ALASKA RAILROAD CORPORATION
327 W. Ship Creek Ave.
Anchorage, AK 99501
Phone 907-265-4470
grahamc@akrr.com

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ADDENDUM NUMBER 2
RFP 26-41-215004
Unified Technology Term Services

This Addendum is being issued to provide responses to proposer questions as follows.

Questions and answers:

1. Q: Section B, Paragraph 14 establishes general and service-area qualifications. May the experience of a proposed subcontractor be counted toward the Offeror's minimum qualifications for a Service Area?

A: Please refer to Addendum No. 1, Questions 20 and 23, and RFP Section B, Paragraph 14, regarding minimum qualifications and the treatment of outside resources.

2. Q: RFP 26-41-215004, Section B, Paragraph 20 requires an Alaska Business License at time of award. Does this requirement apply only to the prime contractor, or must proposed subcontractors also hold an Alaska Business License at time of award?

A: The awarded prime contractor must hold a current Alaska Business License prior to contract award. Proposed subcontractors must obtain and maintain any licenses required by applicable law for the services they will perform. The Offeror is responsible for confirming and documenting subcontractor compliance before performance.

3. Q: Section B, Paragraph 14.2 states that appropriate certifications may be required for Service Area 1. Please identify any specific certifications ARRC requires or prefers for Service Area 1 personnel.

A: Please refer to RFP Section B, Paragraph 14.2, and the applicable Service Area 1 evaluation criteria in Section D regarding certifications and representative personnel.

4. Q: Which regulatory and framework requirements drive ARRC's OT cybersecurity work?

A: Applicable requirements may include NIST cybersecurity frameworks and standards, HIPAA, PCI DSS, TSA cybersecurity directives, and other regulatory, contractual, or industry requirements applicable to the specific assignment. Applicable requirements will be identified in the individual Task Order.

5. Q: We anticipate a majority of this work can be conducted remotely. For OT cybersecurity work, does ARRC foresee on-site requirements, and if so, which location would the requests be primarily based out of?

A: Please refer to RFP Section A, Paragraph 1.4, Work Locations and Coverage, and Addendum No. 1, Questions 1 through 3.

6. Q: How will ARRC schedule the services for the Cybersecurity and Security Program Services area? Are all services expected to be required in the first year of providing service?

A: Please refer to RFP Section A, Paragraphs 1.2 and 6. Services are provided on an as-needed Task Order basis, and the RFP does not guarantee any Task Order, volume, expenditure, or timing of work.

7. Q: Is there a minimum or target percentage of the contract that ARRC anticipates may be performed by subcontractors or certified subcontractors?

A: No minimum or target subcontracting percentage is established. Any proposed subcontracting must comply with the RFP, be disclosed as required, and remain subject to ARRC approval.

8. Q: Are firms allowed to subcontract under this contract?

A: Please refer to RFP Section B, Paragraph 8, Required Forms and Certifications, the subcontractor disclosure requirements, Section G, Paragraph 6, and Addendum No. 1, Questions 6, 7, and 23.

9. Q: If a subcontractor is proposed as part of a vendor's team for this solicitation, may that subcontractor also participate as a prime contractor or subcontractor on other teams responding to this solicitation?

A: The RFP does not prohibit a firm from participating on more than one proposal team. Each Offeror must disclose its proposed subcontractors and address any actual or potential organizational conflict of interest. Participation on multiple teams does not relieve any Offeror of its responsibility to submit an independent, compliant proposal.

10. Q: Please confirm that NTE amounts will be set at the time each Task Order is issued. Additionally, if available, could ARRC share the typical range of NTE amounts for Task Orders?

A: Please refer to RFP Section A, Paragraphs 6.1 and 6.3, including the Not-to-Exceed Amount provisions, and Addendum No. 1, Question 15.

11. Q: Does ARRC currently use incumbent contractors for any of these Service Areas? If so, will existing task orders carry over to the new contracts?

A: Please refer to Addendum No. 1, Questions 9 and 24. Existing Task Orders remain governed by the contracts under which they were issued and do not automatically transfer to contracts awarded under this RFP.

12. Q: Could ARRC please confirm if a pre-proposal conference will be held? If so, could ARRC please confirm the date and hour?

A: No pre-proposal conference is scheduled. Any change will be issued by written addendum.

