

February 14, 2018

To: Prospective Vendor

Subject: Solicitation Number: DHSMV RFP 009-18
Queuing System and Appointment System Solution
Addendum No. 2

The enclosed information has been provided for consideration in the preparation of your response to the above-referenced RFP.

All terms and conditions of the RFP, not modified by the enclosed Addendum No. 2, shall remain in full force and effect.

To the extent this Addendum gives rise to a protest, failure to file a protest within the time prescribed in subsection 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under chapter 120, Florida Statutes.

Sincerely,

Trey Collins

Trey Collins, Chief
Bureau of Purchasing and Contracts

Enclosures:

Addendum No. 2 (3 pages)
Questions and Answers (12 pages)

**DHSMV RFP 009-18
QUEUING SYSTEM AND
APPOINTMENT SYSTEM SOLUTION
ADDENDUM NO. 2**

ITEM #1

Attachment C, Special Conditions, Section C.6, Solicitation Timeline, is hereby deleted in its entirety and replaced with the following:

C.6 Solicitation Timeline:

The projected solicitation timeline is shown below (all times are Eastern Standard Time). The Department reserves the right to amend the timeline in the State's best interest. If the Department finds it necessary to change any of the activities/dates/times listed (other than those listed as "anticipated"), all interested parties will be notified by addenda to the original solicitation document posted on the Vendor Bid System (VBS) (http://myflorida.com/apps/vbs/vbs_main_menu).

ACTIVITY	DATE/TIME	LOCATION
Solicitation Issued by the Department	01/23/18	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Written Inquiries	02/02/18 at 5:00 P.M., EST	Address provided in C.5, above
<u>Anticipated</u> Date for Department Responses to Contractor Questions	02/14/18	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu
Deadline for Receipt of Proposals ^[1]	02/27/18 at 3:00 P.M., EST	Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway, MS# 31 Tallahassee, FL 32399-0500
Deadline for Opening of Proposals	02/27/18 at 3:30 P.M., EST	Same as above
<u>Anticipated</u> Evaluation of Proposals	03/05/18 - 03/09/18	Various
<u>Anticipated</u> Demonstrations	03/14/18 - 03/15/18	Department of Highway Safety and Motor Vehicles Neil Kirkman Building 2900 Apalachee Parkway Tallahassee, FL 32399-0500
<u>Anticipated</u> Posting of Notice of Intent to Award	03/20/18	Electronically Posted http://myflorida.com/apps/vbs/vbs_main_menu

Note: Solicitation activities shall take place on the date and time indicated above, where applicable. For planning purposes, prospective contractors should consider the holidays observed by any utilized mailing service.

^[1] "Response" and "proposal" are used interchangeably and mean the document submitted in response to, and in accordance with, this RFP by a prospective contractor.

ITEM #2

Attachment D, Scope of Services, Section D.4, Current Process and System(s) Description, and Ticket Issuance Quantities, subsection E., Estimated Queuing System Ticket Issuance Quantities, the “Historical and Projected Ticket Issuance Quantities” table is hereby deleted in its entirety and replaced with the following:

HISTORICAL AND PROJECTED TICKET ISSUANCE QUANTITIES	
Fiscal Year	Ticket Issuance
FY 14-15	1,425,205
FY 15-16	1,553,586
FY 16-17	1,626,717
FY 17-18	1,773,122
FY 18-19	1,932,702
FY 19-20	2,106,646
FY 20-21	2,007,423
FY 21-22	1,912,873
FY 22-23	1,822,777

ITEM #3

Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 1., Equipment, sub-item a., Ticket Printers, the first paragraph and sub-paragraph (1) is hereby amended to now read as follows:

The Contractor shall provide, at a minimum, two (2) – four (4) Network Ticket Printers per Agency Site/Field Office, meeting the following requirements:

- 1) Tickets will be printed on the receipt printer using the Contractor’s web-based application. The printed ticket shall be a minimum 4 inches long and 3 inches wide, and must include the Agency Site/Field Office location name, ticket number, date and time, transaction type(s) of service requested and estimated wait time. See Section D.9, Installation and User Acceptance Testing (UAT), subsection B., User Acceptance Testing (UAT), item 2.

