



**RFP No. PSC-21-28  
Addendum No. 1  
Issued: October 15, 2021**

**A. Questions and Answers**

Please find below questions and answers on RFP No. PSC-21-28.

**Question 1**

Where in the offeror's proposal should the Scope of Work requirements be addressed?

**Answer to Question 1**

Offerors shall submit their proposal in accordance with Section D Evaluation and Award, as modified below.

Section D is amended as follows:

D.4.1: **Delete** Experience and Past Performance (45 Points) and

**Replace with:** Experience and Past Performance, (25 points)

**Add:** Section D.4.4 **Work Plan/Technical Approach (20 points)**. The Offeror shall provide details on its work plan and technical approach to accomplishing the work required in Section B.2.

**Question 2**

Please describe the process and format for how the new Administrator will receive the existing customer data. Will supporting documents be part of the data received? If yes, please describe the format and the mechanism to link the supporting documents to the correct Application?

**Answer to Question 2**

The data will be provided in an Excel spreadsheet and no additional supporting data will be provided.

**Question 3**

How many physical rows of data is expected to be transferred to the awarded Administrator?

**Answer to Question 3**

The Commission expects to transfer an estimated 500 rows of data to the awarded Contractor.

**Question 4**

How many years of historical data will be contained in this data?

**Answer to Question 4**

The Commission will provide historical data dating from December 2020.

**Question 5**

Please identify all required languages for new Lifeline certification and recertification applications.

**Answer to Question 5**

The Administrator shall translate the following languages if needed Spanish, French, Chinese (Mandarin), Vietnamese, Korean, Amharic.

**Question 6**

Should the price for other alternative processes such as web-based methods for allowing applicants to apply and recertify be broken out separately in the price sheet for the Commission's consideration?

**Answer to Question 6**

Alternative processes can be priced separately. See revised Attachment A, Form of Offer Letter and add one or more alternative process prices accordingly.

**Question 7**

What is the anticipated volume of applications for each application type per month for both certification and recertification?

**Answer to Question 7**

In the past year, the average number of new applications is 12 a month. Recertification will probably be waived for 2022; otherwise, the average number of recertification applications is 40.

**Question 8**

What is the expected inbound call volume per month?

**Answer to Question 8**

The Commission anticipates an estimated 30 inbound calls per month.

**Question 9**

Please specify the reports and information to be submitted on a monthly basis to the Commission and the DCUSTF Administrator.

**Answer to Question 9**

Per Section B.2.13, The Offeror shall develop a report format in consultation with the Commission within in 30 days of contract execution and update as necessary.

**Question 10**

Will the new Administrator be provided the data necessary to produce Form 555 data for the filing year 2021? If yes, please describe the file type and file format to be received.

**Answer to Question 10**

Yes, An Excel spreadsheet will be provided with the necessary data for the new Administrator to file year 2021.

**Question 11**

Will the new Administrator be required to conduct a verification in NLAD to ensure the wireline customer is not already receiving a wireless/Broadband discount?

**Answer to Question 11**

Yes

**B. Attachments**

1. Revised Attachment A, Form of Offer Letter

**-End of Addendum-**