

# Request for Proposal #2019-1000-4124

## AMENDMENT NUMBER ONE



Department of Administration  
Division of Retirement and Benefits  
8<sup>th</sup> Floor State Office Building  
PO Box 110210  
Juneau, AK 99811-0210

**THIS IS NOT AN ORDER**

**DATE ISSUED: March 21, 2019**

**RFP TITLE:**  
**Telephonic Town Hall and Livestream Audio –**  
**Coordination and Administration**

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**IMPORTANT NOTE TO OFFERORS:** In order for your proposal to be considered responsive, this amendment, must be identified on Attachment #1 – Proposal Submission Cover Sheet, Section 2 for Amendment Acknowledgement.

This document provides amendment items to the Request for Proposal (RFP) and answers the questions presented by Offeror's. Only the following items referenced in this amendment are to be changed. All other sections of the RFP document and attachments remain the same.

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DATE

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The following answers are in reply to questions derived from questions raised during the pre-proposal teleconference and emails received from interested parties.

1. What is the State's budget for this project?

*Answer:* The Department of Administration, Division of Retirement and Benefits, estimates a budget not to exceed \$378,000 dollars for completion of this project. Proposals priced at more than \$378,000 will be considered non-responsive. The state does not guarantee any minimum or maximum number of annual purchases, and estimated budget may not be fully expended. Approval or continuation of a contract resulting from this solicitation is contingent upon legislative appropriation.

2. Will the awarded contract have termination language tying the contract to the legislative budget?

*Answer:* Yes, approval or continuation of a contract resulting from this solicitation is contingent upon legislative appropriation.

3. Does the DOA/DRB have this type of service today, or is there another division at the State that has similar service today?

*Answer:* Yes, the Division of Retirement and benefits uses this type of service today.

4. For the participants requiring outbound calling, is a bridged generated call back sufficient, or is operator assistance required?

*Answer:* The Offerors system must be capable of placing outbound calls to a list of phone numbers provided by Division, and to phone numbers provided by individuals who register through your online registration process to participate in the event. Please describe your system's outbound calling capabilities to accomplish this requirement in your proposal.

5. What is the duration of a typical conference (1 hour, 3 hours, etc.)?

*Answer:* These events typically last approximately one hour.

6. How many participants will be on audio vs. streamed audio?

*Answer:* Typically, the majority of participants connect telephonically. The number of telephonic and streamed audio participants varies and is not pre-determined.

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7. Section 1.03 (Prior Experience and Minimum Requirements):
- a. Requirement #8 - Ability to provide a written summary of the event.
    - i. Please clarify what exact details need to be included in the summary, where do they need be sent, and within what time frame?
  - b. Offeror must provide proof of the following requirements in writing and submit with proposal.
    - i. Please provide specific details as to what the DOA requires as proof?

**Answer:** Section 1.03 #8, has been removed from the RFP.  
(~~8. Ability to provide a written summary of the event.~~)

This information is now included in Attachment 2 – Cost Schedule, Value-Add Schedule.

8. Section 3.03 (Deliverables):
- a. Deliverable #10 Post-event data reporting, including but not limited to:
    - i. Please clarify and describe in detail how a segment of the participant population would need to be screen, while others are not?
    - ii. Please also describe what is meant by number of participants “brought live on the call”? Is this referencing a subset of the participants on a live call in some way or are you asking for data that shows “live call” vs. those who listen to the recorded version?

**Answer:** The State desires a system that will mute participant phone lines as they join the telephonic town hall event. If a caller would like to speak on the call to ask a question or give a comment, they need be able to indicate as such to the event hosts and/or administrator. Callers who would like to speak on the call should be individually screened (by State staff members and/or by offeror staff members) to collect the caller’s name, location, and a short summary of their question or comment prior to being brought live on the call to ask their question or provide their comment.

The state would like the post-event data reporting to include the number of callers individually screened, and the number of those callers who were brought live on the call to ask a question or provide a comment.

9. The RFP states a requirement for “dial out” to 10,000 phone numbers and in bound calls from 1,000 phone numbers. Further down in the RFP, there’s a requirement for “livestream audio”.
- a. Please clarify how many attendees are anticipated to join the live streamed audio?
  - b. Are they included in the 11,000 count and if not, how many?

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**Answer:** The State intends to provide an audio livestream of each event on public-facing websites and social media sites. The State does not intend to limit the number of participants listening to livestreamed audio. If your system has any limitations regarding the number of participants who can access the livestreamed audio feed, please describe these limitations in your response.

10. Is there an established group of participants that will not be given “dial in” numbers (10,000) and therefore how will the Division be forcing them to use “dial out” instead? What is the difference in the 1000 “in bound” callers and 10,000 “dial out” participants?

**Answer:** The State will provide the vendor with an established list of phone numbers to be called at the start of the event. In addition to these phone numbers, the vendor should dial the numbers of participants who provide a phone number and register in advance for an event. Some individuals may call in to the event directly, such as hosts, call screeners, or participants who have been given direct-dial call in information. Your system must be capable of dialing out to at a minimum, 10,000 pre-provided phone numbers and accepting calls from, at a minimum, 1,000 direct callers.