ITEM #4

Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 2., Customer Access and Functionality, sub-item b., Mobile Application, paragraph (2) Functional Requirements, sub-paragraph (b) is hereby deleted in its entirety as follows:

- (b) ~~Pass “stop” information back to the appropriate customer.~~

ITEM #5

Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 8., System Platform Requirements, sub-item k. is hereby amended to now read:

- k. Ability to provide queue entry via ~~voice~~, text (SMS) or web.

ITEM #6

Attachment E, Proposal Submission Requirements and Evaluation Criteria Components, Section E.2, subsection C., Technical Response, item 4., Solution Requirements, is hereby amended as follow:

- Subsection a., Equipment, item (1) Ticket Printer, sub-item (a) is hereby amended to now read:
 - 1) Network Ticket Printer that must have:
 - (a) The capability to print tickets utilizing a web-based application, be a minimum 4 inches long and 3 inches wide, and including the Agency Site/Field Office location name, ticket number, date and time, transaction type(s) of service requested, and estimated wait time.
- Subsection b., Customer Access Functionality, item (2) Mobile Application Requirements, sub-item (g) is hereby deleted in its entirety as follows:

(g) ~~Pass “stop” information back to the appropriate customer.~~
- Subsection h., System Platform Requirements, item (11) is hereby amended to now read:
 - 11) Ability to provide queue entry via ~~voice~~, text (SMS) or web.

ITEM #7

DHSMV RFP 009-18, Questions and Answers, are hereby attached and made a part of this addendum.

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**DHSMV RFP 009-18
 QUEUING SYSTEM AND APPOINTMENT SYSTEM SOLUTION
 QUESTIONS AND ANSWERS
 ADDENDUM NO. 2, ITEM #7**

NOTE: All written questions are reproduced in the same format as submitted by the Bidder.

Question(s) received from QLESS:		
1.	Question:	If a new office is open or a current location does not have speakers and/or monitors, will the state be responsible for installing the equipment?
	Answer:	Yes.
2.	Question:	Do all sound systems currently have the same amplifier?
	Answer:	Yes, all Department Driver License Offices use the same audio amplifier.
3.	Question:	Is there a max length in inches for a ticket? (This is to determine how many tickets per roll of receipt paper.)
	Answer:	See Addendum No. 2, Item #3.
4.	Question:	Do field technicians that respond to service calls need to be CJIS cleared by the department?
	Answer:	Yes, see Attachment D, Scope of Services, Section D.15, Designated Personnel and Staffing Requirements, subsection C., General Staffing Requirements, Item 10.
5.	Question:	Is the state responsible for providing network jacks and power at the location of each printer?
	Answer:	No, the Department is not responsible for providing network jacks at each printer location. However, power should be available at most or all locations. Any additional network or power required will be the responsibility of the selected Contractor.
6.	Question:	Will the state provide access to workstations to connect ticket printers via the USB?
	Answer:	USB connectivity is not required. See Addendum No. 2, Item #3.
7.	Question:	Will each workstation have an open USB port?
	Answer:	USB connectivity is not required. See Addendum No. 2, Item #3.

