
RFP 1.1.1.	2	53. Could you please share the previous spending on this contract, if any?	Please see RFP Section 1.1.1.
Pro Forma Section A.3.a.i.	2	54. Is there any mandatory subcontracting requirement for this contract? If yes, is there a specific goal for the subcontracting?	Yes, please see Pro Forma Section A.3.a.i.
Pro Forma Section A.3.a.i.	2	55. Can we submit good faith efforts if we are unable to find a subcontractor?	Per Pro Forma Section A.3.a.i., It is the responsibility of the Contractor to establish and manage their own Sub-Vendor Network to ensure services are provided.
Pro Forma Att. 2	56	56. How many positions were used in the previous contract (approximate)?	Please see Pro Forma Attachment 2 Rate Card which contains the current roles. Please note that this Rate Card is for historical reference only.
		57. How many positions will be required per year or throughout the contract term?	Please see response to Question 3.
		58. 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?	If the Contractor is unable to provide a candidate for a Rate Card role, the State may grant off-contract approval to the End User to allow them to obtain these services through another contract vehicle.
RFP Attachment 6.3.	38	59. Can we provide hourly rate ranges in the price proposal?	No, Respondents shall only provide their proposed MSP Fee in accordance with RFP Attachment 6.3. Hourly rates for Rate Card roles are not required to be provided as part of this solicitation. The State will work with the awarded Contractor to establish a new Rate Card after contract award.
Pro Forma Att. 2	56	60. Will the County allow mid-contract price adjustments (e.g., for agency fees or wage rates), and if so, under what conditions?	Per Pro Forma Attachment 2 Rate card, The State reserves the right to add, delete, or update job categories and job classifications throughout the life of the contract by Memorandum of Understanding.
Pro Forma Section E.3.	41	61. If adjustments are permitted, is there a specified mechanism (e.g., annual review, CPI-based increase, or mutual negotiation) that governs such changes?	Per Pro Forma Section E.3., Memoranda of Understanding (MOUs) may be pursued at the State's sole discretion.
RFP Attachment 6.4.	39	62. Should the initial proposal reflect fixed pricing for the entire term, or can adjustments be proposed in advance as part of the contract?	Yes, Respondents should provide a response that includes a fixed MSP fee (inclusive of all VMS costs) applicable to the full contract term of 84 months. Please see RFP Attachment 6.4. Changes requested after the Effective Date must be submitted in alignment with Pro Forma Section C.2.
Pro Forma Section C.5.	24	63. What are the invoice/payment terms (NET 30, NET 45, etc.) and required invoice fields?	In accordance with the State of Tennessee Prompt Pay Act, the State has 30 days to submit payment. Please see Pro Forma Section C.5. (Invoice Requirements) for the list of required invoice fields.
		64. What are the candidate reporting requirements?	Please see response to Question 35.

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Pro Forma Section A.3.b.	2	65. Is the work entirely onsite, or is there a possibility for remote operations and performance?	Per Pro Forma Section A.3.b., "At least one designated representative shall be physically located on-site and available to provide face-to-face support to End Users when necessary or upon request."
RFP Attachment 6.2. Item B.13.	26	66. 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 the sample resumes?	The only resumes required to be submitted with a response are resumes of key people who the Respondent will assign to meet the Respondent's requirements under this RFP. Please see RFP Attachment 6.2. Item B.13.
		67. Could you please provide the list of holidays? Are there any mandated Paid Time Off, Vacation, etc.?	Please see the list of Tennessee State holidays here: https://www.tn.gov/about-tn/state-holidays.html The work schedule for Sub-Vendors providing work may under this contract may vary by Rate Card role and shall be determined in accordance with the State on a case-by-case basis.
		68. Subcontracting - Could the State provide additional clarification regarding the diversity goals associated with the inclusion of staffing vendors under the resulting contract? If our company is awarded, will there be a mandatory requirement or target for onboarding diverse staffing vendors into the program?	There is no mandatory spend requirement for subcontracting for this Contract with certified businesses. That being said, each agency has an aspirational spend goal they are urged to meet each fiscal year by spending dollars with any of our certified businesses. All five (5) certification types are looked at equally.
RFP 3.2.2.		69. Proposal Submission - As per the solicitation instructions, there appear to be two submission methods. Could you please confirm whether proposals must be submitted via both email and USB flash drive, or if submission through either one of the methods would satisfy the requirement?	Respondents must choose one (1) of the two (2) formats, either Digital Media Submission or Email Submission, not both. Please see RFP Section 3.2.2.
RFP Section 5.2.2.	20	70. Price Evaluation - Could the State clarify whether pricing will be evaluated based on a lowest bidder methodology or through a Best and Final Offer (BAFO) evaluation process?	Per RFP Section 5.2.2., the Solicitation Coordinator will open for evaluation the Cost Proposal of each Respondent deemed by the State to be responsive and responsible and calculate and record each Cost Proposal score in accordance with the RFP Attachment 6.3., Cost Proposal & Scoring Guide. The Solicitation Coordinator will use this sum and the formula shown in RFP Attachment 6.3. to calculate the Cost Proposal Score. The State may conduct cost negotiations in accordance with RFP Section 5.2.3.3.