11. The term “Dial out” is sometimes confused with “livestream” (audio delivered through the internet), but they are very different and have different cost structures. Is it understood that “dial out” is referring to participants who will be connecting via their telephone? If the requirement is really livestream, it changes the pricing and overall offering quite a bit, so we want to verify.

**Answer:** “Dial out” refers to individuals who are connected to the event telephonically who received an out-bound call from the vendor’s system to the participant’s phone line. “Livestream” refers to a live audio stream of the event that can be accessed publicly from the vendor’s website, the State’s website, and/or the State’s social media sites.

12. Please provide as much detail as possible about the “screening” that is required. As noted above, there are security and screening features that can be accomplished relatively easily on a “livestream”, but they are more costly/ difficult if the requirement is truly “dialing out” to 10,000 telephone participants. We want to verify there’s no confusion in the terminology between livestream and “dial out” to telephone numbers. If it is in fact “dial out to a telephone” please describe:

- a. Is the State planning to provide a spreadsheet of “members” who are allowed to attend and the specific criteria that should be used for screening?
- b. What is the purpose of “screening”?
  - i. Security (assurance that only members can attend)
  - ii. Data collection (information gathered from people who attend)
  - iii. Etc.?

**Answer:** The State will not provide a spreadsheet of members who are allowed to attend an event, because events are open to any and all members of the public. Prior to each event, the State will provide a list of known phone numbers that should be dialed. In addition to this list of

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known phone numbers, the system must allow members of the public to register in advance to receive a call to participate in the event. Participants must provide a phone number where they can be reached at the time of the event. The offeror's system must be capable of dialing out to all pre-registered participants, and all phone numbers provided by the State.

If a caller would like to speak on the call to ask a question or give a comment, they need be able to indicate as such to the event hosts and/or administrator. Callers who would like to speak on the call should be individually screened (by State staff members and/or by offeror staff members) to collect the caller's name, location, and a short summary of their question or comment prior to being brought live on the call to ask their question or provide their comment.

### **Cost Schedule Questions:**

#### **13. On the Cost Schedule Sheet 1 – Section 1**

- a. Line 13, 14 and 15 - clarify how many attendees will be connecting to the livestream, as our rate is based on "number of scheduled connections" in "increments of 500" per hour.

**Answer:** The State intends to provide an audio livestream of each event on public-facing websites and social media sites. The State does not intend to limit the number of participants listening to livestreamed audio, and participants do not need to pre-register to listen to the livestreamed audio. If your system has any limitations regarding the number of participants who can access the livestreamed audio feed, please describe these limitations in your response.

- b. Will captioning be required on the recorded version of the livestream or only on the livestream itself?

**Answer:** Closed captioning should be available on both the livestream and the event recording.

- c. Line 15, please clarify what is means by "per minute surcharge"? If there are fees associated with the service, such as unused lines, late cancelation, etc. that are not charged "by the minute" where should those be included on the worksheet?

**Answer:** If your proposed pricing has an additional surcharge or cost that is assessed on a per minute basis, please indicate it here. If you have fees associated with the service that are not already described in the cost sheet, please list them under "other mandatory per event charges" in Section 1 of the cost schedule. You may add more lines if needed.

- d. Line 21, please clarify if "mandatory" per event charges include features that were requested in the RFP, such as MP3 audio files or if needed, dial out to locations outside Alaska.

**Answer:** The mandatory per event charges should cover all fees associated with providing the services described in the RFP that are not already listed in Section 1 of the cost schedule.

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**14.** On the Cost Schedule Sheet 1 – Section 2

- a. Please clarify what the “list size” represents.

**Answer:** “List size” represents the size of the list of participant numbers that must be called at the start of the event.

- b. Please clarify if the “Fee Per Out-Bound Call/ Per Minute” is rate per minute that should be used is for “dial out” to participants located in the US. If callers are located outside the US, which countries and where should those rates be shown on the worksheet?

**Answer:** The instructions for Sheet 1 - Section 2 of the Cost Schedule have been updated as follows: “The following amounts are assuming an event is 60 minutes in length, and that all phone numbers dialed will be US phone numbers.” If you have the capability to dial international phone numbers, please include any associated fees in the Value-Add Schedule section of the Cost Schedule.

**15.** Online audio livestream (with closed captioning available) on Offeror’s website, Audio livestream (with closed captioning available) on State of Alaska’s Division website, and Audio livestream (with closed captioning available) to State of Alaska sponsored media sites: How would you like us to explain this with the cost sheet provided?

**Answer:** If one fee will cover multiple line items, please list that fee once in the cost schedule, and list “\$0” for the other line items covered under the fee. Then, provide any necessary explanation of the fees in the “Notes” section. Attachment #2- Cost Schedule has been updated with a “Notes” section to allow offerors to provide additional information. Instructions are now listed on the amended Attachment #2 - Cost Schedule.

**16.** The metrics on how we gauge per minute costs with regard to the surcharge seems to be incorrect. Can you clarify?

**Answer: Attachment #2** – Cost Schedule has been updated to allow offerors to provide a cost estimate based on an example event scenario, including an example list size, number of out-bound call minutes, and number of in-bound call minutes. If there are no charges associated with any of the listed services or event elements, fill the box with “\$0.”