8.	Question:	Will the state provide a network port and power at each monitor and amplifier?
	Answer:	Yes.
9.	Question:	On attachment D, page 6 in section D.4.D: "The Contractor shall be required to work with the Tax Collector Offices by integrating its proposed Solution into the queuing system network via a separate agreement with each Tax Collector." ○ Can the state confirm that the awardee will be able to negotiate a different contract with a Tax Collector, including unique SLAs and pricing?
	Answer:	Any contract between the awarded contractor and the Tax Collector must, at a minimum, incorporate the terms and conditions of the resulting Contract, and pricing must not exceed the proposed pricing outlined in Attachment H, Cost Proposal.
10.	Question:	Do you prefer that the Contractor have their own dedicated iOS & Android Applications, or should the Contractor connect to the existing Florida Department of Highway Safety and Motor Vehicles app(s) via API's
	Answer:	Contractor must have their own mobile application that supports current Android and IOS platforms. For more information, see Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 2., Customer Access and Functionality, sub-item b., Mobile Application, (1) General Requirements, (a).
Question(s) received from QMATIC:		
11.	Question:	D3: The RFP mentions that the department has been appropriated \$375,000. Is this a set budget, or an annual budget?
	Answer:	The Department's appropriated budget is as follows: \$375,000 (non-recurring) for implementation, hardware/software, and the first year's maintenance for state Fiscal Year 2017/2018. \$15,000 (recurring) for maintenance and other costs for the remaining fiscal years of the contract term.
12.	Question:	D6. A. 1. b. Who is the provider of Central Electronic Displays?

	Answer:	Motor Vehicle Network (MVN) is the Department's current vendor.
13.	Question:	D6. B. 2. b. Please provide clarification on the nature of the app (native vs web) and how it can be downloaded from the Department's application store and utilization.
	Answer:	The Department currently utilizes AirWatch for Mobile Device Management. Through AirWatch, the Department can make provided applications available for installation on user's devices via a folder containing Department apps.
14.	Question:	Being a hosted solution, is the Department's Active Directory on premises? If yes, how will the application connect with Active Directory?
	Answer:	Yes, the Department's Active Directory is on premises. The Department is expecting the Contractor to provide details on how the proposed solution integrates with it.
15.	Question:	Is the budget for this project \$375K?
	Answer:	See answer to Question No. 11.
16.	Question:	P7, D4 E. Does the state anticipate the same growth of tickets issuance in years 2020-2023 as in 2018-2020?
	Answer:	See Addendum No. 2, Item #2.
17.	Question:	What is the average number of users that will be accessing the Appointment Management System per Tax Collector office?
	Answer:	The Department does not have this information.
18.	Question:	D.4.x, Page 14: Please clarify the requirement to Manually adjust the time a ticket is closed out. Could you also give an example of a time when you would want to use this functionality?
	Answer:	Only users granted Management Roles will be able to manually adjust ticket closures by manually changing the time the ticket is closed. Example: when an Examiner is unable to close the ticket in the system due to computer shut-

		down or network disconnect, and the ticket close time is reflected incorrectly.
19.	Question:	D.4.y: Please clarify the requirement to Set schedules and dynamically calculate service time based on set schedules and customers currently in the queue.
	Answer:	In order for the office manager in an Agency Site/Field Office to forecast future wait times, they must have the ability to set a schedule for a customer and to analyze whether they will be able to serve that customer at the scheduled time. For example, if the manager sets a customer's service time as "one hour", the manager would need to be able to analyze whether the customer will be able to be served at the scheduled time based on the total number of customers already scheduled and/or waiting to be served.
20.	Question:	D.4.aa: Please clarify the requirement to Overbook appointments for assigned work location.
	Answer:	At a Management Role level, the user will have the ability to overbook appointments, meaning the system shall allow them to create an appointment for a specific date and time, even when there are no available appointments.
21.	Question:	D.2.b.2.b: Concerning the Mobile application, please clarify what is meant by Pass "stop" information back to the appropriate customer.
	Answer:	See Addendum No. 2, Item #4.
22.	Question:	E.1.D. (p. E-2): Can the redacted electronic copy of the response be in PDF format, or must it also be in Word or Excel format?
	Answer:	The redacted electronic copy can be submitted in pdf. format; however, the software used to produce the electronic files must be Microsoft Word 2010 and/or Excel 2010 or later.
23.	Question:	G, H, I, and J: The Department requires that responses be submitted in Microsoft Word or Excel format. Will the state please provide Word or Excel versions of the various Attachments (G, H, I, J) to be submitted as part of the response?
	Answer:	The Department does not have the ability to post Microsoft Word or Excel documents in the Vendor Bid System, which is the only platform utilized by the Department to publish and disseminate solicitation documents.

