

Questions and Answers Regarding Request for Proposal Customer Service Consulting Services: RFP# ISD 01-2014

Question 1: Will the interviews be conducted at a single location, or will we need to conduct each interview onsite at the agency location?

Answer 1: All interviews will be conducted in Montgomery, Alabama. Interviews will be conducted at the location of the Agency to be interviewed or at a location specified by the State.

Question 2: Can the interviews be conducted remotely via video / audio conference?

Answer 2: The State would like for a high percentage of the interviews to be personal and interactive. Interviews that cannot be scheduled for in person sessions due to scheduling conflicts could be conducted by telephone at the discretion of the State. The State believes that group interviews and surveys will have limited value.

Question 3: The RFP states "Report findings of customer agency interviews, accomplished by interviewing the 15 ISD customer agencies with the largest IT spend," in section IV.4.1. Then in section V.3, the agencies to interview is listed as approximately 20. Is the number of agencies closer to 15 or 20?

Answer 3: The State requires the 15 ISD customer agencies with the largest IT spend to be interviewed. The State may add several additional agencies to be interviewed with the total number of interviews not to exceed 60.

Question 4: Are all of the people within the agencies located in Montgomery? If not, how many different agencies are located outside of Montgomery and where are they?

Answer 4: See the answer to question 1.

Question 5: Would there be any value in interviewing representative agencies in the low and medium spend ranges, as well as the top highest spend agencies? It may be that other agencies may spend more if their issues were addressed or needs better met.

Answer 5: The scope of this RFP is to determine the satisfaction of ISD agency customers with the services provided by ISD. The agency customers specified by the State will provide a range of IT spend that the State believes is satisfactory for this RFP.

Question 6: The vendor will not be required to coordinate calendars and schedule meetings with state personnel, correct?

Answer 6: Correct.

Question 7: Will each agency have one primary decision maker or point person identified to resolve any disagreements within the agency during the interviews?

Answer 7: The State believes disagreements within an agency during interviews are to be expected as satisfaction levels may vary within a customer agency and do not require resolution.

Question 8: Does the State anticipate the vendor conducting 60 in person interviews per guidance on page 15 of the RFP or will the State accept both interviews and a customer survey?

Answer 8: See the answer to question 2.

Question 9: Does the State require all interviews to be conducted in person or will the State accept some interviews to be conducted via webex or teleconference?

Answer 9: See the answer to question 2.

Question 10: On page 15 of the RFP under the Design Phase III V3.3, what is meant by the third bullet: "Establish specifications for the Director position?"

Answer 10: The State anticipates that the Information Services Division Director's job description will change as a result of this study. This task is to add requirements to the job description and roles and responsibilities section of the Director's job, so that improved customer service is part of the job.

Question 11: Does the State anticipate the vendor will implement recommendations and best practices or just recommend?

Answer 11: The scope of this project does not include implementation.

Question 12: It (the RFP) states that a signed hard copy of the RFP response is required. In the past, we have sent the RFP response electronically on the due date (in this case June 24th) and dropped the signed hard copy in the mail to be there a couple of days later. Does that work for this RFP or will you need the hard copy by 5pm on Tuesday the 24th?

Answer 12: RFP responses will be considered acceptable if received electronically by 5:00 P.M. on Tuesday, June 24, 2014. E-mail electronic copies to: art.bess@isd.alabama.gov. The signed hard copy of the RFP must be received by 5:00 P.M. June 27, 2014.