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Division of General Services
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THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: 10.24.2017

RFP TITLE: Insurance Verification Services RFP 180000017

AMENDMENT 2

IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment are to be changed. All other sections of the RFP remain the same.

NOTE: it is the proposer's responsibility to review all amendments to this solicitation.

- 1. This amendment lists questions submitted by potential bidders and includes the states response to the questions.**
- 2. This amendment addresses changes to Sections;**
 - Amendment to section 1.03: Amended to extend solicitation.**
 - Amendment to section 1.04: has been removed and replaced in its entirety with this amendment.**
 - Amendment to section 1.07: Additional clarification language added to first paragraph.**
 - Amendment to section 1.12: Altered RFP schedule.**
 - Amendment to section 3.01: Remove last paragraph.**
 - Amendment to section 4.06: has been removed and replaced in its entirety with this amendment.**

Section 1.03 Deadline for Receipt of Proposals

Proposals must be received no later than 4:00 PM prevailing Alaska **Standard** Time on **November 15, 2017**. Emailed proposals are acceptable, but not encouraged. Oral proposals are not acceptable.

Section 1.04 Prior Experience

In order for offers to be considered responsive offerors must meet these minimum prior experience requirements:

- **Vendor must have** provided this type of service for five years.

- **Vendor must provide a copy of their** written policy on how any data breach will be handled.

An offeror's failure to meet these minimum prior experience requirements may cause their proposal to be considered non-responsive and their proposal may be rejected.

Section 1.07 Return Instructions

Offerors must submit one hard copy of their proposal, in writing, to the procurement officer in a sealed package. **If submitting proposal via email, the proposal received via email will be considered the hard copy.** The cost proposal included with the package must be sealed separately from the rest of the proposal and must be clearly identified. The sealed proposal package(s) must be addressed as follows:

Section 1.12 RFP Schedule

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 October 4, 2017
- Pre-proposal conference on October 13, 2017
- Deadline for Receipt of Proposals **4:00 P.M. AST, November 15, 2017.**
- State of Alaska issues contract **December 1, 2017.**
- Contract starts **December 1, 2017.**

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 administration, 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.

Section 3.01 Scope of Work

~~Under Alaska statute certain information must be held as confidential. The contractor must explain how personal information which includes identifying information such as a name, address, telephone number, zip code, medical or disability information or driver or equipment related violations and vehicular accidents will be kept confidential.~~

Section 4.06 Experience and Qualifications

Offerors must provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed:

- title,
- resume,
- location(s) where work will be performed,
- ~~itemize the total cost and the number of estimated hours for each individual named above.~~

Offerors must provide ~~three letters of references including the references contact~~ name and phone number for similar projects the offeror's firm has completed.

~~For evaluation purposes, if the aircraft is eligible for more than one manufacturer recommended inspection program, the program most favorable to the offeror will be used in the formula to determine points.~~

Question Log:

1. Question: Please clarify the time proposals must be received. The RFP states that proposals must be received by 4 p.m. on October 31, 2017, and the SO Form states that proposals are due by 4:30 p.m. on October 31, 2017.

Answer: See amendment to sections 1.03 and 1.12.

2. Question: Please clarify the appropriate contact person for this procurement. The RFP identifies Eric Verrelli as the procurement contact, and the SO Form identifies Hilary Porter.

Answer: The appropriate contact person for this solicitation is Eric Verrelli.

3. Question: The SO Form states that vendor questions are due on October 20, 2017 but there is no time identified. Is there a deadline for question submittal on October 20?

Answer: Questions were due by close of business.

4. Question: Amendment #1 includes a note which states, "it is the proposer's responsibility to review and accept all amendments to this solicitation." The RFP document does not provide instructions to include copies of the amendments or instructions on how to identify that amendments have been reviewed and accepted. Please advise.

Answer: Vendor is not required to return proof of acceptance. Vendor is responsible for reviewing all amendments.

5. Question: Section 1.07, Return Instructions. Please confirm that vendors must submit a hard copy of the response by the due date and that an e-mail bid can be submitted in addition but does not take the place of a hard copy submittal.

Answer: See amendment to section 1.07

6. Question: Will the State please provide the current list of insurance companies authorized to issue motor vehicle liability insurance policies in Alaska?

Answer: A copy of the current list of insurance companies has been attached to the RFP publication.

7. Question: Section 3.01 of the RFP identifies the following requirement, "must be able to e-mail and create mail merge letters to interested parties." Please clarify this requirement and specify the vendor's responsibilities for meeting this requirement. Will the State please provide samples of letters currently being sent as well as annual volume statistics?

Answer: DMV will create the mail mergers and send the letters. We just need the ability to capture the information from the web portal and download it into a format we can use.

