



GUAM WATERWORKS AUTHORITY

“Better Water. Better Lives.”

Gloria B. Nelson Public Services Building
688 Route 15, Mangilao, Guam 96913
PH: 300-6026/6027 Fax: 649-3750

GWA RFP No. 2020-04 relative to CUSTOMER ENGAGEMENT SERVICES

Response to Inquiries No. 2

This Addendum and Response to Request for Information (RFI) is issued to modify the previously issued bid documents and/or given for informational purposes and to the extent the responses below modify the bid documents, please treat them as an amendment to the Bid. The following responses are in response to RFIs received from potential bidders on August 28, 2020.


REFERENCE:	QUESTION/INQUIRY AS SUBMITTED:	GWA RESPONSE:
Questions from August 28, 2020		
General:		
1.	Regarding the pre-proposal conference under section N on Page 9, can clarification be provided on possible issues beyond the discussion of the procurement process?	Any information regarding this RFP for any addition/deletion regarding its requirements or the scope of work will be provided to all proposers that received an RFP package.
2.	Regarding GWA'S Responsibilities under section Z on page 12, can GWA provide a copy of any available data and information prior to the selection period? Particularly, can GWA provide a copy of the survey report provided in 2016, to which is identified as the existing baseline survey? (see page 13).	No additional information will be provided. Response No. 1 included the survey report and frequency tables of the survey responses.
3.	What was the cost of the last survey conducted for GWA and can GWA provide the name of	Awarded Company: Anthology Marking Group.

		the awarded company at that time?	Total Estimated Cost for services: \$52,900.00
	4.	On page 5 of the RFP, we are requested to provide client references with the words “Identify utility name, engagement description...” Is it necessary that our experience be with utilities? Do other types of entities, such as agencies and municipalities, count?	No, references from clients in other industries, agencies, municipalities are acceptable.
	5.	In addition, there is no page limit given for these references. Is there one?	See Response to Inquiry No. 1. http://guamwaterworks.org/wp-content/uploads/2020/08/RFP-2020-04-RESPONSE-TO-INQUIRIES-NO.-1.pdf
	6.	Given the current conditions globally, is it possible that the hard copy requirement be waived so that we can submit our proposal electronically only?	Electronic proposals will not be accepted, Proposals must be sealed and received at the location specified on or before the due date and time, Proposals will be accepted via US Mail, express delivery and must be received on the due date and time specified on the RFP, proposals received after the due date and time is late.
	7.	In the evaluation criteria on page 20 of the RFP, item 1e asks for a “Reference review of prior work and sample project deliverables.” The proposal requirements on pages 4 and 5 do not ask for sample project deliverables. What are you looking for a bidder to provide for evaluation purposes?	An example of “sample project deliverables” would be any work product required under in Section III. Scope of Work.
	On the Customer Survey:		
	1.	On Page 13 in regard to conducting Voice of the Customer “VOC” surveys. GWA	The survey collection methods must successfully gather information from customers that

		<p>is seeking proposals for conducting Voice of the Customer “VOC” surveys. Periodic, randomly selected, statistically significant transactional and general surveys of its customer base over the phone, as well as via the GWA Payment Portal and marketing site are desirable”. This sentence seems to be more of a GWA preference as opposed to a mandatory requirement. Can GWA provide clarification?</p>	<p>receive service through multiple touch points. There is no specific requirement for data collection method other than what is mentioned on page 14 Section A, #10.</p>
	2.	<p>On Page 14 under Survey Design No. 2, the Scope of Work identifies a random sampling of 1,200 customers per fiscal year, equating to 3,600 customers in a span of three years. This is 8.57% of GWA’s 42,000 customer base. Under Survey Design No. 10, minimum number of surveys will encompass 1,200 customer base surveys, 100 Customer Service Centers surveys, and 100 surveys from the Payment Portal and Marketing website. Please clarify if the additional 200 surveys will target GWA customers outside of those interviewed within the 1,200 surveys pool.</p>	<p>Page 14 Section A, #10 requires a total of 1500 surveys per year.</p>

Bidders are also notified to visit GWA website: www.guamwaterworks.org to ensure that addenda to the bid, answers to questions, and reminders are communicated to all bidders throughout the solicitation process.

9.1.2020
Date


Miguel C. Bordallo, P.E.
General Manager