Request for Bid: #RFB DRA 2020-01
Title: Bid Proposal for Data Entry Services
Bid Questions and Answers – 4-16-2020

1. After reviewing the scope of work, we as a service provider are very curious why you're not hiring employees directly as data entry operators for this project. From what I understand you are looking for an outsourced solution for data entry services but the work must be done in house. I am confused because from a financial standpoint it would be much more cost-effective to allow service providers to do the work in their own facilities or for the state to hire and train employees without a third party getting involved. Was this project spec'd for a specific company? I'm just trying to understand the rationale?
    a. During peak tax season times, we bring in additional resources to assist with data entry and processing of tax returns.

2. Can the work be performed remotely from a secure US based location already performing tax work?
    a. All Work must be performed onsite by the vendors staff as defined in the RFB DRA 2020-01 Section 3 Project Requirement, G-4 General Requirements.

3. Please advise, if we need to provide all the 7 resumes (Data Entry Lead Data entry & Supervisory skills One (1) & Data Entry Specialists Data entry skills Six (6)) together during the time of proposal submission?
    a. Resumes are not required for the bid submission however if you are the winning bidder you will need to provide them to the agency point of contact prior to the kickoff meeting. This is described in the Project Requirements Section 3 of the RFB please see G-3. Please read all the RFB instructions for submissions to be qualified as a valid bidder.

4. After going through section G-3 only we had this question, because if we read G-2 it is mentioned that "Vendor and Data Entry Lead shall participate in an initial kick-off meeting prior to the start of work. The Vendor and Data Entry Lead may participate by phone." Does it means that we need to provide only Data entry lead resume only in the submissions to be qualified as a valid bidder?
    a. The Initial kickoff meeting will not take place until a winning bidder is selected. Resumes are not required for the bid submission, however if you are the winning bidder you will need to provide them to the agency point of contact prior to the kickoff meeting and your Vendor and Data Entry Lead shall participate in an initial kick-off meeting prior to the start of work. This is described in the Project Requirements Section 3 of the RFB please see G-2 and G-3. Please read all the RFB instructions for submissions to be qualified as a valid bidder.

5. Please advise if Notary is to be done once the contract has been awarded or during the time of bid submission itself.
    a. The RFB Submission will require a Notary and the Contract will also require a Notary. Please read all the RFB instructions for submissions to be qualified as a valid bidder.

6. Please provide us with the weightage for each item under Evaluation 'criteria?
    a. Equal Weightage

7. There is no budget provided in the tender document. Is there any budget allocated for this RFP? Please provide an approximate budget cap for the project.
    a. No Published Budget

8. We have a registered office in the US & have an offshore development center in India. The project will be signed with our US entity and the tasks will be done out of ODC, India. We have sales and account managers in the US to manage the offshore team & deliver the project. Please confirm whether we can bid for this RFP.
    a. All Work must be performed onsite by the vendor's staff as defined in the RFB DRA 2020-01 Section 3 Project Requirement, G-4 General Requirements.
9. We understand that due to highly confidential information of the forms, the work has to be performed at your office. We have all standard Information Security policies and procedures in place, can we do this work offsite? Could you please clarify?
    a. All Work must be performed onsite by the vendor's staff as defined in the RFB DRA 2020-01 Section 3 Project Requirement, G-4 General Requirements.