8. Question: Section 3.01 mentions, "Pricing model should include separation for Web vs Integrated Services as the DMV will only be procuring Web services at the start of the contract and may be able to add integrated services at a later date." Section 4.07 states that "cost proposals must include a monthly charge...including, but not limited to..."web services and integrated services." Please confirm that vendors should only provide pricing for Web services and that any costs associated with future integrated services will be discussed and priced accordingly during the contract term should the State choose to proceed with integrated services.

Answer: DMV will only need web services pricing. We are unable to provide detailed information on integrated services because our new system has not gone live yet.

9. Question: Section 4.06 provides the following requirement, "Offerors must provide reference names and phone numbers for similar projects the offeror's firm has completed." However, Section 5.05 in the Evaluation Criteria and Contractor Selection section states, "has the firm provided letters of reference from previous clients?" Will the State please update Section 5.05 to match the requirement listed in Section 4.06 of the RFP?

Answer: See amendment to section 4.06

10. Question: Section 4.06 of the RFP provides the following requirement regarding staff members proposed for the project, "itemize the total cost and the number of estimated hours for each individual named above." Is the State willing to remove this requirement as this contract is a services contract rather than time and materials?

Answer: See amendment to section 4.06.

11. Question: Section 4.06 includes the following statement, "For evaluation purposes, if the aircraft is eligible for more than one manufacturer recommended inspection program, the program most favorable to the offeror will be used in the formula to determine points." This statement appears to be inapplicable to the current procurement. Please advise.

Answer: See amendment to section 4.06.

12. Question: During the project, will DMV be able to provide an initial data file including all registered vehicles in the State? If so, with what frequency would DMV be able to provide this data during the project?

Answer: Yes we can provide an initial file. Updates will be provided on the first Friday of each month.

13. Question: Section 5.02 includes the following evaluation criteria, “Does the methodology interface with the time schedule in the RFP?” Additionally, Attachment 1 states, “Has the offeror demonstrated an understanding of the state’s time schedule and can meet it?” and “How well does the methodology interface with the time schedule in the proposal?” Outside of the dates listed in Section 3.02 for the initial full contact term, the RFP document does not provide additional time schedule dates for deliverables, go-live, etc. Does the State have anticipated project dates? If so, can those be provided?

Answer: Yes. DMV would like to have a working interface within 75 days of the contract award.

14. Question: Regarding integrated services, can the State please provide its thoughts on what integrated services it would like to add during the course of the contract?

Answer: Undetermined at this time. We need to have our new system go live before we can answer this question.

15. Question: During the Vendor Conference, a statement was made indicating that State may be willing to extend the submission deadline. Is this the State’s intent?

Answer: Due to the questions related to our integrated services statement DVM is willing to extend the submission deadline 15 days.

16. Question: Do Program Rules stipulate how frequently insurance companies must submit a Book of Business?

Answer: Answer unavailable at time of this amendment, State will issue answers in amendment three.

17. Question: How do Program Rules address participation by small insurers? Additionally, what threshold does the State consider for a company to be designated a small insurer (i.e. less than 500 policies, etc.)?

Answer: Answer unavailable at time of this amendment, State will issue answers in amendment three.

18. General - Do amendments need to be identified anywhere in our response? Amendment 1 states “review and accept”. How do we accept? Does this need to be acknowledged in our response?

Answer: No acknowledgement of receipt is needed.

19. Section 1.07 – Provides instructions for emailing the response; however, section 1.03 states that its acceptable, but not encouraged. During the pre-proposal conference, it was indicated that even if the response is emailed, a hard copy should still be sent. If the emailed response is received by the State by the deadline but the hard copy is received after the deadline, is that acceptable?

Answer: See amendment to section 1.07.

20. Page 9 section 3.01 – “Pricing model should include separation for Web vs Integrated Services as the DMV will only be procuring Web services at start of contract and maybe able to add integrated services at a later date.

The requirements for the integrated services have not been defined in the RFP, making it difficult to estimate their price. Is it mandatory to include a price for integrated services in the cost proposal? If it is, do we list it separately? If separately, is the price for integrated services considered part of the evaluation?

Answer: No. We are not at a point where we can identify all of the requirements for integrated services and will have to revisit this at a later date.

21. Page 15, section 4.06, fourth bullet – “itemize the total cost and the number of estimated hours for each individual named above”

This is a fixed price bid for a COTS technical solution. MVS requests that this be removed. It’s difficult for us to provide hourly cost information for a fixed price services contract.

Answer: See amendment to section 4.06.

22. Page 33, 2.C – “Has the firm provided letters of reference”. We intend to provide contact information for our contract references. Are the letters required too?

Answer: See amendment to section 4.06.

23. Attachment 6 – Cover sheet has a place for an Alaska business license number. It’s our understanding that we do not have to get an Alaska business license until award. If this is correct, is it okay to leave this field empty?

Answer: See section 6.02. Business License is only required prior to award. Yes field may be left empty.