

**STATE OF ALASKA ITB NUMBER 2521H008  
AMENDMENT NUMBER FOUR**

***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 16, 2020**

**ITB TITLE:**

**Vehicle Crash Form Data Entry Services**

**REVISED ITB OPENING DATE AND TIME: July 24, 2020 at 2:00 PM prevailing 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.*

Signature: Tom Mayer  
Name: Tom Mayer  
Title: Procurement Specialist IV

Date: 7/16/2020

**Vendor Signature**

Business Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Title: \_\_\_\_\_

**Change1:** The ITB Opening date has been revised to July 24, 2020 at 2:00PM prevailing Alaska Time as seen above.

In addition to the above change, the following questions have been submitted by the vendor community in response to this ITB.

**Question 1:** To ensure compliance with Page 3, Item 12, please confirm if subcontractors are required to obtain Alaska Business Licenses.

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**Answer 1:** *If the subcontractor does not perform work in Alaska or travel to Alaska in support of the contract, the subcontractors are not required to have Alaska Business Licenses. However, subcontractors must provide evidence of the insurance as required on page 7 of the ITB.*

**Question 2:** Page 12, Contract Start-up section indicates the contractor will "Meet with the agency to discuss the work required under the contract." Will this meeting take place in Alaska or will it be accomplished using Internet-based meeting technology?

**Answer 2:** *This meeting will take place via internet based technology such as Microsoft Teams.*

**Question 3:** The Bid Submission Form on page 18 of the ITB requires the bidder to enter the "Location Work to be Performed". Our entire data entry workforce is US based and works remotely from home-based offices. How should we respond to this information request?

**Answer 3:** *Indicate all work will be completed in the United States. If the apparent awardee is utilizing subcontractors, the state will request the information required on page 3, item 12. Please see question 1 for additional information.*

**Question 4:** Page 2 of Attachment A - Crash Data Entry Instructions, Secure VPN Access, paragraph three states "The time frame to securing a VPN can be between two (2) weeks to two (2) months." Yet the Start-Up period is only 30 days. Please explain how the contractor will be expected to perform the 30-day trial if it takes 2 weeks to 2-months to obtain a VPN.

**Answer 4:** *The 30 day Start-Up Period starts upon receipt of a VPN issued by the State of Alaska.*

**Question 5:** Page 2 of Attachment A - Crash Data Entry Instructions, Secure VPN Access, the link to the "Instructions for the configuration of the VPN does not work.

**Answer 5:** *Please see the new link below:*

<https://oit.alaska.gov/employee-dashboard/vpn/>

*This link will take you to a State of Alaska Office of Information Technology web page with three choices at the bottom. The first choice will provide a page of quick access instructions. Additional Information will be provided to the selected contractor.*

**Question 6:** Page 5 displays a CDES queue page. After a report has been committed, is it removed from the queue and no longer visible (or selectable)?

**Answer 6:** *The PDF is removed from the list once the record has been committed. However, it does attach to the entered record. Searching the database, the record can be pulled up again and the PDF can be viewed and the record can be changed.*

**Question 7:** **Attachment F** states that all "All SOA PCs are required to have Cybereason installed in "protect" mode." Having looked at the Cybereason.com website, it is unclear which product the contractor is to install. Please clarify.

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**Answer 7:**

*The SOA requirement for Cyberreason does not apply to computers owned by the selected contractor or their sub-contractors.*

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**Question 8:** Attachment F states that to use a State of Alaska VPN your computer needs VPN client software." Does the State have a preferred VPN client?

**Answer 8:** *Cisco Anyconnect Secure Mobility client.*

**Question 9:** Will the CDES be available 24/7?

**Answer 9:** *The CDES is available 24/7 with the exception of scheduled routine maintenance and occasional updates. These efforts generally occur in the non-core hours of the day. When these activities happen, advance notice will be given to users.*

**Question 10:** Is the state able to provide a breakdown of the percentage of the three different Crash Forms that involve 1-2 Vehicles and the percentage that involve 3 or more vehicles. For example, is the percentage with 1-2 Vehicle Crash Reports the majority?

**Answer 10:** *The average percentage of crash types from 2014 to 2016 is presented below:*

- 1 vehicle = 30%*
- 2 vehicles = 64%*
- 3 vehicles = 5%*
- 4 + vehicles = 1%*

**Question 11:** The answer to Question 6, Amendment 3, states in part that if the contractor determines the handwriting is illegible "the Crash number or SR Number should be noted and Alaska DOT&PF notified that the crash report will not be input by the contractor." If, however, the form is mostly legible, but some fields are illegible, how should the contractor handle the illegible fields?

**Answer 11:** *Please see Amendment 3, Question 6 for additional information. However, as indicated in Amendment 3, the issue of legibility is mostly associated with the 12-209 driver completed forms. If after a quick review of the form it is determined that some fields are not readable, the form should be returned to DOT&PF to review and input.*

**Question 12:** Are you able to provide an estimated time frame that a Data Entry Operator becomes proficient in completing and committing a record as well as becoming familiar with the SOA system itself.

**Answer 12:** *Please see Amendment 1, Question 12 for additional information. However, when DOT&PF had staff performing data entry, proficiency was usually attained within five business days.*

**Question 13:** Will data entry technicians need to have experience in traffic regulations and accidents to be able to complete data entry records for this position?

**Answer 13:** *No.*

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**Question 14:** Is there a minimum number of data entry technicians recommended to complete this ITB?

**Answer 14:** *No, it is up to the contractor to determine staff levels to accomplish the work within the time frames defined in the ITB.*

**Question 15:** In section 4 number 3.B1, it says that we should submit weekly data entry totals, but in the regular contract (page six of the ITB (Payment for state purchases)) it says that these records are submitted monthly, when should records be submitted for invoicing?

**Answer 15:** *The weekly data entry totals are submitted to the state for tracking purposes to ensure progress is being made consistently. For invoicing purposes, records are submitted monthly.*

**Question 16:** Can you confirm that the contracted worker is allowed to work off-site from the contractor's office or must they be onsite?

**Answer 16:** *As long as contractor staff have a state issued VPN and the work is being performed in the United States, if the contractor determines their staff is competent and dependable, work may be performed remotely if the contractor chooses to allow staff to work remotely.*