13. Q: Does ARRC require any additional Alaska registration beyond the business license?

A: Offerors are responsible for obtaining all registrations, permits, licenses, and authorizations required by applicable law for the services proposed. The RFP does not establish an additional general Alaska registration requirement beyond the stated Alaska Business License requirement.

14. Q: What documentation will ARRC accept as evidence of a place of business staffed by the Offeror, or an employee of the Offeror, for the prior six months? Does a remote employee residing in Alaska satisfy this requirement?

A: Please refer to RFP Section B, Paragraph 15, Alaska Bidder's Preference, including the eligibility and supporting-documentation requirements.

15. Q: Could ARRC please share the anticipated number of awards per Service Area?

A: Please refer to RFP Section A, Paragraph 1.1, and Section E, Paragraph 4. ARRC may make one, multiple, or no awards within a Service Area.

16. Q: Can ARRC provide examples of the network-related work expected under a Task Order?

A: Examples may include network assessment, architecture and design, configuration, implementation, troubleshooting, performance optimization, security hardening, documentation, and related support. Actual requirements will be defined in each task order.

17. Q: Which certifications does ARRC anticipate requiring or preferring for all Service Areas, and are they evaluated at the proposal or Task Order stage?

A: The RFP does not establish a universal certification requirement for all Service Areas. Relevant certifications may support the evaluation of proposed personnel. A task order may identify mandatory or preferred certifications for a specific assignment.

18. Q: Should the Alaska Onsite Rate include travel and lodging, or will those be billed separately as authorized other direct costs?

A: Please refer to RFP Section A, Paragraph 6.3, Pricing, and Section B, Paragraph 10, Costs. Hourly rates are fully burdened; authorized travel and other direct costs are addressed separately in the applicable Task Order.

19. Q: How does ARRC define overtime and after-hours for contractor personnel, and are on-call standby hours billable at a different rate?

A: No overtime, after-hours premium, or standby charge is payable unless expressly authorized in the applicable task order. Offerors must use the rates and classifications required by the Pricing Schedule. Any special coverage requirements and compensation method will be established in the task order.

20. Q: Does ARRC require a minimum font size, margins, or paper size, and does a page mean one single-sided page?

A: Please refer to RFP Section B, Paragraph 8, and Section C, Paragraph 1, for the proposal format, organization, and page-limit requirements.

21. Q: May resumes be submitted as samples with names omitted, or must they identify actual, currently available personnel? Is there a page or format limit per resume?

A: Please refer to RFP Section B, Paragraph 8, Representative Personnel Resumes; Section C, Paragraph 2; and the applicable Section D evaluation criteria.

22. Q: What personnel screening does ARRC require for contractors?

A: Screening requirements will depend on the assignment, work location, system access, and applicable ARRC policies. Task orders may require background checks, work-authorization verification, drug and alcohol testing, security screening, or other access requirements. Any applicable requirements and responsibility for associated costs will be identified in the Task Order.

23. Q: Are vendors expected to provide health insurance or other employee benefits, and should those costs be incorporated into hourly rates?

A: Please refer to RFP Section A, Paragraph 6.3, Pricing. Contract rates must be fully burdened and include wages, salaries, benefits, payroll taxes, insurance, overhead, administrative expenses, and profit.

24. Q: Are vendors expected to provide paid holidays, PTO, sick leave, or other paid leave, and should those costs be included in hourly rates?

A: Please refer to RFP Section A, Paragraph 6.3, Pricing. Contract rates must be fully burdened and include all labor-related costs and benefits.

25. Q: Will ARRC provide an editable Word or Excel file for the required pricing information?

A: No. ARRC will not provide the Pricing Schedule in an additional Word or Excel format. Offerors shall complete and submit the Pricing Schedule provided with the RFP. The PDF may be completed using standard PDF editing software.

26. Q: What are firms required to enter in the Extended Evaluated Amount column of the pricing schedule?

A: The Extended Evaluated Amount is calculated by multiplying each proposed hourly rate by the corresponding evaluation quantity shown in the Pricing Schedule. The extended amounts are for evaluation purposes only and do not guarantee work or payment.

27. Q: Is ARRC looking for firms to source, screen, vet, and onboard resources from the market or to provide in-house personnel?