Question(s) received from ACF Technologies:		
24.	Question:	Can FL DHSMV extend the RFP response date by at least a week?
	Answer:	No, due to time constraints of the implementation schedule, the RFP response due date will not be extended.
25.	Question:	Has FL DHSMV seen product demonstrations from any Customer Flow Management vendors in the past 12 months, and if so, which companies?
	Answer:	No.
26.	Question:	Attachment D, Page 1 The Department currently utilizes an external vendor to provide central electronic displays in all of its Driver License Offices that integrate with Q-Matic. Can the Department tell who the external vendor is?
	Answer:	See answer to Question No. 12.
27.	Question:	Regarding the displays that will visually notify the customer through electronic wall displays at easily viewable locations. Would the Department like wait-time stats, and other information in addition to the numbers?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 1., Equipment, sub-item b., Central Electronic Display.
28.	Question:	Please clarify the full functionality for the ticket printer/kiosk? Will these be self-service kiosks? If so, free-standing or wall mount or counter top style?
	Answer:	For the initial implementation, the Department does not intend to utilize kiosks. For more information, see Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 1., Equipment, sub-item a., Ticket Printers. Also, see Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection B., Future Solution Options.
29.	Question:	Would the Department like the vendor to provide online training/videos to supplement train the trainer to provide office supervisors configuration instructions on how to optimize their offices?

	Answer:	At a minimum, the awarded contractor must meet the requirements of Attachment D, Scope of Services, Section D.11, Training.
30.	Question:	Does the Department want a COTS system that allows each office configuration “granularity”? (commercial off-the-shelf)
	Answer:	Yes.
31.	Question:	Does the Department want a remote queue join options for same day service as well as future appointment scheduling? If so, do you want it included as an option in the pricing response. And do you want the remote join/appointments to be available through the web site, text and phone?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 2., Customer Access and Functionality, sub-item a., Web-based Registration, (1).
32.	Question:	Based on the question above, Do remote joining customers want to receive a predicted wait time (or an “appointment time”) based upon all of the existing customers in queue for that service type?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 2., Customer Access and Functionality, sub-item b., Mobile Application, (3), Technical Requirements, (b).
33.	Question:	Referring to Question 7 & 8, when joining queue remotely/online, does the department want the office to be “clustered” and display wait times at multiple locations so customers can choose shortest wait time and is the feature included in the response pricing
	Answer:	Yes.
34.	Question:	Do the kiosk need to ADA compliance (speaker, braille, etc.) or do they only require wheelchair accessibility
	Answer:	For the initial implementation, the Department does not intend to utilize kiosks. For more information, see Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection B., Future Solution Options.
35.	Question:	Does the Dept. want the vendors to provide a solution for customer survey and feedback?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution

		Requirements, item 7., General Solution Requirements, sub-item a., Include an Online Survey, 1.
36.	Question:	What services will the DMV customer have the option to complete at the self-serve transaction kiosk/ticket printers.
	Answer:	See answer to Question No. 28.
37.	Question:	Does the Dept. want the customers to be able to scan a driver's license at check in?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection B., Future Solution Options, item 2., Option B.
38.	Question:	Is the department seeking a turn-key non-proprietary self-service system that comes fully assembled and includes non-proprietary self-service system that comes fully assembled and includes non-proprietary printer that does not require proprietary paper?
	Answer:	Yes.
39.	Question:	Please specify if vendor will be required to install all necessary cabling (power and network) within each office? If so, can floor plans be provided.
	Answer:	See Attachment D, Scope of Services, Section D.8, Site Survey and Agency Site/Field Office Readiness, and Section D.9, Installation and User Acceptance Testing (UAT). No, the Department will not release floor plans.
40.	Question:	If yes, can the State provide floorplans and any current structural environments, cabling and wiring to each office building based upon floor plans for each branch?
	Answer:	See answer to Question No. 39.
41.	Question:	Does your staff perform all functions for all services? Or are the specialized to perform only certain services. Vehicle registration, property tax, boat, motorcycle, ABT (Alcohol Beverage Tax (paid to TABC), Voter registration, disability placards, etc.)
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 7., General Solution Requirements, sub-item h.

