

Answers to RFP Questions

May 6, 2021

The American Registry for Internet Numbers (ARIN) has received questions and comments regarding the recently published Request for Proposal (RFP) for Post-Pandemic Distributed Workforce Study found at:

<https://www.arin.net/about/corporate/documents/contracts/rfp-workforce/>

The questions received have been anonymized and ARIN's RFP review team is providing the following responses in a manner available to all potential RFP responders. Any further questions may be directed to RFP@arin.net

Additionally, the ARIN RFP review team is available to potential RFP responders, via Zoom, for a 15-30 minutes to discuss RFP related questions. Please contact RFP@arin.net to schedule a Zoom session.

A. 30 Day PoP: what is included in the RFP as deliverables would be very, very difficult to effectively complete within 30 days.

Thank you for your feedback. If the RFP responder believes the period of performance is too aggressive, please note* what you believe the schedule of performance is required to complete the statement of work. The RFP review team will take this into consideration during the review of proposals, together with other aspects of the RFP response, and may consider a more extended period of work at contract award.

B. Deliverables: the list of transition items (HR, Financial, Legal, Operations) is expansive and detailed. I'm not sure what ARIN's specific expectations are for each of this in this project, but it almost seems like these are tactical initiatives that need to be aligned with a higher level strategy. In other words, first step - what is ARIN's envisioned future for a 21st Century Workplace...and then...what will it take (and cost) to get there.

The RFP is requesting for each of these functional areas to be considered as part of the awarded vendor's expertise to avoid surprises to ARIN in its later decision-making of a distributed work force. We understand some vendors may be more capable in responding to some areas than others, and that not a single vendor may have expansive expertise in all areas listed. The work provided by the vendor will be a significant part along with a number of other considerations that ARIN will use to make changes to its work force.

Regarding a higher-level strategy, like many organizations during the pandemic, ARIN successfully met its strategic goals and objectives through a transitioned remote workforce. ARIN had determined that continued business operations may be conducted through some level of a remote workforce. Through the completion of the work associated with this RFP, ARIN is seeking to formulate both a strategy and associated cost with a permanent remote portion of its workforce.

C. The timeline for response and project implementation outcomes -- Your proposal is fairly tight.

Thank you for your feedback. We are changing our submission deadline to June 4, 2021, to allow more time for proposal creation and submission to ARIN. If the RFP responder believes the period of performance is too aggressive, please note* what you believe the schedule of performance is required to complete the statement of work. The RFP review team will take this into consideration during the review of proposals together with other aspects of the RFP response and may consider a more extended period of work at contract award.

D. Having to do with depth and scope of review/analysis with recommendations -- A full scope in depth review which could/should include work outcomes and position description objectives is much more intense than if you are looking for a summary review of how the organization could function as an alternative to current 100% at Hq. Guidance on this would be helpful.

The RFP review team is leaving it to the discretion of the RFP responder to determine if they would like to propose alternative approaches to completing the work. The RFP review team is also open to the RFP responder offering alternative approaches and cost models to ARIN in a single proposal.

E. As I review your 10 step Format and Contents, with some minor clarifications, I would have little difficulty proposing on this segment. Where a significant roadblock occurs is on the Final Report Objectives and Expectations. As I see it this would be built around the recommendation of structure and those working remotely versus on site. All of this segment could be rendered "useless" if the suggested structure is rejected and needed to be revised based on ARIN analysis of what Leadership would be willing to accept. In other words, why build a full solution to make it work if the structure is not accepted as a valid model of future operations? May I suggest, and would like a response, that this be divided into two RFPs or at least part A with one or two Suggested structure changes as an outcome to the analysis. Have this outcome(s) agreed to first. Once that final outcome or a hybrid outcome is agreed to, then. Part B would be the 3 key segments you have detailed. (Details of this could then be totally focused on operating outcomes and impact).

ARIN is looking for thought leadership in this area from the awarded vendor to use as an input into its final decision-making regarding a distributed workforce. The work being conducted by the vendor will be done in parallel with other internal reviews of work force changes. These two parallel areas of work will produce information in support of creating a path forward for ARIN. Therefore, even if the final product provided by the awarded vendor is not used in whole, the various elements of that work product will greatly impact the final determined workforce approach at ARIN.

* Indicate as part of item (7) in the proposal format and contents.