

Addendum 1

RFP: GGETA2022

Title: Go Global E-commerce Technical Assistance

QUESTION AND ANSWERS

Q: We are a new company that was founded in 2021, though our staff has decades of experience in web development and e-commerce. Is this likely to result in a score of less than 10 out of 30 points for the Firm Experience qualifications, which would prevent us from scoring competitively?

A: To meet the minimum qualifications for this RFQQ, a respondent must, “Have at least 3 years of experience in/with web development and e-commerce integration and 3 years of experience in providing e-commerce solutions to small businesses with a proven track record of success in completing similar projects of this size and scope. Total experience can be a combination of both.”

COMMERCE often works with new ventures and we do not create these minimum qualifications to eliminate new businesses from competition. Please be sure to indicate how the lead workers within your company that would be engaging with the work meet these minimum qualifications in 3.1 LETTER OF SUBMITTAL G. in your Response.

While the RFP Coordinator has no ability to influence evaluation, providing lots of detail and background on the lead workers in the 3.2 QUALIFICATIONS SECTION of your Response will indicate to evaluators whether the experienced workers in your new firm have the ability meet the needs of the small businesses owners this program will serve.

Q: We do not provide in-house linguistic translation services. If we outsource language translation services, do those translators need to be listed as subcontractors according to Staffing requirements in section 3.2.2, or can we engage translators on a per-project basis once we know that translation services are needed, and which languages need to be supported?

A: Please list known Subcontractors in the 3.2 QUALIFICATIONS SECTION, 2. STAFFING, if your firm knows the subcontractors you will engage. If your firm is unsure of what subcontractors you would be engaging please indicate that subcontractors can be engaged on a per-project basis.

In 3.3 QUOTATIONS SECTION, 1. IDENTIFICATION OF COSTS, please indicate an estimate cost for potential subcontracting services as costs for subcontractors are to be broken out separately.

COMMERCE cannot predict the specific needs of language services needed by the small business owners this program will serve. Washington State is the 3rd most linguistically diverse

state (163 languages). 27% of population live in a home where language other than English is spoken and the following is COMMERCE's most recent data on the breakdown:

- 26% Spanish speakers
- Chinese 4%
- Vietnamese 3%
- Russian 2.5%
- Korean 2.4%
- African languages 2%
- German 2.0%
- Pacific Islander 1.4%

Q: When the RFQ states that the objective is to “secure a statewide roster of qualified web/commerce design firms...” does that mean, or at least imply, that the bidders must all be Washington-based firms? In other places the implication is that the firms must be available and registered to conduct work in Washington State, which might mean that we do not have to be located in the state. Please clarify whether the successful bidder or bidders must be physically located in Washington State.

A: Respondents to this RFQQ are not required to be located in Washington State. Small business owners served by this program may need in person assistance to complete their project or training on the tools, so COMMERCE wants to ensure there are Contractors available throughout the state on our service roster. Small business owners participating in this program may be at all levels of computer literacy and some may require more hands on help than others.

In 3.2.2 QUALIFICATIONS, 1. EXPERIENCE, please describe how your firm will be able to complete the services from a distance and how you can accommodate small business owner's needs at different levels of computer literacy and digital comfort.

Out of state Respondents are welcome to submit a Response. Do keep in mind the following requirements in the RFQQ:

- 3.1 LETTER OF SUBMITTAL
 4. Federal Employer Tax Identification number, or Social Security number, and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Respondent does not have a UBI number, the Respondent must submit a statement that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.
- 3.2.1 BUSINESS INFORMATION (MANDATORY)

2. Provide the firm's Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue. If the Respondent does not have a UBI number, the Proposer must state that it will become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.

- Exhibit D - Service Contract Format with General Terms and Conditions

Standard insurance requirements are included within the sample contract and its special terms and conditions attached as Exhibit D. Make sure your entity can fulfill the requirements in order to contract with COMMERCE. If there is an area you would like to negotiate Terms and Conditions please indicate so in Exhibit A - Certifications and Assurances as COMMERCE cannot negotiate in the contracting stage if this step is omitted. General liability insurance cannot be negotiated.

Q: Our offices and company are located outside of Washington State. We have international teams who can work on this project - which together offers a 24/7 service to our clients. Is such an arrangement acceptable?

A: Respondents to this RFQQ are not required to be located in Washington State. Out of state and international Respondents are welcome to submit a Response. Please see the previous question for more information.

Q: Is there any specific e-commerce platform that COMMERCE or the small business owners are looking for?

A: There is no specific e-commerce platform that Respondents must use in services for small business owners in the Global E-commerce Technical Assistance Grant Program.

Q: Is there any page limit for resumes?

A: There is no page limit for resumes when responding to this RFQQ.

Q: Is this RFQQ staffing based or project based?

A: This RFQQ is to create a roster to secure a statewide roster of qualified web/e-commerce design firms to serve small business owners awarded through the Global E-commerce Technical Assistance Grant Program. The RFQQ itself is verifying business and staff experience to ensure selected firms have the experience necessary to fulfill the small business owner's needs and can successfully complete projects. If a Respondent is successful in the RFQQ there is guarantee of, or limit to, possible project work engagement and payment for services would be project based.

Q: It is mentioned that \$400,000 funding is available with COMMERCE. Will \$4000 be given initially or throughout the contract?

A: If a Respondent is successful in the RFQQ there is guarantee of, or limit to, possible project work engagement and payment for services would be project based. Contractors from the roster for project work will be self-selected by the small business owners awarded through the Global E-commerce Technical Assistance Grant Program, so COMMERCE cannot guarantee these owner's will choose to work with your business. The resulting contracts from this RFQQ will indicate the ability to perform work and the \$4,000 reimbursement limit for each project throughout the contract period. Payment will be made directly to the Contractor by COMMERCE after the Go Global staff is provided a copy of the contract and associated invoice by the Contractor and upon verification from the small business owner that the new or upgraded e-commerce capability was delivered. COMMERCE has \$400,000 in funding for this project overall to disperse for work completed.

Q: Is the company allowed to have 1099/W-8 contractors and not employees? If yes, do we certify we have no employees?

A: There is no requirement for employment standards for Respondents to this RFQQ. The 1.2 MINIMUM QUALIFICATIONS section states Respondents must "Have at least 3 years of experience in/with web development and e-commerce integration and 3 years of experience in providing e-commerce solutions to small businesses with a proven track record of success in completing similar projects of this size and scope. Total experience can be a combination of both."

Please note that the Staff Qualifications in the Qualifications section of Responses will be evaluated and scored. Please ensure that the Response submitted has enough information on staff, including any subcontractors, for evaluators.

Q: Is there any particular format you would like the Response written in?

A: Responses to this RFQQ must be written in English and submitted electronically through our submissions portal located: <https://bit.ly/GGETA2022>. Attachments must be in Microsoft Word format or PDF. Zipped files cannot be received by COMMERCE and cannot be used for submission of responses. The cover submittal letter and the Certifications and Assurances form must also have a scanned signature of the individual within the organization authorized to bind the Respondent to the offer. Responses must provide information in the same order as presented in the RFQQ with the same headings in the following order:

1. Letter of Submittal, including signed Certifications and Assurances (Exhibit A to this RFQQ)
2. Qualifications

3. Quotation
4. Diverse Business Inclusion Plan (Exhibit B to this RFQQ)
5. Workers' Rights Certification (Exhibit C to this RFQQ)

All terms and conditions of this RFQQ remain in full force and effect