42.	Question:	Attachment D, Page 8, The Contractor shall provide, at a minimum two (2) – four (4) Ticket Printers per Agency Site/Field Office. Do you want the tickets to be printed from a receptionist or a self-service check-in kiosk?
	Answer:	The tickets will be printed by a Department employee. Also, see answer to Question No. 34.
43.	Question:	Attachment D, Page 8, Audio, The Solution must have compatible audio capable of interfacing with the Department's existing audio equipment in each Agency Site/Field Office location. Can you provide a list of audio equipment at each location?
	Answer:	The Department is currently utilizing a Radio Shack 40W amplifier, Model 32-2054, or equivalent.
44.	Question:	The RFP states 2-4 printers per site and only one display and audio announcer. In order to keep bidding the same for all vendors can you provide a total number of hardware (specifically kiosks) devices required?
	Answer:	See answer to Question No. 34.
45.	Question:	Can you clarify again, what options will the customer have to complete at the self-serve kiosk/ticket printers besides entering the queue and printing of pickets?
	Answer:	See answer to Question No. 28.
46.	Question:	Several functions and options can be used including bar code scanning, etc. (Does the Department want the customers to be able to scan an ID like a driver's license at check in?)
	Answer:	See answer to Question No. 37.
47.	Question:	What other identifying information will the customer enter based on the nature of the check in? Name? DL numbers? At the kiosk?
	Answer:	See answer to Question No. 34.
48.	Question:	After the queuing check-in is complete will all personal information be removed from the queuing system?
	Answer:	No, personal information will not be removed from the Queuing System after customer check-in or completion of service.

49.	Question:	Attachment B, page 3 discusses a Trade-in. Will the department be requesting any trade-ins? If so, what is the list of equipment being trade-in (Vendor, Model, Age, etc.)
	Answer:	No.
50.	Question:	What constitutes downtime? (printer down, Microsoft product crash, etc.)
	Answer:	The Solution must be accessible and operational in accordance with the requirements of Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 8., System Platform Requirements, sub-item p.
51.	Question:	How is down time calculated?(If multiple sites are down would vendor be billed multiple times?)
	Answer:	See Attachment D, Scope of Services, Section D.20, Performance Standards and Liquidated Damages, items 21. and 22.
52.	Question:	Does the vendor provide ticket printer pater at a costs? Or no costs?
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 1., Equipment, sub-item a., Ticket Printers.
53.	Question:	What does the customer can change priority level of support request mean?
	Answer:	The Department does not understand the question.
54.	Question:	Attachment D, Page 3 of 127, Contractor-supplied cables should be installed in an organized manner to minimize space taken up by the cables and to ensure that dabbles are not twisted or knotted. Cables should be installed in a manner that is not intrusive to the user workspace. Does FL DMV own these locations? What type of approvals are required to install cabling/power? Will the Department be responsible for any required permits for cabling/electrical?
	Answer:	The Department owns some of the Driver License Offices but most are leased facilities. The awarded contractor will be responsible for all permitting and is expected to meet and conform to all local code requirements, regardless of facility ownership.

