Attachment 1
to
Amendment 1 to RFP for IT Support and Services
10/23/2024

Questions and Answers

Following are provided as a courtesy in response to questions received during solicitation period. None of the responses provided should take precedence over the final RFP requirements.

RFP Q&A - Set 1

Question	Response
1. It appears almost 9k devices are expected to be procured, tracked, and delivered.	
(a) Is the cost of these devices supposed to be added into the proposal, or will the cost and amount of devices be determined after the Needs Assessments are completed?	Include in your proposal your estimated cost for 8,877 computer bundle packages. The final number of devices to be procured and supplied will be determined based on the results from the Needs Assessment. If the Needs Assessment determines the number of requested bundled computer packages is less than AFN estimated, AFN will seek a budget modification from NTIA to re-allocate excess grant funds to other eligible equipment or grant deliverables.
(b) If added to the proposal, can we get an average value of the 8,877 devices to use?	AFN estimated in its grant application the cost per bundled computer package to be $1,890 based on prices and estimates received in fall of 2022 using attached Dell and Apple desktop and laptop options. Recipients of computer package bundles will be limited to the offered bundled packages and are not allowed to customize. AFN included shipping, but did not include insurance in its estimate. Bidders may include comparable computer packages other than what AFN proposed if total cost is less or equal to AFN's estimated cost per computer package. The costs of the bundled computer package costs may vary based on i) the number of packages requested in needs assessment, ii) price variations due to increases or decreases in costs of package components, and iii) price of equivalent computer package equipment or repurposed/refurbished equipment.
	AFN's grant included the below cost estimate from 2022 for following set computer bundle packages.

Bundled Computer Packages

(Estimated to Purchase 8,877)

(Computer (desktop, laptop, tablet)   Microsoft Office Software (home or business)   Earbuds
Monitor (desktops only)   Mouse   Printer   Extended Support   Shipping

Option 1 (Dell Desktop) $1,884.90	Option 2 (Dell Laptop) $1,923.00	Option 3 (Apple iMac) $2,131.00	Option 4 (Apple Macbook) $2,181.00	Option 5 (Apple iPad) $1,331.00
• Dell OptiPlex 3090 , Windows 10, Intel Core i5 4.6 GHZ, 8GB RAM, 256GB SSD, Wired Keyboard, Mouse and 3 years of Dell Pro Support and McAfee Small Business Security • Monitor (24")	• Dell Inspiron 14" 2-1 Laptop Tablet, Windows 10 Pro, 16GB RAM, 512 GB SSD, 14" display and 3 years Dell Pro Support • Dell Wireless Mouse	• Apple 24" iMac, Apple M1chip processor, 256 GB storage, 8GB Memory, Magic Keyboard, Magic Mouse and 3 years Apple care	• Apple 13" Macbook Pro, Apple M1 chip processor, 256 SSD Storage, 8GB RAM and 3 years Apple Care	• Apple iPad 10.2, 9ᵗʰ Gen, 256 GB, WiFi Logitech Combo Touch Keyboard Case with Trackpad and 2 years Apple Care
• Microsoft Office for Home or Business • Xerox Multifunction Printer (B/W) Laser • Shipping	• Microsoft Office for Home or Business • JBL Vibe 100TWS Earbuds OR AIRPODS? • Xerox B235 multifunction Printer (B/W) Laser • Shipping	• Microsoft Office for Home or Business • Airpods (3ʳᵈ Gen) • Xerox B235 multifunction Printer (B/W) Laser • Shipping	• Microsoft Office for Home or Business • Airpods (3ʳᵈ Gen) • Xerox B235 multifunction Printer (B/W) Laser • Shipping	• Microsoft Office for Home or Business • Airpods (3ʳᵈ Gen) • Xerox B235 multifunction Printer (B/W) Laser • Shipping