A: Please refer to RFP Section B, Paragraph 8; Section C, Paragraph 2, Resource Pool and Delivery and Responsiveness; and the applicable Section D evaluation criteria.

28. Q: Can the Alaska Preference be met through a subcontractor?

A: No. An Offeror claiming the Alaska Bidder Preference must independently satisfy the applicable statutory and solicitation requirements. A subcontractor's status does not qualify the prime Offeror for the preference.

29. Q: Are firms required to provide the location of candidates with the proposal?

A: Please refer to RFP Section C, Paragraphs 2 and 3, regarding resource location, availability, and Task-Order personnel information.

30. Q: May firms cross-reference the common Task Order Delivery, Responsiveness and Quality Control response across Service Areas?

A: Please refer to RFP Section B, Paragraph 8, and Section C, Paragraph 1. Information in the Common Corporate Response need not be repeated, but each Service-Area Technical Response must be independently evaluable.

31. Q: Are firms required to provide contact information for each of the three engagements required for each Service Area?

A: Please refer to the applicable Section D evaluation criteria and Addendum No. 1, Questions 12 and 13, regarding references and alternative verification information.

32. Q: Which proposal-format instructions control where Section B and Section C appear inconsistent, and where should representative personnel resumes be placed?

A: Please refer to RFP Section B, Paragraph 8, and Section C, Paragraphs 1 and 2. The RFP identifies the required organization and placement of the Common Corporate Response, Service-Area Technical Responses, and representative resumes.

33. Q: Are electronic signatures acceptable, or are wet-ink signatures required?

A: Electronic signatures are acceptable unless a form expressly requires an original signature. The submitted proposal must include all required signatures and must be delivered in the manner required by the RFP.

34. Q: How should confidential information be marked within the proposal?

A: Each page containing information claimed to be confidential or proprietary should be clearly marked, and the specific protected material should be identified. Blanket designations of an entire proposal are discouraged and do not determine whether information is exempt from disclosure under applicable public-records law.

35. Q: If proposed resources are unavailable at award, may vendors replace them with equally qualified resources?

A: Please refer to RFP Section A, Paragraph 6.4, Personnel; Section B, Paragraph 5(j); and Section C, Paragraph 2, Representative Personnel.

36. Q: Is a Certificate of Insurance required at proposal submission?

A: Evidence of required insurance will be required from an Offeror selected for award before contract execution, unless otherwise requested by ARRC. Offerors must account for all required insurance in their proposed rates.

37. Q: Are financial statements required at proposal submission?

A: Please refer to RFP Section B, Paragraph 9, Capacity to Perform. Financial information may be requested from an Offeror considered for award.

38. Q: Must the physical proposal be submitted in binders, folders, or loose sheets?

A: Please refer to the RFP's proposal submission instructions. The original must be fastened with one staple, binder clip, or rubber band; no other binding, cover, or dividers are permitted.

39. Q: Who are the current providers, and when do the existing contracts expire?

A: Please refer to Addendum No. 1, Questions 9 and 24.

40. Q: Which Service Areas have immediate or near-term task orders planned after award?

A: ARRC has not committed to specific task orders by Service Area. Work will be requested as organizational needs, priorities, funding, and internal capacity require.

41. Q: For work that crosses the ERP boundary, what criteria will ARRC use to decide the contract vehicle?

A: Please refer to RFP Section A, Paragraph 3, ERP Scope Boundary. ARRC will determine the appropriate contract vehicle for work that crosses this boundary.

42. Q: What turnaround does ARRC expect for task-order responses and resource mobilization?

A: Please refer to RFP Section A, Paragraph 6.1; Section B, Paragraph 14.1; and the applicable Section D Task Order Delivery, Responsiveness and Quality Control criterion.

43. Q: When multiple awardees are asked to respond, how will task-order responses be evaluated, and will results be shared?

A: ARRC may evaluate task-order responses based on qualifications, availability, technical approach, schedule, rates or price, past performance, and other criteria stated in the request. ARRC does not anticipate publicly distributing detailed task-order evaluation results except as required by law.

44. Q: Will task orders be primarily time-and-materials with a not-to-exceed amount, or fixed price?

A: Please refer to RFP Section A, Paragraph 6.3, Pricing. Task Orders may be issued on a fixed-price, time-and-materials with a not-to-exceed amount, or other payment basis authorized by ARRC.