Pro Forma Section A.3. I.	3	71. Projects-Based/Deliverables Staffing - Are the deliverable based services required to be performed directly by our company, or will the use of qualified sub-vendors be permitted for service delivery?	At least 90% of Project-Based/Deliverables Staffing shall be provided by Sub-Vendors. Per Pro Forma Section A.3.I., "The Contractor, including its affiliates and subsidiaries, may not provide more than ten percent (10%) of the Contingent Workers for any Job Category, and not more than ten percent (10%) of the Contingent Workers for all Project-Based/Deliverables Staffing, requested under this Contract."
		72. Spend - Could the State please provide the anticipated annual spend for this program?	Please see response to Question 48.

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		73. Incumbent - Could the State please provide information regarding the incumbent service provider currently supporting these services?	Please see response to Question 51.										
		74. VMS - Can the State provide additional information regarding the current Vendor Management System (VMS) platform being utilized?	The current VMS platform was developed and is owned by the incumbent.										
		75. General - Could the State provide the approximate number of active staffing suppliers currently participating under the existing MSP program?	Please see response to Question 3.										
		76. General - Could the State provide the estimated annual volume of staffing requisitions expected to be issued through the resulting contract and managed under the program?	The historical annual volume of requisitions by full fiscal years is below. These figures are provided for informational purposes only. The State does not guarantee that it will purchase any minimum quantity of goods or services under any Contract resulting from this RFP. <table><tr><th>Fiscal Year</th><th>Annual Volume of Requisitions by Fiscal Year</th></tr><tr><td>FY 23</td><td>1,070</td></tr><tr><td>FY 24</td><td>925</td></tr><tr><td>FY 25</td><td>767</td></tr><tr><td>FY 26</td><td>696</td></tr></table>	Fiscal Year	Annual Volume of Requisitions by Fiscal Year	FY 23	1,070	FY 24	925	FY 25	767	FY 26	696
Fiscal Year	Annual Volume of Requisitions by Fiscal Year												
FY 23	1,070												
FY 24	925												
FY 25	767												
FY 26	696												
RFP Section 1.1.1.	3	77. Program Coverage — Please confirm which agencies and authorized users will be required versus optional participants under the awarded contract. How many MSP staff currently support the program and what job titles do they have?	Please see Pro Forma Section E.20. Executive branch agencies are required to utilize this Contract, but this does not constitute a guarantee of spend. Please refer to RFP Section 1.1.1. for additional reference of historical spend. The State is not providing the incumbent's current MSP staffing structure, including the number of staff or specific job titles supporting the program. Respondents are responsible for proposing a staffing model that meets the requirements of the RFP and supports the needs of the State and participating local agencies. Respondents should include in their proposal the proposed number of staff, job titles/roles, responsibilities, coverage model, escalation support, and any other staffing details necessary to demonstrate successful contract performance.										
		78. AI usage- Are there any restrictions to AI use within the MSP program ?	Please see response to Question 27.										
Pro Forma Att. 2	56	79. Job Categories — Will the four job categories (IT, Medical, General Admin, Language & Communication) remain fixed for the contract term, or may the State add categories? What is the average length of an assignment in each category?	Per Pro Forma Attachment 2 Rate card, The State reserves the right to add, delete, or update job categories and job classifications throughout the life of the contract by Memorandum of Understanding. With regards to the average length of assignment per category, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.										
		80. SOW Thresholds — For project based/deliverables staffing capped at \$1M, can the State clarify whether this	The cap of one million dollars (\$1,000,000.00) is per project.										

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		cap applies per project, per fiscal year, or per vendor?	
Pro Forma Section A.3.a.i.	2	81. Neutral Vendor Model — Does the State require strict neutrality in sub vendor selection, or may the MSP propose a tiered vendor model?	Per Pro Forma Section A.3.a.i., all Sub-Vendor Networks shall be Sub-Vendor Neutral. Please see Pro Forma Section A.2. Definitions for the Definition of Sub-Vendor Neutral.
Pro Forma Section A.3.d., & Pro Forma Section A.5.,	3 & 5	82. VMS Deployment Timeline — The RFP requires a fully functional VMS within two weeks of award. Can the State clarify the definition of “fully functional” for go live?	Per Pro Forma Section A.3.d., the VMS shall be fully developed by the Effective Date. Per Pro Forma Section A.5., the Contractor shall provide a plan to implement the VMS within two (2) weeks of the Effective Date with projected milestones, including the go-live date, as agreed upon by the State and Contractor. The expectation is not for the transition to be completed within two (2) weeks.
		83. Integrations — Which State systems (HR, payroll, identity management, financial systems) require integration at launch versus later phases?	Please see response to Question 14.
		84. Data Standards — Will the State provide the required data schema referenced in Attachment H (Template Data Standards)?	The referenced attachment is not applicable to this solicitation. As such, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		85. Security Requirements — Beyond SOC 2 and State IT security policies, are there additional cybersecurity frameworks required?	All security requirements are as described in the Pro Forma. Please see all security requirements listed in the Pro Forma, including but not limited to Pro Forma Section A.15., Pro Forma Section D.34., and Pro Forma Section E.36.
