



Supplier Q & A Template

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Requesting State Entity: Georgia Department of Economic Development	Date: 06/01/2020
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The purpose of this document is to provide answers to supplier questions. Please see Questions and Answers included herein.

Note: This document is intended for informational purposes only. Any changes to the RFX must occur through a published addendum (or through publication of a new version of the RFX in Team Georgia Marketplace™). If multiple Q & A documents are posted, the most recent Q & A shall govern in the event of a conflict.

QUESTIONS AND ANSWERS

#	Questions	Reference d RFX Section	Answers
1.	The text reads, “Typically, the division works with over 1,000 companies each year. “Key” clients, those receiving significant assistance (around four hours of work per year), account for about half of these.”- Should ‘around four hours of work per year’ instead be written as ‘around forty (40) hours of work per year’ or another figure greater than 4?	Scope of Service – International Trade Page 5 of the RFP	This definition of significant assistance refers to Georgia Trade staff’s minimum engagement with a ‘key’ client. A company receiving a minimum of four (4) hours of assistance from an International Trade Manager is considered a key client. However, any Georgia business that is referred to the International Representative by Georgia Trade staff is automatically considered a key client.
2.	With “an approximate caseload of 70 work orders from numerous clients per year assigned to the Canada Offeror.”, would it be prudent to expect an average of 35 Key client work orders per year, requiring an average of 40 hours of work, 1400 hours per year? Comment: With the costs of living and costs of doing business being comparable between larger Canadian cities and large U.S. cities, 100,000 USD annual revenue roughly translates into some 1,500 – 1,800 billable hours per year.	Scope of Service – International Trade Page 5 of the RFP	It is difficult to gauge how many hours a typical work order will take to complete, since it depends upon the type of work order requested, the Offeror’s knowledge of certain sectors and network of in-country contacts. Some clients may only request one work order per year while others may request multiple work orders. Additionally, some work orders are more in-depth than others (for example, a Business Partner Identification work order is more detailed than a Specific Information Request, and will require more time to complete).



#	Questions	Reference d RFX Section	Answers
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