



Department of Property & Procurement

Government of the United States Virgin Islands

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August 20, 2020

AMENDMENT #1 – RFP-052-T-2020 (P) - Implementation of Merchant Services for GVI Revenue Collection

Questions and Answers

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT WITH THEIR BID PROPOSAL.

Questions and Answers:

In reference to the Project Management for Merchant Services RFP (RFP-052-T-2020 (P)), please find the following responses to the vendor questions:

1. Section E states that proposals must be submitted electronically. Specifically, does sending an FTP (file transfer protocol such as Dropbox) link to download the file suffice in the event that the document file is too large to transmit via email?

Response: No, file must be submitted to address as stated in the RFP.

2. Can the Department of Property and Procurement provide an anticipated award date for this RFP?

Response: An award is anticipated within two weeks of the submission of the proposal.

3. In Section Q. TERM OF ENGAGEMENT, it states "...period of performance for the project will be 6 months... System design, configuration, testing, training, and installation must be completed within the stated performance period." In the SCOPE OF SERVICES paragraph and in Section C. PROPOSED SCOPE OF WORK Requirements Gathering from the ten or more GVI agencies is indicated. Does the 6-month period include requirements gathering or would the period for "system design, configuration, testing, training, and installation" begin after requirements have been identified and finalized?

Response: Yes, the PMO's function would be to identify the needs of the GVI before selection and implementation of solution.

4. How does the GVI procurement timeline relate to the 6-month performance timeline? If the procurement timeline is excessive, would that be reason to extend the project performance timeline?

Response: No, the procurement timeline is separate and apart from project performance.

review of proposals and selection of the vendor...". Is this to say that the selected vendor will be a participant in the vendor selection process?

Response: Yes, the selected vendor will assist in the procurement of the solution.

5. Under Section B. STATEMENT OF PURPOSE, it is stated that "...bill pay services to include in- person and online...". What is the number of in-person locations for the ten agencies identified?

Response: This will be determined during requirements gathering.

6. What is the envisioned implementation timeline for connecting other cash collection government agencies that were not specifically named in the RFP to the new system?

Response: This will be discussed with the awarded vendor.

7. Are end-user interface design services also a potential need of the department in the context of optimizing the user experience from both the cashier and taxpayer/customer perspectives?

Response: Yes.

8. In Section R. PRICE AND CONTRACTING, the last paragraph states that Respondents must present a fee breakdown in the attached Price Schedule Sheet (Attachment D). There is no Attachment D or corresponding Price Schedule Sheet in the RFP. Can you provide a copy for Respondents?

Response: Attachment D has been eliminated. Please provide a fixed cost proposal.

9. "CONFLICT OF INTEREST" is stated in both Sections M and T. Are Respondents expected to fully expand on the topic both times in the proposal?

Response: Yes.

10. Are the additional documents mentioned in the Section O the same as Section K? If not, please provide the full list of required documents?

Response: No, they are a different set of requirements. One is relative to the proposal and one is for the awardee.

11. What is the GVI's budget for the initial implementation costs and ongoing annual subscription/maintenance costs after go-live?

Response: The government will not disclose its budget.

12. What would be the determining factors to the additional 6-month extension period?

Response: Any modifications to the timeline is at the discretion of the Government of the Virgin Islands.

13. How should a Respondents bid price factor in the 6-month extension period?

Response: The proposed cost should be related to the RFP performance period as stated.