Pro Forma Section A.4.c.vi.		86. Time collection A. In what systems is time collected? B. Who approves the time? C. What is the start and end of the week? D. How do sub-vendors receive the approved time for their contractors? E. Are contractors assigned Charge numbers to bill their time against? F. How often do these charge numbers change? G. Is there an integration to add and delete the charge numbers?	A.: Per Pro Forma Section A.4.c.vi. The Contractor shall supply a VMS that includes several processes, components, and attributes requirement by the State which includes timekeeping. B.-F.: These decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis. G.: No integration is required under this contract. Please see response to Question 14.
Pro Forma Section A.3.a.i.,	2	87. Sub Vendor Network Rules A. Can the MSP propose new sub vendors, or must all vendors be pre approved by the State? B. How many sub-vendors of contingent labor currently support the program? C. Is there one payroll (pre-identified contractor) vendor or does your current MSP payroll these contractors for the state? D. Does the state own the Pos with the sub vendors or does the MSP?	A.: Per Pro Forma Section A.3.a.i., it is the responsibility of the Contractor to establish and manage their own Sub-Vendor Network to ensure services are provided. B.: Please see response to Question 3. C.-D.: The State shall pay the Contractor for all services under this contract. The Contractor shall be responsible for paying the Sub-Vendors.
Pro Forma Section A.5.e.	5	88. Supplier Rationalization A. Does the state require that a hiring manager provide an evaluation on the contractor or SOW at the end of the assignment?	A.: Yes, it's the End User's sole discretion to determine the quality of services provided by the Contingent Worker. Please see revised Pro Forma Section A.5.e.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		B. What are 3 key factors that define a successful sub-vendor within the program?	B.: The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
Pro Forma Section A.11.g.ii.	12	89. Competitive Quote Requirements — For SOW engagements requiring three competitive quotes, are exceptions permitted for niche or urgent needs?	Per Pro Forma Section A.11.g.ii., "For all SOWs, the Contractor shall deliver either a minimum of three project quotes from the Sub-Vendor Network, or written justification that the Sub-Vendor Network is unable to deliver a project quote. Written justification must state the reason for the non-submission, which may include, without limitation, a lack of available qualified resources during the anticipated project timeframe. Contractor shall deliver all project quotes that it receives within twenty-four (24) hours of the established SOW deadline."
		90. Diversity Goals — Does the State have specific MBE/WBE/SDVBE participation targets for the MSP's vendor network?	There is no mandatory spend requirement for this contract with certified businesses. That being said, each agency has an aspirational spend goal they are urged to meet each fiscal year by spending dollars with any of our certified businesses. All 5 certification types are looked at equally.
Pro Forma Section D.34.d.	40	91. Auditing- What agencies audit your MSP process?	Please refer to Pro Forma Section D.34.d. Comptroller Audit Requirements. Additionally, CPO as contract managers may review contract and conduct business reviews as needed.
Pro Forma Section A.8.	9	92. KPIs and SLAs — The RFP references fill rate and requisition confirmation metrics. Will the State publish the full performance standards matrix before award?	Please see Pro Forma Section A.8. Performance Metrics.
		93. Audit Requirements — What is the expected frequency and depth of compliance audits?	Please see response to Question 91.
		94. Reporting Cadence — Are monthly and quarterly reports standardized, or may the MSP propose enhanced dashboards?	Please see response to Question 35.
		95. MSP Fee Structure — The RFP states the MSP fee is a percentage of the bill rate. Does the State expect a single statewide fee or category specific fees?	Please see response to Question 62.
		96. Rate Card Governance — Will the State update maximum bill rates annually, and what market benchmarks will be used?	Please see response to Question 60. Benchmarks utilized may vary heavily based on the Rate Card role.
RFP Section 3.1.1.	9	97. Cost Proposal Rules — The RFP prohibits pricing in the technical response. Can the State confirm that no cost related assumptions may appear in the technical narrative?	Correct, see RFP Section 3.1.1., which provides: "A technical response must not include any pricing or cost information. If any pricing or cost information amounts of any type (even pricing relating to other projects) is included in any part of the technical response, the state may deem the response to be non-responsive and reject it."
RFP Section 1.1.1.	3	98. Spend Breakdown- How much of the yearly spend is SOW vs Contingent labor? Is the MSP/VMS fee the same on both types of spend?	Please see revised RFP Section 1.1.1. Yes, MSP fee is a single set rate applicable to both SOW and Contingent labor.

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		99. Incumbent Transition — Will the outgoing MSP provide worker rosters, assignment data, and vendor performance history? In the RFP it states the current MSP contract ends in Feb 2027 and the new contract will be awarded in Aug 2026. Is the new contract to go live on March 1, 2027, with a 6-month transition period?	The information deemed necessary for a successful transition shall be provided to the awarded Contractor. The RFP schedule of events may change via RFP amendment. Please review all solicitation documents including RFP Amendments for the most up-to-date schedule of events.
