

# Frequently Asked Questions

## General

1. Are we allowed to submit attachments with examples of past work that supports the narrative? If so, is there a page limit?

ANSWER: The total submission must meet the total page limits.

2. Is ITRC on a routine schedule for issuing some/many of the RFPs? For example, are they issued every X number of years?

ANSWER: All of our general support contracts are for 3 year and RFPs are issued a few months prior to the expiration. The team PA contracts are for the length of the team – normally 2-3 years each.

3. Are the incumbent consultants for some/many of the projects subject to the RFPs not returning for the upcoming contract periods?

ANSWER: All incumbents are eligible to reapply – the process is the same for everyone and we are not aware who is applying or who is not applying.

4. Are there general budget guidelines for the projects?

ANSWER: The budget guidelines are in each RFP. Some of our RFPs are fixed price and we provide an estimate of the number of hours we believe it could take to do the work and some of the contracts are time and materials and we are asking for the hourly loaded rates for the individuals being bid to do the work.

## **ITRC Project and Meeting Management #2020RFP-PM**

### **Meeting Management**

1. Meeting Management section, 3rd bullet – What are the other electronic communications related to the meeting?

ANSWER: Contractor may be required to communicate with ITRC Teams, as needed.

2. Meeting Management section, 4th bullet – How often does ITRC meet to prepare for the annual meeting?

ANSWER: ITRC may have about 5-10 conference calls before the annual meeting.

3. Meeting Management section, 5th bullet - Is the Proposer required to create evaluation forms?

ANSWER: Yes. We have evaluation forms from past meetings that can be replicated and improved.

4. Meeting Management section, 7th bullet – What are the other tasks related to meeting planning as specified by ITRC.

ANSWER: Other tasks could involve preparing PowerPoint presentations for special occasions. It could also involve finding a general session speaker.

6. Meeting Management section, 7th bullet – How many Team meetings are there? Is the Proposer required to manage the Team meetings? How many Teams are there?

ANSWER: The proposer is not required to manage the Team meetings in the fall; ITRC Staff takes care of the fall meeting logistics. The Proposer is only required to manage the Annual Meeting in the spring. All active teams (7-8 teams in 2020) meet at the Annual Meeting.

### **Project Management**

1. Project Management section, 2nd bullet - Is the Proposer required to gather data to develop surveys?

ANSWER: Not necessarily, any data needed will already be available to the Proposer. ITRC uses Survey Monkey to conduct surveys.

2. Project Management, 4th bullet - How many presentations are required to be developed per year?

ANSWER: About 3-5 presentations are required per year.

3. How many ITRC Teams are there? (RFP requires that we manage and coordinate with all).

ANSWER: In 2020 ITRC plans to have 7-8 active Teams.

### **Board of Advisors**

1. ITRC Board of Advisors section, 3rd bullet - Is attendance at the Board meetings in-person or telephone conference? How many Board meetings are there per year?

ANSWER: Attendance on the Board calls and meetings is as needed. Board calls are held monthly and the Board meets in person twice per year – at the Annual Meeting and in the summer.

## **State Engagement #2020RFP-SE**

1. The RFP says the awarded contractor will maintain an active POC network with a goal of having active POCs from all U.S. states and appropriate territories. Is this POC network already established, or are we required to identify and include new members? How is this role currently filled?

ANSWER: The POC network is already established. The positions are currently filled through coordination with the exiting POC or someone else within the State.  
<https://itrcweb.org/Team/Public?teamID=50>

2. Does ITRC have any guidance on developing a cost estimate or making budget assumptions specifically, as they relate to travel expenses to unknown destinations over a three-year horizon?

ANSWER: ITRC uses a historical average of \$1,200 in travel expenses per meeting.

3. Are there any restrictions on contractor teams bidding together?

ANSWER: There are no restrictions, however, ITRC will only contract with one company. Subcontractors are allowed.

## **Website Redesign and Maintenance**

1. The resume page length instructions state “no more than 2 pages per Key Person” but also request resumes for “other proposed personnel assigned to major tasks.” Are these other proposed personnel subject to the same page length limits for their resumes?

ANSWER: Correct, no resume should be more than 2 pages.

2. The RFP states under Task 2 “Maintain and host server (server and software provided by ITRC)” and “Manage all aspects of physical security related to hosting the ITRC servers and website.” Please clarify the location of the server. Is it located at ITRC facilities or will it be determined based on the proposer’s recommendation and ITRC's approval?

ANSWER: It is located on the premises of the current contractor. The new location will be based on the selected contractor’s proposal.

3. May the proposer procure subcontractors for specialized services related to the current website configuration under Task 2?

ANSWER: Yes, the proposer may procure subcontractors.