(b) And are we supposed to consider the cost of broken devices and insurance on them in the shipping?	Yes.
2. the benefit is expected to go to 2,777 households.	In its grant application, AFN estimated 2,777 Alaska Native low-income families would apply for and be eligible to receive the $150 monthly internet subsidy for a one year period (total of $1,800 per household). The total number of Alaska Native low-income households eligible to receive the monthly internet subsidy may be increased or decreased based on the responses from the Needs Assessment.
(a) Are we expecting 5k or so applicants, or how many applications are we expected to process?	It is unknown at this time.
(b) And is that 2,777 the max or is there a goal in number of households to support?	The total number of Alaska Native low-income households eligible for the monthly internet may go up or down depending on the results of the Needs Assessment. If results from the Needs Assessment show greater interest in providing a monthly internet subsidy for its community over training or computer bundled packages, the estimated number of Alaska Native low income families may increase.
(c) Have you decided what the qualification criteria [internet subsidy] is already?	AFN intended to use low-income criteria used by FCC to determine eligibility for the Affordable Broadband Connectivity Program, which is no longer available, or alternatively, use low-income criteria used by tribally designated housing entities.
3. How often will the circuit riders be traveling? Trying to estimate travel costs, are they going to be out on a weekly basis or as-needed, or more quarterly?	The amount of travel estimated by the Circuit Riders is as-needed and will be determined based on the responses from the Assessment of Needs and requests from Consortium Members. AFN anticipated the Circuit Riders would be based in hubs and travel to remote communities throughout the one-year period of performance. AFN estimated 50 trips per circuit rider over the one year period.
4. For the Train the Trainer program, will these be 20 individuals that AFN chooses for us to train?	Under the Train the Train Program, AFN will market the program to its consortium members. The intent is for organizations to nominate an individual within their organization, who has an interest in and desire to develop his/her IT skills and in some cases, training skills. Nominations and final determinations will be reviewed and approved by AFN and the successful bidder. Individuals chosen to participate in the Train the Trainer program will receive up to 25 hours of IT Training with certificate of completion, and in some cases, offered an opportunity to shadow circuit riders.
5. Would we be expected to be integrated with Internet Service Provider such as GCI and anybody else for these qualifications so GCI/whoever gets reimbursed, or will the household get reimbursed thru AFN and our integrations or notifications between us and AFN?	AFN intends to pay the monthly internet subsidy directly to the internet service provider. A list of eligible and verified Alaska Native low-income families will be provided to the internet service provider and the internet service provider will apply a credit to the eligible family's monthly bill for the $150 monthly internet subsidy.
RFP Q&A - Set 2	
GENERAL QUESTIONS	
1. It is possible for AFN to share its Broadband Use and Adoption Consortium Tribal Broadband Connectivity Program application narrative (sans budget details) with the bidders?	See Attachment 2 - Grant Executive Summary.

2. How is this RFP being evaluated? Experience? Overall approach? Price?	Please see Section VI Selection Factors contained in the RFP.
3. Can AFN provide the list of 62 Alaskan Native communities or ANCs eligible for the project benefits?	AFN's consortium members include 31 tribes, 31 village corporations, 6 regional non-profits and 5 tribally designated housing authorities. A breakdown of the regions and number of consortium members within that region are as follows: 2 - Ahtna region, 6 - Aleut region, 3 - Bering Strait region, 26 - Bristol Bay region, 9 - Calista region, 4 - Cook inlet region, 2 - Chugach region, 13 - Doyon region, 5 - Koniag region, 2 - Sealaska region 1 - Arctic Slope region
4. How many references should be included in the proposal?	Please include a minimum of 3 references
5. In order to price training it would be good to understand how many total people we would be providing training to - estimates are fine. How often would on-site training be expected vs. virtual training vs. on-demand training?	AFN does not have an estimated number for total number of individuals who may access the training library containing recorded trainings and training materials / handouts. Once developed, the training library, including the recorded trainings and materials, would be owned by AFN and made available to consortium members and their community members. Bidders should include in their proposal recommendation for scheduled virtual trainings, including calendar, frequency and topics of training courses, as well as topics for on-site and on-demand trainings that a recipient can request.
6. Given that the needs assessment will determine quantity and type of devices for each individual is there an expectation for sample pricing in the proposal keeping in mind that quantity can greatly determine price breaks from vendors once final counts are known.	Include in your proposal your estimated cost for 8,877 computer bundle packages. The final number of devices to be procured and supplied will be determined based on the results from the Needs Assessment. If the Needs Assessment determines the number of requested bundled computer packages is less than AFN estimated, AFN will seek a budget modification from NTIA to re-allocate excess grant funds to other eligible equipment or grant deliverables. AFN estimated in its grant application the cost per bundled computer package to be $1,890 based on prices and estimates received in fall of 2022 using attached Dell and Apple desktop and laptop options. Recipients of computer package bundles will be limited to the offered bundled packages and are not allowed to customize. AFN included shipping, but did not include insurance in its estimate. Bidders may include comparable computer packages other than what AFN proposed if total cost is less or equal to AFN's estimated cost per computer package. The costs of the bundled computer package costs may vary based on i) the number of packages requested in needs assessment, ii) price variations due to increases or decreases in costs of package components, and iii) price of equivalent computer package equipment or repurposed/refurbished equipment. Please also see response to Question 1(a), Q&A Set 1