Pro Forma Section A.4.d.	4	100. Training Requirements — What level of end user training does the State expect for agencies statewide?	Per Pro Forma Section A.4.d., The Contractor shall provide VMS training for all End Users, Sub-Vendors, and Contingent Workers at no additional cost to the State.
		101. Change Management — Does the State require a formal change management plan aligned with Attachment E (Transition Management)?	The referenced attachment is not applicable to this solicitation. As such, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		102. 5 Areas of improvement- What are the 5 areas of improvement for MSP and VMS?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		103. Background check/Drug Screen- Does the state require all companies to use the same background check and drug screen company?	No, the requirements may vary heavily based on the Rate Card role and needs of the End Users.
		104. On-site support- The RFP mentions the requirement for on-site support in TN. Where would this individual be located, and what would the expected on-site schedule be?	These decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.
		105. What is your ERP System? What is your HRIS system?	Edison. The State does not utilize a Human Resources Information System in relation to this contract. Please see response to Question 14.
		106. What integrations for the VMS are required (HRIS, ERP, AP, timekeeping)? Any known integration challenges today?	Please see response to Question 14.
Pro Forma Section A.3.c.	2	107. Is the State open to an MSP solution that leverages multiple VMS platforms to support different workforce segments (e.g., one platform optimized for IT, language, and general administrative roles, and a separate platform tailored for medical staffing)?	No, the Contractor shall provide one VMS only capable of supporting all requirements and job categories. Please see the revised Pro Forma Section A.3.c.
Pro Forma Section A.3.f.	3	108. Expected transition timeline?	Per Pro Forma Section A.3.f. The Contractor shall provide a plan to transition all existing projects and Contingent Workers currently providing services to the State to the VMS.
		109. Which internal function currently owns the contingent workforce program (Procurement, HR, Finance, IT, or other)?	All internal functions work together as needed.
		110. A. Do you use Independent Contractors? B. Do you have a dedicated payroll provider?	A.: This shall be determined at the discretion of the Contractor as the Contract is responsible for managing the Sub-Vendor Network.

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			B.: Payroll for Sub-Vendors shall be managed by the Contractor and completed within the VMS.
		111. How are invoicing, payment processing, and reconciliation currently managed?	This is all completed within the VMS.
		112. Are there stated diversity targets? Is that at contractor or vendor level?	There is no mandatory spend requirement for this contract with certified businesses. That being said, each agency has an aspirational spend goal they are urged to meet each fiscal year by spending dollars with any of our certified businesses. All 5 certification types are looked at equally.
RFP Section 1.1.1.	3	113. How much spend is in SOW services?	Please see revised RFP Section 1.1.1.
RFP Section 1.1.1.	3	114. What governance structure exists today for SOW engagements under the program? Are you looking for upstream support for SOW's (competitive bidding) or downstream (execution)? What is estimated the SOW spend?	The State's and the MSP's responsibilities for SOW projects are as described in Pro Forma Section A.10 – A.13. As described in the aforementioned sections, the MSP may assist the State as required throughout the entire SOW process. Please see revised RFP Section 1.1.1.
RFP Section 4.9.	15	115. To submit a bid, do we need to register with the state as a supplier?	Registration in Edison is not required to provide a response. However, Respondents are required to register as a supplier in Edison to be awarded a contract. Please see RFP Section 4.9.
		116. When preparing our responses, would you prefer that we restate each question in full within our submission, or reference only the question number (e.g., C.4) followed by our response?	This is at the discretion of the Respondent. Respondents shall provide all responses to the best of their abilities.
Pro Forma E.35 / E.36		117. Will the state provide credentials for the MSP to use your approved AI platforms?	Please see response to Question 27.
Pro Forma E.35 / E.36		118. The AI provision appears labeled “E.35. E.36 Artificial Intelligence (AI) Use and Compliance Requirements.” Please confirm the intended section number for the AI requirements.	The intended section number is E.35. This has now been corrected. Please see revised Pro Forma Section E.35.
Pro Forma E.35 / E.36		119. Can you identify State-approved AI platforms, systems, or services that may be used with State Data under this Contract.	Please see response to Question 27.
		120. Can the State provide a list of the sub-vendors in the current TN MSP network grouped by categories they staff?	Please see response to Question 3. With regards to providing a list of the sub-vendors, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		121. Can you provide us with the number of resources each sub-vendor has?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
Pro Forma D.20		122. Can you provide a sample of your Business Associate Agreement (BAA)?	A copy can be found here .
		123. Can you provide the total number of Projects-Based/Deliverables Staffing SOWs awarded under the current MSP	The historical total number of SOW projects by fiscal year is below. These figures are provided for informational purposes only. The State does

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE												
		contract since contract inception by Fiscal Year?	not guarantee that it will purchase any minimum quantity of goods or services under any Contract resulting from this RFP. <table><tr><th>SOW Projects</th><th>Total Number Projects</th></tr><tr><td>FY23</td><td>20</td></tr><tr><td>FY24</td><td>33</td></tr><tr><td>FY25</td><td>24</td></tr><tr><td>FY26</td><td>15</td></tr><tr><td>Grand Total</td><td>92</td></tr></table>	SOW Projects	Total Number Projects	FY23	20	FY24	33	FY25	24	FY26	15	Grand Total	92
SOW Projects	Total Number Projects														
FY23	20														
FY24	33														
FY25	24														
FY26	15														
Grand Total	92														
		124. Can you provide the following information for each Projects-Based/Deliverables Staffing SOW awarded under the current MSP contract during the last two completed fiscal years: SOW award date, requesting Agency or Authorized User, award value, number of Sub-Vendor bids or quotes received, and current status?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.												
