

**STATE OF ALASKA RFP NUMBER 2520H004  
AMENDMENT NUMBER ONE**

***AMENDMENT ISSUING OFFICE:***



Department of Transportation & Public Facilities  
Statewide Contracting & Procurement  
P.O. Box 112500  
(3132 Channel Drive, Room 350)  
Juneau, Alaska 99811-2500

**THIS IS NOT AN ORDER**

**DATE AMENDMENT ISSUED: July 24, 2019**

**RFP TITLE:  
511 Traveler Information System (TIS)**

**REVISED DUE DATE: August 14, 2019 at 2:00PM. Alaska Time**

**This is a mandatory return Amendment.** *Your bid may be considered non-responsive if this signed amendment is not received [in addition to your bid] by the date and time bids are due.*

Vendor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Offerors Name: \_\_\_\_\_

**The purpose of Amendment #1 is to:**

- **Extend the Proposal Due Date and Time to August 14, 2019 at 2:00PM. Alaska Time**
- **Modify Section 1.12 RFP Schedule**
- **Provide answers to questions received for this RFP.**

**Section 1.12 RFP Schedule has been modified to read as follows:**

The RFP schedule set out herein represents the State of Alaska's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted by the same number of days.

- Issue RFP July 16, 2019
- Open RFP August 14, 2019 at 2:00PM. Alaska Time
- Proposal Evaluation Committee complete evaluation by August 26, 2019
- State of Alaska issues Notice of Intent to Award a Contract August 27, 2019
- State of Alaska issues contract September 9, 2019
- Contract start September 9, 2019

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Transportation & Public Facilities, or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

**The following are the State's responses to questions that have been received in response to RFP 2520H004.**

**Question #1:**

If we are unable to maintain and operate the entry tool (unsure if this is tied to the website), website and apps as well as map feature upgrades, does that eliminate us from responding to this RFP?

**Answer #1:**

Yes, unless your proposal includes a subcontractor(s) that will provide this portion of the work for you.

**Question #2:**

How many agents/seats? How many agents will be on the platform? Will you be using Configured or Concurrent licenses and how many will be needed?

**Answer #2:**

For the Entry Tool, we estimate about 300 potential authorized users, and estimate only about 20 concurrent users at any given time.

**Question #3:**

Is this a single location? If not, how many physical locations are your contact centers located at and please provide the location name/ID and Address?

**Answer #3:**

The State does not operate call centers or contact centers.

**Question #4:**

What is your current contact center solution?

**Answer #4:**

We do not operate call centers, contact centers or operate a network of staff who answer phones. It is all automated.

**Question #5:**

Are you using any type of Work Force Optimization/Management services today? If so, who is providing that?

**Answer #5:**

No

**Question #6:**

How are you handling call recordings today? How long are you storing recordings and where do you store them?

**Answer #6:**

We have only saved calls to use for the tuning reports. We do not require recording or archiving the calls.

**Question #7:**

For Attachment #11: AK 511 Requirements, could ADOT&PF confirm if the width of “Proposers Response to Requirement” column can be increased to insert graphics that supplement the responses?

**Answer #7:**

No, please use the answer format being requested of all proposers.

**Question #8:**

For UD-7-2-7, Can we get examples/use cases for this requirement? What defines a consumer friendly location description?

**Answer #8:**

User friendly descriptions refer to highway names and/or intersecting landmarks or mileposts that are easy for the public to understand. I.e., they don't have lengthy descriptive information or acronyms. The DOT&PF geodatabase can contain lengthy, technical descriptors with acronyms that the general public may not understand or may cause confusion. Here are several examples: Glenn SB - Old Glenn @ Palmer EB Ramp, Geist – Parks NB Ramp at Geist Parks SB Ramp, Steese SB – Airport WB Ramp, Airport Way Frontage Road S5, etc. We will clean up the data to try and avoid displaying the extraneous abbreviations or acronyms as much as possible, and use terms that the traveling public will understand.

**Question #9:**

For Web-2-1-5-1, is there a sample data from Nixle? Alternatively, where can we get the Nixle dataset?

**Answer #9:**

Sample Traffic Alert RSS feeds from Nixle can be accessed or requested from <http://www.nixle.com/>. Here is a link to the Anchorage Police Department's RSS feed page: <http://rss.nixle.com/pubs/feeds/latest/13846>

**Question #10:**

According to Attachment #10, offerors are to sign and include The Standard Agreement Form (Attachment #5). Are we to understand that this form needs to be completed and signed? If so, could ADOT&PF provide a fillable form for Attachment #5?

**Answer #10:**

The Standard Agreement Form (Attachment A) only needs to be signed and returned, not completed.

**Question #11:**

Section 7.01 states that “objections to any of the provisions in Appendix A must be set out in the offeror's proposal”. Please confirm which part of proposal the offerors should indicate any objections they may have (i.e. Proposal Submittal Letter, part of appendix in Technical Proposal, attachment to Standard Agreement Form, etc.).

**Answer #11:**

Objections to any provision listed in Appendix A, should be addressed in the Proposal Submittal Letter.

**Question #12:**

Given that there are 52 pages of functional requirements to which bidders must respond, would it be possible to push out the due date a little?

**Answer #12:**

Yes. The RFP Proposal Due Date and Time is extended by one (1) week to August 14, 2019 at 2:00 PM.

Signature:

Chris Hunt

Date:

7-24-2019

Name:

Chris Hunt

Title:

Procurement Specialist III