45. Q: May Offerors propose rate tiers by experience level within a labor classification?

A: Offerors must provide rates using the labor classifications and format in the Pricing Schedule. Additional tiers may be explained but will not replace the required evaluated rates unless ARRC issues a revised Pricing Schedule.

46. Q: Is mutual confidentiality acceptable?

A: The resulting contract will be governed by the confidentiality and public-records provisions in the RFP and applicable law. ARRC will not accept terms that restrict its legal disclosure obligations. Offerors may identify specific proprietary information as provided in the RFP.

47. Q: Will remote personnel use ARRC-provided devices or VDI, or must contractors supply equipment?

A: Contractors are generally expected to provide their own equipment. ARRC may provide VDI or other ARRC-controlled access when required for a specific assignment. Applicable equipment, access, security, and connectivity requirements will be established in the Task Order.

48. Q: Will ARRC accept proposal submission by email, file-transfer link, or portal instead of or alongside the required hard copy?

A: Please refer to the RFP's proposal submission instructions, including Section B, Paragraph 2.

49. Q: Does ARRC permit contractors to use AI-enabled tools in delivering task orders, and are there restrictions on platforms or ARRC information entered into those tools?

A: AI-enabled tools may be permitted subject to ARRC policies, information-security requirements, and restrictions applicable to the data and systems involved. Contractors may not enter ARRC information into AI platforms except as authorized by ARRC. When necessary for an assignment, ARRC may provide access to an approved platform. Specific requirements and restrictions will be established on a case-by-case basis and, as applicable, identified in the Task Order.

50. Q: Please identify ARRC's current Salesforce environment, including clouds and editions, approximate users, production orgs, sandbox types, release-management/source-control tools, middleware/integrations, SSO/MFA/VDI requirements, applicable data or PCI restrictions, incumbent support, and near-term initiatives.

A: ARRC has SalesCloud Enterprise edition with 30 users and a single Org at supporting multiple departments - Passenger, Freight and Real Estate Services. The implementation is relatively basic at this time. We are not using it for typical sales pipelines but more for capturing and displaying customer related information. Our reservation system, Rail Studio by Open Destinations Ltd, includes integration to

synchronize Travel Trade accounts and contacts for use by our Passenger sales team.

We have licenses for one partial copy and 30 development sandboxes. We are currently only using one developer and the partial copy sandbox. We use GitHub with an installed package for DevOps Center. At this time, no SSO or additional MFA/VDI has been set up nor does it fall within our PCI scope. We are working with a contractor with some SalesForce expertise on a new system to manage Real Estate agreements that will include integration with our ERP Billing System (the JD Edward Sales Order Management module). We are starting on projects to manage Freight Pricing quotes and Travel Trade Reselling Partner Onboarding.

Specific environmental configurations, workload volumes, maintenance requirements, documentation, and technical requirements will be provided as applicable to individual assignments.

This solicitation is intended to establish term contracts for professional technology services on an as-needed basis. It is not intended to outsource the management or operation of ARRC's technology environments. Detailed technical specifications, environmental information, estimated effort, deliverables, and applicable security requirements will be communicated in conjunction with individual assignments.

51. Q: Please identify ARRC's current data and analytics environment, including SQL Server versions and instances, hosting, cloud workloads, ETL/ELT tools, Db2/JD Edwards extraction, reporting platforms and volumes, data warehouse or Snowflake usage, availability/disaster-recovery configuration, maintenance needs, request volumes, support model, documentation, recurring problems, anticipated roles, and desired certifications.

A: ARRC's current data and analytics environment includes Microsoft SQL Server 2019, IBM Db2, and Apache Superset. Services may include database administration, data integration, reporting, analytics, and related development and support.

This solicitation is intended to establish term contracts for professional technology services on an as-needed basis. It is not intended to outsource the management or operation of ARRC's technology environments. Proposers should respond based on their qualifications, technical capabilities, and proposed rates for the services identified in the RFP.

Detailed environmental configurations, workload volumes, maintenance requirements, technical specifications, estimated effort, deliverables, and applicable security requirements will be communicated as appropriate in conjunction with individual assignments.

All other terms and conditions remain unchanged.

Acknowledge receipt of this and all addenda in the proposal acknowledgment form included in the solicitation.

Sincerely,

Candice Graham
Contract Administration Specialist