		125. Can you provide the number of Projects-Based/Deliverables Staffing SOWs that were active at any point during each of the last two completed fiscal years?	Please see response to Question 123.												
RFP Doc 3.2.2.2		126. For email submissions, what is the file size limitations per email?	Outlook’s default is 25 MB per email. Please note that emails with large attachments may take additional time to send. Responses must be received by the response deadline to be considered responsive.												
Pro Forma E.10		127. Can the State clarify what constitutes ‘correct use’ of State furnished property under E.10, including the extent to which the Contractor is expected to exercise custody, control, and oversight? Specifically, how does the State interpret ‘correct use’ in situations where the Contractor does not have exclusive control over the property, and will liability be limited to instances of Contractor negligence or fault?	The “correct use” of State-furnished property is the use(s) prescribed by the Contract and applicable SOWs, as well as any use(s) prescribed by the State in writing in accordance with the Contract and applicable SOWs. The provisions of Section E.10 apply to “all articles of nonexpendable, tangible personal property furnished by the State for the Contractor’s use under this Contract,” and do not limit liability to instances of negligence.												
RFP Section 1.1.1.	3	128. Can you please clarify the spend data in the spend table in section 1.1.1? - Is this Staff Augmentation only or does it include Projects-Based/Deliverables Staffing? - If it includes only Staff Augmentation, can you provide a separate estimate of Projects-Based/Deliverable Staffing spend? - If it includes Projects-Based/Deliverables Staffing, can you provide a breakdown between the two types of spend?	The spend data is inclusive of both Staff Augmentation and Projects-Based/Deliverables Staffing.												
		129. For 2025 Staff Augmentation spend, can you provide an estimate for worker count and/or requisitions by job category as well as average bill rate per category?	Please see response to Question 3. For current bill rates, please refer to Pro Forma Attachment 2, Rate Card.												

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE										
		130. What are the average number of new requisitions per month for Staff Augmentation?	The historical monthly averages are below. These figures are provided for informational purposes only. The State does not guarantee that it will purchase any minimum quantity of goods or services under any Contract resulting from this RFP. <table><tr><th>Fiscal Year</th><th>Monthly Average # of Requisitions</th></tr><tr><td>FY23</td><td>267</td></tr><tr><td>FY24</td><td>223</td></tr><tr><td>FY25</td><td>185</td></tr><tr><td>FY26</td><td>169</td></tr></table>	Fiscal Year	Monthly Average # of Requisitions	FY23	267	FY24	223	FY25	185	FY26	169
Fiscal Year	Monthly Average # of Requisitions												
FY23	267												
FY24	223												
FY25	185												
FY26	169												
		131. For 2025 Staff Augmentation spend, can you provide average tenure by job category?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.										
RFP Section 1.1.1.	3	132. For Projects-Based/Deliverable Staffing spend, can you provide the number of active projects by categorization and the average value for the requisitions?	As of July 1, there is one (1) active IT SOW project. Please see response to Question 130 and RFP Section 1.1.1 for historical SOW spend.										
		133. For Projects-Based/Deliverable Staffing spend, can you provide the average number of new project requests per month?	The historical average number of new projects per month is below. These figures are provided for informational purposes only. The State does not guarantee that it will purchase any minimum quantity of goods or services under any Contract resulting from this RFP. <table><tr><th>SOW Projects</th><th>Average # of New Projects Per Month</th></tr><tr><td>FY23</td><td>1.33</td></tr><tr><td>FY24</td><td>1</td></tr><tr><td>FY25</td><td>1.6</td></tr><tr><td>FY26</td><td>1.25</td></tr></table>	SOW Projects	Average # of New Projects Per Month	FY23	1.33	FY24	1	FY25	1.6	FY26	1.25
SOW Projects	Average # of New Projects Per Month												
FY23	1.33												
FY24	1												
FY25	1.6												
FY26	1.25												
RFP Attachment 6.6.	43	134. Can you please confirm if RFP Attachment 6.6., Pro Forma Contract that is referenced several times in the document is the same as the file named MSP for Contingent Workforce Services – Pro Forma-1?	Yes, please see Pro Forma Release 2 which is also RFP Attachment 6.6.										
		135. In RFP Attachment 6.3, it appears that you are asking for one MSP Fee (inclusive of all VMS costs) – should that MSP fee be applicable for both Staff Augmentation and Projects-Based/Deliverables Staffing? Those often have different MSP and VMS fees depending on scope and spend.	Please see response to Question 62. The MSP fee shall be applicable to all services performed under the contract including both Staff Augmentation and Project-Based/Deliverables Staffing.										
