

STATE OF ALASKA

Department of Military and Veterans Affairs
Division of Homeland Security and Emergency
Management



Technical Specialist for State Disaster Support

RFP 240000007

Amendment No. One (1)

November 21, 2023

This amendment is being issued to answer questions from Offerors and extend the proposal closing date from November 27, 2023 @ 2:00 P.M AKST to **December 4, 2023 @ 2:00 P.M 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.

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COMPANY SUBMITTING PROPOSAL

AUTHORIZED SIGNATURE

DATE

Questions submitted by potential offerors and answers from the state:

Question 1: SEC. 3.01 Scope of Work - 3.01.04 Contractor Established Call Center General Scope of Work and Objectives: *Will the State please clarify if there may be any special requirements for the Call Center such as Language Specialists for translation/interpretation?*

Answer: The pricing needs to be by the hour for call takers and that fixed hourly rate should include all necessary infrastructure and equipment required to fulfill the “call taker” duties as described in in the RFP with no additional fees.

Question 2: SEC. 4.01 RFP Submittal Forms: *Submittal Forms*, states that "...the Submittal Forms shall be the offeror's entire proposal." *Would the State please confirm that Offerors are permitted to reproduce Submittal Forms B, C, D, and E to facilitate completion?*

Answer: Yes

Question 3: SEC. 4.02 Special Formatting Instructions & Attachment 1 Submittal Form F – Cost Proposal: *Will the State please clarify if the Cost Proposal should be labeled Submittal Form F or Submittal Form G and if the Subcontractors Form should be labeled Submittal Form F or G?*

Answer: The Cost Proposal is Submittal Form F, the Subcontractor Form is Submittal Form G.

Question 4: SEC. 5.04 Experience and Qualification: *Given the evaluation criteria will evaluate based on resumes and letters of reference, will the State allow the addition of resumes and letters of reference in addition to the five-page limit of Submittal Form B – Experience and Qualifications?*

Answer: The page limit will remain as 5 pages.

Question 5: SEC. 5.04 Experience and Qualifications: *It is referenced on page 31 of the RFP, Q1-b, resumes complete and do they demonstrate backgrounds that would be desirable for individual engaged in the work the project requires. The Submittal Form B has a page restriction of 5 pages. Can the DMVA & DHS&EM clarify that the resumes are not part of the page restriction?*

Answer: Resumes are not required or requested in the RFP. The page restriction will remain at 5 pages.

Question 6: Format: *Must all the pages be in portrait, or can we submit pages in landscape, may we use 11x 17?*

Answer: Pages may be landscaped; however, it is not permitted to submit 11x17.

Question 7: SEC. 4.02 Special Formatting Instructions & Attachment 1 Submittal Form F – Cost Proposal. *Will the State please clarify if the Cost Proposal should be labeled Submittal Form F or Submittal Form G and if the Subcontractors Form should be labeled Submittal Form F or G?*

Answer: The Cost Proposal is Submittal Form F, the Subcontractor Form is Submittal Form G.

Question 8: SEC. 6.11. Alaska Bidder Preference: *Please confirm whether the geographic preference in Section 6.11 Alaska Bidder Preference (2) applies in light 2 CFR FR 2003.19(c) which states, “[t]he non-Federal entity must conduct procurements in a manner that prohibits the use of statutorily or administratively imposed state, local, or tribal geographical preference in the evaluation of bid and proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference.”*

Answer: CFR 200.317 procurement by state clearly exempts the State from the application of Section 3.19, therefore 2 AAC 12.730 does not apply.

Question 9: SEC. 6.02 Disclosure of Proposal Contents: *Will the State please clarify where the written statement(s) should be included and confirm that such statement(s) will be excluded from page restrictions.*

Answer: Provide a second copy of your proposal with Confidential Business Information (CBI) redacted. Please indicate in your email that you are asserting to making the redacted information CBI. This will ensure that page’s limits are not impacted any CBI you wish to assert will be protected.

Question 10: SEC. 2.01 Background Information: *Will the services required under the resulting contract be to support programs under both state-declared disasters and federally declared emergencies and/or disasters?*

Answer: Yes

Question 11: SEC. 4.04 Experience and Qualifications. *Will the State please confirm that the requirement that, “Offerors must provide comprehensive narrative statements that set out in the methodology they intend to employ and illustrate how the methodology will serve to accomplish the work and meet the state’s project schedule,” should be included in Submittal Form D- Methodology Used for the plan and not Form B- Experience and Qualification?*

Answer: Experience and Qualifications should be demonstrated on Submittal Form D.

Question 12: Attachment 1 Submittal Form F- Cost Proposal. *Will the state allow the addition of labor categories to the Cost Proposal to be inserted on a additional page.*

Answer: Yes

Question 13: Attachment 1 Submittal Form F- Cost Proposal. *Will the state allow the addition of a remote hourly rate and on-site hourly rate to the Cost Proposal to be inserted on an additional page.*

Answer: Yes

Question 14: Submittal Forms B-E. *Would it be acceptable to provide 5-page responses as an attachment to the form, rather than typing in the form itself.*

Answer: Yes

Question 15: Submittal Form C – Understanding the Project. *The instructions/requirements are missing. Can the DMVA & DHS&EM provide the instructions? The instructions/requirements are missing.*

Answer: Please see page 31, Section 5.05.

Question 16: Submittal Forms D Methodology of Project. *Can the DMVA & DHS&EM provide the instructions? Section 4.04 of the RFP States, “Offerors must provide a narrative description of the organization of the project team and a roster that identifies each person who will actually work on the contract along with their titles and locations(s) where work will be performed.*

Answer: Please see Section 3 – Scope of Work, pages; 9, 27 and 31 for Methodology.

Question 17: Section 4.04 Experience. Since the staffing fluctuates depending on the SOW and needs of the State, it is not possible to provide an exhaustive roster of personnel that may be assigned to the project. Is it sufficient to provide a representative list of staff who may be assigned to manage the state’s projects. *Section 3.01.04 of the RFP outlines the SOW for a call center. In the past, the State of Alaska has used call centers that were simple phone lines managed by call takers as well as call centers that included software for the purposes of call backs, voicemail, reporting, call routing etc.*

Answer: True

Question 18: Section 3.01.04 Contractor Established Call Center General Scope of Work and Objectives. *Does the state want pricing just for the call takers (as indicated on the pricing sheet), or do they also want pricing for a call center to include the software with enhanced features.? In. Sec. 4.04 and Sec. 4.05, the RFP states, “Offerors must provide comprehensive narrative statements that set out he methodology they intend to employ and illustrate how the methodology will serve to accomplish the work and meet the state’s project schedule.”*

Answer: The pricing needs to be by the hour for call takers and that fixed hourly rate should include all necessary infrastructure.

Question 19: Section 4.04 Experience and Qualifications (Submittal Form B) and Sec. 4.05 Management Plan for the Project (Submittal Form E). *Can the DVMA and DHS&EM confirm that the requirement is duplicated in error and confirm which is the correct response in the section.*

Answer: Submittal Form B should be identified for Experience and Qualifications. Submittal Form E should be identified as Management Plan for the Project.