



PACIFIC STATES MARINE FISHERIES COMMISSION

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User Support and Application Development for the Alaska Interagency Electronic Reporting System RFP Questions & Answers 7/26/19

Question 1: Task 1 support specifies availability during business hours as Monday – Friday, 8am – 4:30pm. There is no mention of government observed holidays. Will holidays be considered outside of business hours?

Answer: Yes. Holidays are considered outside business hours.

Question 2: The RFP does not mention overtime or off-hour support. What is the expectation for support outside of business hours? Are we allowed to offer a separate overtime rate or do the quoted rates need to be inclusive of any overtime?

Answer: There is no expectation that the contractor will provide continuous off-hour support. However, there may be circumstances where off-hour support is needed, such as periods of high support volume or planned outages over a weekend. The quoted rates also need to include a mention of overtime rates.