		136. In RFP Attachment 6.3, can you explain what is being requested where it says “Proposed Cost” “ Provide the percentage of the Maximum Bill Rate in the section below.”?	Please see response to Question 62.										
		137. Can you provide the number of approved Staff Augmentation suppliers by category?	The Sub-Vendor Network applies to all services performed under the contract including both Staff Augmentation and Project-Based/Deliverables Staffing.										
		138. Can you provide the number of approved Projects-Based/Deliverable Staffing suppliers by categorization?	Please see response to Question 137.										

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		139. Is Projects-Based/Deliverables Staffing bidding currently managed by the MSP, or is this managed in-house?	The MSP runs the bidding process, but the decisions are made by the State.
		140. Is the Projects-Based/Deliverables Staffing mandated for all projects under \$1,000,000? Is there a bottom threshold for when a bid is not required?	No, and there is no bottom threshold.
		141. Do you assess and track the SOWs quality against internal benchmarks for well written SOWs (typically set by legal and procurement)?	Benchmarks completed are tracked by the Authorized User and may vary heavily based on the SOW project.
		142. Do you measure your service providers' performance, effectiveness, compliance and delivery quality in relation to project deliverables? If so, please provide the components of the metrics used.	This is determined by the Authorized User on a case-by-case basis.
		143. How does an SOW owner assess if an SOW milestone/ deliverable has been achieved with the right level of quality? What happens if there is a dispute?	This is determined by the Authorized User on a case-by-case basis. In the event of a dispute, the MSP shall mediate and support the State until the dispute is resolved.
		144. What are your current pain points and areas of satisfaction with the current program? What would you like to see improved and what would you like to retain.	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		145. How often is rate benchmarking conducted in both the Staff Augmentation and Projects-Based/Deliverable Staffing?	Benchmarks completed may vary heavily based on the Rate Card role and/or project. If requested by an Authorized User, the State reserves the right to add, delete, or update job categories and job classifications throughout the contract period via a Memorandum of Understanding.
		146. What integrations are in place with the VMS today? Will you desire to have similar or additional integrations with a new VMS? Please advise including the systems to be integrated with.	Please see response to Question 14.
		147. On a priority scale of 1-10 (1 being highest priority) what is most important to you: MSP/VMS Price, High Quality white glove done service, Onsite representation, Data and Analytics, Strategy Consultation, Overall Cost Savings, Supplier Performance Management, Other (please define)	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		148. Are supplier contracts held by the current MSP today for both Staff Augmentation and Projects-Based/Deliverable Staffing?	Yes.
		149. What are your current payment terms with suppliers? If they vary, please provide the range.	Please see response to Question 63.
		150. Is your current MSP program mandated across all state agencies when requesting non-full-time talent? Or does a state agency have the option to work outside the MSP? If working outside the MSP, how is that renegade spend being captured?	Executive branch agencies are required to utilize this contract per our Procurement Policy & Procedures unless they obtain an exemption from the Central Procurement Office. Highest use agencies are the Department of Health, Department of Correction, and the Department of Mental Health and Substance Abuse Services.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			With regards to spend outside of this contract, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
		151. Approximately how many state agencies are currently leveraging the MSP today?	Thirty-eight (38)
		152. What VMS is currently deployed supporting the incumbent MSP today?	Please see response to Question 74.
		153. Does the State of Tennessee own the instance of VMS or does the MSP currently own VMS instance? If MSP owns VMS instance, any concerns about the State of Tennessee being able to secure the historical spend and utilization information from the tool?	The current VMS platform was developed and owned by the incumbent. Any and all data submitted to the VMS is the sole and exclusive property of the State. Contractors shall not utilize data in any way that is outside the scope of this contract.
		154. What ERP system does the State of Tennessee utilize today?	As of July 2026, the State uses Oracle Peoplesoft branded internally as Edison. The State is launching an RFP soon for a new ERP system.
		155. What is your estimate for total program headcount?	Please see response to Question 3.
		156. What is the average length of the assignments?	This may vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.
		157. Will any roles be in contact with minors?	These decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.
		158. How many suppliers are currently in the program?	Please see response to Question 3.
RFP Attachment 6.4.	39	159. Please confirm whether the three required references must be provided from current clients only, or whether references from current and former clients will be accepted, provided the applicable engagements occurred within the past five years.	References provided must be in accordance with the requirements on RFP Attachment 6.4.
		160. Will the selected MSP be the exclusive provider of payroll services?	Yes, the State shall issue payment to the Contractor who shall in turn pay the Sub-vendor.
RFP Section 1.1.1.	3	161. What was the spend for payroll services in fiscal years 2024 and 2025?	Please see revised RFP Section 1.1.1.
		162. What is the current payroll service markup?	These decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.
		163. What Vendor Management System (VMS) is currently utilized for this contract?	Please see response to Question 74.
		164. Please indicate if the selected MSP or the State of Tennessee will hold the contract with the VMS provider?	The Contractor is responsible for providing the VMS and if a contract with the VMS is necessary, it will be held between the VMS and the Contractor.