55.	Question:	Does the State intend to utilize both a downloaded web application and a website, even if the website has been optimized for mobile browsers? Utilizing a responsive web design would reduce the overall cost and maintenance of the system.
	Answer:	See Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 2., Customer Access and Functionality, sub-item a., Web-based Registration, (3); and sub-item b., Mobile Application.
56.	Question:	Will the State be able to provide State issued security certificates for secure web traffic?
	Answer:	The Department has the ability to issue a self-signed certificate through a certificate authority, based on the proposed solution submitted by the Respondent.
57.	Question:	Page 29,2.b list “stop” information. Please clarify that intent.
	Answer:	See answer to Question No. 21.
58.	Question:	Page 31 4.x states the ability to manually adjust the time a ticket is closed. Please clarify the intent and who would have this authority. Free manipulation of statistical data negates the ability to provide valid reporting.
	Answer:	See answer to Question No. 18.
59.	Question:	What is the anticipated SMS message volume annually?
	Answer:	The Department does not have this data. Also, see Attachment D, Scope of Services, Section D.4, Current Process and System(s) Description and Ticket Issuance Quantities, subsection E., Estimated Queueing System Ticket Issuance Quantities, and Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 7., General Solution Requirements, sub-item c.
60.	Question:	Page 36 8.k state the ability to provide queue entry via voice. Is it the intent that the queue system be integrated with an existing IVR phone system or was there a different manner being stated?
	Answer:	See Addendum No. 2, Item #5.

61.	Question:	Page 36, 8.q speaks of Active Directory authentication. Will the State allow an externally hosted solution to access its AD server for user login?
	Answer:	See answer to Question No. 14.
62.	Question:	{age 43, G.1.k states a three hour resolution time for requested maintenance. This seems like a very low response time for a low-priority event such as maintenance.
	Answer:	The awarded contractor must meet the service delivery requirements as described in Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection G., Maintenance of Equipment, Systems, and Software, item 1., Remedial Maintenance, sub-item k.
63.	Question:	For text communications to your customers, does the State prefer a short text message or Long format?
	Answer:	Short text message.
Question(s) received from Qtrac:		
64.	Question:	Is the solution required to interface to and operate any of Q-Matic signs in the offices?
	Answer:	No.
65.	Question:	The Contractor cannot be responsible for the current vendor integrating its proposed solution into the current vendor's electronic display network.
	Answer:	The awarded contractor must meet the service delivery requirements as described in Attachment D, Scope of Services, Section D.6, Services Provided by the Contractor, subsection A., Solution Requirements, item 1., Equipment, b., Central Electronic Display.
66.	Question:	How many nodes are required for each of the Tax Collection Offices?
	Answer:	A site survey of a Tax Collector Office must be conducted to determine the need. See Section D.8, Site Survey and Agency Site/Field Office Readiness. Also, there are no Tax Collector offices included in the initial implementation.
67.	Question:	How many printers are required for each of the Tax Collection Offices?

	Answer:	The Tax Collector Offices will not need ticket printers. The ticket printers are for the Queuing System, which will be utilized by the Department's Driver License Offices, only.
68.	Question:	Does the solution need to support making appointments via the mobile application?
	Answer:	Yes.
69.	Question:	Q-Matic provides audio signal via USB to the audio system of each location. What are alternative options (3.5mm jack, RCA jack, etc) for interfacing to the audio equipment at each office?
	Answer:	The current equipment can support RCA, and/or 3.5 mm. USB to either of the standards is acceptable and must be provided by the awarded contractor.
Question(s) received from Seven Outsource:		
70.	Question:	Whether companies from Outside USA can apply for this? (like,from India or Canada)
	Answer:	Contractors from outside the United States of America can submit a proposal. However, the awarded contractor and their personnel shall be physically located and authorized to work within the United States of America, and must meet the requirements of the RFP to physically perform work within the state of Florida.
71.	Question:	Whether we need to come over there for meetings?
	Answer:	Yes.
72.	Question:	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
	Answer:	No. See answer to Question No. 70.
73.	Question:	Can we submit the proposals via email?
	Answer:	No. Proposals must be submitted in accordance with Attachment E, Proposal Submission Requirements and Evaluation Criteria Components.