

STATE OF ALASKA RFP NUMBER 2523H026
AMENDMENT NUMBER ONE
AMENDMENT ISSUING OFFICE:



Department of Transportation & Public Facilities
Statewide Contracting & Procurement
P.O. Box 112500
(3132 Channel Drive, Room 310)
Juneau, Alaska 99811-2500

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: October 12, 2022

RFP TITLE:

CORRECTIVE MAINTENANCE AND OPERATIONAL SUPPORT eSUITES

This is not a mandatory return Amendment.

This amendment serves to answer offeror questions.

Change 1: Serves to answer offeror questions.

1. Pertaining to section 3.02(b) Operational Support, what specific kind of support should be anticipated for eDocs?

ANSWER: Each item in section 3.02(b) Operational Support that begins "The Firm shall" is applicable to eDocs as well as eLeasing and ePermits. For example:

- a. The Firm shall use the Operational Verification Checklist to conduct checks on all systems covered by the SOW to verify that they are operational. Send a status report to the Client on designated days to identify each failure/issue and escalate as needed. Identify items in which the performance was outside the threshold for acceptable performance.

State Signature

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