		165. What are the top three improvements/changes that the State would like to see in the current program?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		166. Should change requests to the Pro Forma document be in the form of a red line or an exceptions document?	Per RFP Section 5.3.5., "Notwithstanding the foregoing, the State may, at its sole discretion, entertain limited terms and conditions or pricing negotiations prior to Contract signing and, as a result, revise the pro forma contract terms and conditions or performance requirements in the State's best interests, PROVIDED THAT such revision of terms and conditions or performance requirements shall NOT materially affect the basis of response evaluations or negatively impact the competitive nature of the RFP and contractor selection process."
		167. Can the State please clarify whether Offerors are expected to submit a copy of the Oral Presentation with the Technical Response by the RFP deadline of June 26?	No.
Pro Forma Section C.3.c		168. Could the State please clarify the intent or provide flexibility regarding the prohibition of markups on compensation adjustments for long-term contractors? When a contractor receives a pay increase, mandatory statutory employer burdens - such as FICA, FUTA, SUTA, Worker's Compensation, and General Liability insurance (some of which are "markups" to the extent they are percentages applied to the base wage rate and then collected and paid to the appropriate Federal or State Agency). If Sub-Vendors are barred from allocating some of the adjusted bill rate to cover these increased pass-through statutory cost increases, they may be forced to operate at a net financial loss on those individuals. This could inadvertently disincentivize Sub-Vendors from accepting bill rate increases for long term, high-performing contractors or may result in suppliers withdrawing their personnel from the contract to avoid negative margins. Or is it the intent of the State that the Contractor fix the portion of the markup that is related to profit so that their net profits are not increasing with an increased wage rate but can pass through the portion of markups that are for statutory costs?	If an Authorized User requests a change in a max bill rate for a role on the Rate Card, the State may pursue this change via completing a Memorandum of Understanding (MOU).
Pro Forma Contract, Section A.3.e	3	169. The State indicates in Section A.3.e that prescreening costs are "pass-through expenses from Sub-Vendors to the End User," implying that the End User (State Agency) is financially responsible for the direct cost of the background checks without a Contractor markup. However, the subsequent sentence states that if the End User performs these checks directly, the Contractor must coordinate reimbursement from the Sub-Vendor, which conversely implies the Sub-Vendor bears the ultimate financial responsibility for prescreening. • Could the State please clarify the intended financial model for prescreening? Specifically:	The End User is ultimately responsible for prescreening costs as a "pass-through" expense from Sub-Vendors to End Users. However, if a Sub-Vendor's completed prescreening is found to be inadequate requiring the End User to perform additional prescreening directly, the Contractor shall be responsible for coordinating reimbursement to the End User for the additional prescreening from the Sub-Vendor, Please see the revised Pro Forma Section A.3.e.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		Is the End User (State Agency) or the Sub-Vendor ultimately responsible for the baseline cost of background checks and prescreening?	
		170. In the slides provided from the oral presentation, the State notes that, when evaluating Attachment 6.3: Cost Proposal, there are "Eight (8) evaluated line items worth 30 points". Will the State please clarify what the "Eight (8) evaluated line items" are specifically?	This was an error in the Pre-Response Conference PowerPoint presentation. There is only one (1) evaluated cost line item, the MSP fee.
		171. Section C.34 requests Offerors to "Detail how the system accommodates rate submissions." Will the State please confirm if by the term "rate submissions" the State intends to mean "time entry"?	Yes, this is correct.
RFP Section 4.8.1.	15	172. As a private company, our financial documentation, security measures, and many of the processes applicable to our response to the State are proprietary and trade secret. Section 4.8.1 states that "Respondents are cautioned not to provide any materials in response to this RFP that are trade secrets;" however, certain requirements of this solicitation, such as section A.4 of Attachment 6.2, requires that Respondents submit information that qualifies as trade secret. Will the State please clarify how Respondents should keep financial documents or other such confidential information from public access when responding to this solicitation?	Per RFP Section 4.8.1., "All materials submitted to the State in response to this RFP shall become the property of the State of Tennessee. Respondents are cautioned not to provide any materials in response to this RFP that are trade secrets, as defined under Tenn. Code Ann. § 47-25-1702 and any other applicable law. By submitting a response to this RFP, the respondent acknowledges and agrees that the State shall have no liability whatsoever for disclosure of a trade secret under the Uniform Trade Secrets Act, as provided at Tenn. Code Ann. § 47-25-1701-1709, or under any other applicable law. Selection or rejection of a response does not affect this right. By submitting a response, a Respondent acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee."
RFP Attachment 6.3.	38	173. On page two (2) of Attachment 6.3, Cost Proposal & Scoring Guide, there is a section labeled "Proposed Cost" that asks Respondents to "Provide the percentage of the Maximum Bill Rate in the section below". However, there is no section below where Respondents can provide information. This appears to be a duplicate of the same section on the previous page. Will the State please confirm where Respondents must provide information for this section?	The intent was for this document to fit on a single page. Please see revised RFP Attachment 6.3.