7. In relation to subsidy's can you confirm that it will be individuals in households up to $1800 dollars per household for a total of 12 individuals?	In its grant application, AFN estimated 2,777 Alaska Native low-income families would apply for and be eligible to receive the $150 monthly internet subsidy for a one year period (total of $1,800 per household). The total number of Alaska Native low-income households eligible to receive the monthly internet subsidy may be increased or decreased based on the responses from the Needs Assessment. The internet subsidy is per household, not per individual within the household.
8. Who will take over for the Circuit Riders after the one year time period is up for them?	Under the AFN TBCP Consortium Grant, the Circuit Rider program will cease after one year.
PROJECT SCOPE A: NEEDS ASSESSMENT	
9. Will the needs assessment be sent out to per household or per individual?	The Needs Assessment will be sent to the AFN TBCP Consortium Members, all of whom are entities, i.e., tribal organization, Alaska Native village corporation, Alaska Native regional non-profit, or tribally designated housing entity. The Consortium Members will complete the Needs Assessment based on their determination of which IT deliverables and services would best serve their communities.
10. Will the survey/survey link be housed on AFN's website?	Proposals should include your recommendation and approach on how consortium members can access the Needs Assessment, i.e., on AFN's TBCP webpage, and securely fill out on-line the Needs Assessment, or alternatively, download a hard copy to be completed, and sentd to AFN via fax or mail.
11. Is AFN open to an alternative qualitative research approach, using semi-structured interviews with project stakeholders (individuals, as well as employer organizations and other stakeholders) to assess needs – as rural Alaskans are extremely fatigued with surveys.	See Response to Question 9, Q&A Set 2.
12. Does a contact list for survey recipients already exist? Or will the contractor need to establish this list?	AFN has a contact list for all Consortium Members. Outreach specialists hired to assist with AFN's TBCP Consortium Grant will help ensure all Consortium Members respond to the Assessment of Needs.
13. The timeline in the RFP identifies 2 months (11/20/24-1/31/25) for development, distribution, and analysis of needs assessment. Is there already a draft assessment in order to meet this 2.5 months timeline?	AFN does not have a draft Needs Assessment.
PROJECT SCOPE B: BUNDLED COMPUTER PACKAGE	
14. Is AFN envisioning supplying laptops (mobile PCs) OR desktop computer packages to the 8,877 individuals?	See response to Question 6, Q&A Set 2.
15. Are there any restrictions as for a country of origin, make, model of laptop/computer?	Section D.7 of the Notice of Funding Opportunity describes ineligible uses of TBCP funds, including but not limited to covered communications equipment or services as defined in Section 9 of the Secure and Trusted Communications Networks Act of 2019 (47 U.S.C. 1608).
16. Is AFN amenable to restricting the options, models, etc. for the bundled computer packages based on input from the needs assessment in order to secure better pricing versus 100% customizable orders for each of the 8000+ beneficiaries/recipients?	Recipients of computer package bundles are limited to the offered bundled packages and will not be allowed to customize bundles.

