

# STATE OF ALASKA

Department of Administration  
Office of Procurement and Property  
Management



## CUSTOMER SERVICE QUEUE MANAGEMENT SYSTEM

RFP 02-105-23

Amendment Two

November 1, 2022

**This amendment is being issued to provide questions and answers and amend the RFP.**

**The deadline for receipt of proposals is updated to: Tuesday, November 8, 2022, at 2:00 PM AKST**

**Important Note to Offerors:** You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Lisa Trombi  
Procurement Specialist III  
Email: [doa.oppm.procurement@alaska.gov](mailto:doa.oppm.procurement@alaska.gov)

---

COMPANY SUBMITTING PROPOSAL

---

AUTHORIZED SIGNATURE

---

DATE

### Questions submitted by potential offerors and answers from the state:

**Question 1:** The Amendment (Amendment One) states that the Kiosks need to have 21 inch screens minimum. Our Kiosks are ADA compliant but are built with 17 inch screens. Does that disqualify our Kiosks even though they are ADA compliant?

**Answer:** No, that will not disqualify your kiosk. As long as the screen is ADA compliant, the screen size may be less than 21-inches. The state's preferred size is a 21-inch kiosk, but an offeror may quote screens which are smaller than 21-inches as long as they are ADA compliant.

---

**Question 2:** The existing solution has the DMV branches, but also had a Vital Records department added to the solution recently. There is no mention of that department in the current RFP scope. Will the Vital Records department be added to the new solution? Once the existing contract runs out in March, Vital Records will lose access.

**Answer:** The Vital Statistics location is not a DMV requirement and is not part of this RFP.

---

**Question 3:** Responses are due next Thursday, is there any way to extend that date? That is a tight deadline given there are so many uncertainties remaining for this RFP.

**Answer:** The deadline for receipt of proposals has been extended to Tuesday, November 8, 2022, at 2:00 PM AKST.

---

**Question 4:** Offerors must also provide letters of reference for similar projects the offeror's firm has completed. Are these to be provided by our Clients? If so, this requirement is going to take an unknown amount of time because we would be at the mercy of the clients on this one. How many references do we need? Are these to be written by clients?

**Answer:** Yes, the letter(s) of reference must be written by a client. At least one letter of reference must be included with your proposal.

---

### Changes to the RFP:

**Change 1:** RFP Section 1.03 Deadline for Receipt of Proposals, REMOVE:

Proposals must be received no later than 2:00 PM prevailing Alaska Time on **November 3, 2022**. Late proposals or amendments will be disqualified and not opened or accepted for evaluation.

**REPLACE:**

Proposals must be received no later than 2:00 PM prevailing Alaska Time on **November 8, 2022**. Late proposals or amendments will be disqualified and not opened or accepted for evaluation.

---

**Change 2:**      **RFP Section 1.11 RFP Schedule, REMOVE:**

| ACTIVITY  | TIME         | DATE              |
|---|--------------|-------------------|
| Issue Date / RFP Released                                   |              | October 13, 2022  |
| Last Day for Question Submittal                             |              | October 21, 2022  |
| Deadline for Receipt of Proposals / Proposal Due Date       | 2:00 PM AKST | November 3, 2022  |
| Initial Proposal Evaluation Meeting (approximately week of) |              | November 14, 2022 |
| Demonstrations (approximately week of)                      |              | November 21, 2022 |
| Proposal Evaluations Complete (approximately week of)       |              | November 28, 2022 |
| Notice of Intent to Award (approximately week of)           |              | November 28, 2022 |
| Contract Issued (approximately)                             |              | December 12, 2022 |

**REPLACE:**

| ACTIVITY  | TIME         | DATE              |
|---|--------------|-------------------|
| Issue Date / RFP Released                                   |              | October 13, 2022  |
| Last Day for Question Submittal                             |              | October 21, 2022  |
| Deadline for Receipt of Proposals / Proposal Due Date       | 2:00 PM AKST | November 8, 2022  |
| Initial Proposal Evaluation Meeting (approximately week of) |              | November 14, 2022 |
| Demonstrations (approximately week of)                      |              | November 21, 2022 |
| Proposal Evaluations Complete (approximately week of)       |              | November 28, 2022 |
| Notice of Intent to Award (approximately week of)           |              | November 28, 2022 |
| Contract Issued (approximately)                             |              | December 12, 2022 |

---

**End of Amendment Two**