Pro Forma Section A.3.f.,	3	174. Will the State please confirm whether all aspects of the scope of this RFP (Staff Augmentation, Statement of Work, Employer of Record) will roll over into the contract awarded from this solicitation on the go-live date?	Per Pro Forma Section A.3.f., "The Contractor shall provide a plan to transition all existing projects and Contingent Workers currently providing services to the State to the VMS."
		175. If there is a current VMS in place, what is it? And is it supplier funded or funded by you?	Please see response to Question 74.
		176. Can you disclose the current VMS fee if it is supplier funded?	The current contract containing all requested information can be found here .
Pro Forma Section A.5.	5	177. Can you provide a current workflow from request open to hire for LI and non-LI positions?	The State does not define "LI" in the solicitation/contract and therefore cannot provide

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			separate workflows for LI and non-LI positions based on that terminology. The current process for Authorized Users who are seeking services is to login to the VMS and submit a detailed request. The Contractor reviews the request in the system and facilitates providing the request to their Sub-Vendor network. Sub-vendors respond by providing candidate resumes. The requester then can review responses and decide which candidates they would like to interview. After interviews, the requester will select the candidate. Please also see Pro Forma Section A.5.
RFP Section 1.1.1.	3	178. Can you give a breakdown of total contract spend by role type and location?	Please see revised RFP Section 1.1.1.
		179. Can you confirm the number of suppliers in the current MSP program?	Please see response to Question 3.
		180. Do you have a current supplier for payroll services?	Payroll for Sub-Vendors shall be managed by the Contractor and completed within the VMS.
RFP Section 1.1.1.	3	181. Can you confirm the number of locations requiring MSP services?	With regards to the number of locations requiring services, the State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals. Please see response to Question 3 and RFP Section 1.1.1. for further information.
		182. What are your existing pain points?	The State has determined that the information requested is not material to this solicitation and is not required for Respondents to prepare responsive proposals.
Pro Forma Section A.3. f.	3	183. When is the anticipated go live date for the MSP?	The RFP schedule of events may change via RFP amendment. Please review all solicitation documents including RFP Amendments for the most up-to-date schedule of events. Per Pro Forma Section A.3.f., "The Contractor shall provide a plan to transition all existing projects and Contingent Workers currently providing services to the State to the VMS.
		184. How are suppliers vetted today to participate in the MSP program?	Suppliers are vetted by the Contractor/MSP in accordance with its established supplier management processes and the requirements of the Contract. The State is not involved in the supplier vetting process. However, the State may request that the Contractor/MSP consider adding a Sub-Vendor to the program, and the Contractor/MSP shall work with the State on such requests. Any such Sub-Vendor remains subject to the Contractor/MSP's vetting, approval, onboarding, and management processes.
		185. Can you disclose the fee suppliers are paying for the current MSP program?	Please see response to Question 176.
		186. Is there a preference for onsite resources?	These decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.
		187. Do any of your other systems integrate with your VMS, if so which systems?	Please see response to Question 74.

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RFP Section 1.1.1.	3	188. What percentage of total spend is pre-identified/payrolled individuals?	Please see revised RFP Section 1.1.1.
		189. Is there any seasonality? If so when would that occur and by which line of business?	This may vary heavily based on the Rate Card role and needs of the End Users.
RFP Section 1.1.1.	3	190. Is/will the MSP program be mandated	Please see Pro Forma Section E.20. Executive branch agencies are required to utilize this Contract, but this does not constitute a guarantee of spend. Please refer to RFP Section 1.1.1 for additional reference of historical spend.
Pro Forma Attachment 2 Rate Card	56	191. Are you currently using a Bill Rate and Mark up model	Please see Pro Forma Attachment 2 Rate Card.
		192. What are your payment terms	Please see response to Question 63.
		193. How frequently does the Department of Human Resources update job classifications, titles, and associated qualification requirements, and what triggers these updates (e.g., scheduled reviews, legislative changes, market adjustments)?	Job classifications, titles, and associated qualification requirements are updated as needed. There is not a standard fixed cadence for updates across all classifications. Updates may occur due to enterprise-wide review initiatives, agency operational needs, changes in duties or responsibilities, legislative or policy changes, market considerations, or other business needs. Respondents should account for the possibility that classifications, titles, and qualification requirements may change during the term of the Contract.
		194. Please describe the current MSP account management model across State and local agencies, including how agencies are segmented, whether support is dedicated or pooled, and the typical number of agencies supported per account manager.	Respondents should propose an account management model that meets the requirements of the RFP and supports the needs of the State and participating Authorized Users. The State is not prescribing a specific account management structure, agency segmentation approach, dedicated versus pooled support model, or account manager-to-agency ratio. Respondents should describe in their proposal how they will manage State and local agency relationships, provide appropriate coverage and responsiveness, scale support across participating entities, and ensure successful contract performance.
		195. Do any of your current supplier sit onsite?	Yes, these decisions can vary heavily based on the Rate Card role and are determined by the End User on a case-by-case basis.

- Delete RFP and Pro Forma #32110-38726, in its entirety, and replace it with RFP and Pro Forma #32110-38726, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
- RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.