17. Does AFN intend for the bundled computer packages to be used by the individuals in their individual homes and residences, at community centers, at job sites, or "however the recipient determines"?	Recipients of bundled computer packages may be organizations or individuals. Installation of computer bundled packages may be in a home, community center, or organization.
18. What sort of terms is AFN envisioning for the recipients of the bundled computer packages? Does AFN intend to restrict use of the bundled computer packages for certain purposes and from certain sites (i.e. adult content restrictions, the dark web, gaming sites, etc.) and will use need to be monitored during the life of the grant? Is recreational use of the bundled computer packages permissible?	AFN does not plan on monitoring the use of the bundled computer packages by a recipient except AFN will require each recipient to sign an attestation that the eligible recipient (1) has not received new computers using federal funds; and (2) agrees to only eligible uses of bundled computer packages (i.e., reselling or profiting from the receipt of bundled computer packages is not permitted.)
19. What sort of reporting does AFN envision for recipients of the bundled computer packages, other than chain-of-custody type documentation; for example, will recipients be required to document benefits received?	See response to Question 18, Q&A Set 2.
20. Who will own the bundled computer packages once possession is transferred to individuals?	The recipient of the bundled computer package will own the bundled computer package once the recipient signs and returns to AFN the signed attestation.
21. Given the large number of packages to be delivered, and the unpredictable nature of delivery in rural Alaska, is there any provision for damage to items during shipment or loss?	It is AFN's expectation that bidders will negotiate provisions and warranties for replacement of items damaged during shipment or for loss.
PROJECT SCOPE C: DATABASE TO TRACK APPLICATIONS FOR MONTHLY SERVICE	
22. Would AFN prefer that the contractor verify low-income and other eligibility requirements for services/computers OR Will AFN provide the vetted, eligible recipients' list?	If contractor has experience with verifying eligibility requirements, please include in your proposal. It is AFN's intent that the IT contractor will develop a secure database or on-line application for the monthly internet subsidy that applicants can fill out on-line or download and return to AFN via fax or mail. Once an application is received, AFN, with assistance from tribally designated housing entities or other third parties, will verify eligibility.
23. If eligibility is being based on tribal enrollment or shareholder status, has AFN addressed gaining access to village tribal member roles or corporation shareholder records to confirm eligibility? Or is AFN open to beneficiaries self-certifying perhaps by providing copies of shareholder ID or tribal member ID cards?	As part of the application requesting monthly internet subsidy, applicants will be required to provide information and documentation relating to the applicant's enrollment as a tribal member or as a shareholder of a consortium member. As part of the eligibility review, AFN, or the tribally designated housing entity or third party, will ask consortium members to verify whether an applicant is a tribal member or shareholder of a consortium member.
24. How many AFN staff will need access to the database?	At least 3 AFN staff or individual contractors, as well as one or two staff from entity verifying low income eligibility, i.e., tribally designated housing authority.
25. Where will completed hard copies of the Needs Assessment be sent to (contractor?) and will copies need to be sent to AFN once information is entered into database? Or will a scanned copy of the hard copy in the database be sufficient for documentation?	AFN asks bidders to include in their proposals recommendation for managing hard copies of the monthly internet applications, as well as hard copies of the Needs Assessments.

26. Is AFN open to considering outsourcing the processing of payments for the Internet Subsidy to the IT Vendor/team?	AFN did not consider outsourcing monthly internet subsidy to the IT contractor. However, if a contractor has recommendation for doing so, please include it in your proposal as an alternative payment option.
27. If payments will not be going directly to the individuals for the Internet subsidy, what will AFN do with vendors who do not accept 3rd party vendor payments or checks?	AFN will negotiate directly with the internet service providers.
PROJECT SCOPE D: CIRCUIT RIDERS	
28. Will the Circuit Riders be solely focused on providing IT support for the bundled computer packages shipped out to communities?	The original intent is that Circuit Riders would be primarily used for installation, set up and maintenance of bundled computer packages, and training during installation of the computer bundled packages. AFN is also currently researching whether Circuit Riders could be requested to assist with installation and set up of Starlink for organizations.
29. What is the estimated travel budget or how many trips to each village is AFN planning for the Circuit Riders to complete?	The amount of travel estimated by the Circuit Riders is as-needed and will be determined based on the responses from the Assessment of Needs and requests from Consortium Members. AFN anticipated the Circuit Riders would be based in hubs and travel to remote communities throughout the one-year period of performance. AFN estimated 50 trips per circuit rider over the one year period.
PROJECT SCOPE E: IT TRAINING PROGRAMS	
30. Will the training(s) occur on-site, remote, or hybrid?	IT Training will encompass on-line, in person, and recorded trainings. AFN expects the IT contractor to develop an online IT library accessible through AFN's TBCP webpage that will store and make accessible the recorded trainings and handouts to Consortium Members and recipients of computer packages.
31. Is there only one cohort of trainees?	This question is unclear.
PROJECT SCOPE G: HELP DESK SUPPORT	
32. Is the Help Desk expected to last the duration of the project period?	Help Desk support is expected to be available for a one year term.
PROJECT SCOPE H: MARKETING EFFORTS	
33. Who is responsible for printing any hard copy marketing material-AFN or IT Firm?	The IT contractor will be expected to include in their proposal costs for printing hard copies of training materials. AFN will be responsible for any printing and costs associated with marketing the programs and newsletters.
PROJECT SCOPE I: PROJECT STATUS MEETINGS	
34. Are there any on-site meeting(s) required? If so, has the location been determined?	Monthly project status meetings will be required during the performance of the contract, with expectation weekly or biweekly meetings may be required as the project kicks off. 1-2 key meetings may be in-person and held at the AFN office in Anchorage, Alaska. Otherwise, monthly / biweekly status meetings will be held via teleconference such as Zoom or Teams, understanding that weekly meetings via teleconference may be requested as the project gets underway.