

CHUGACH ELECTRIC ASSOCIATION, INC.
REQUEST FOR QUALIFICATIONS NO. 25-07
UNIFIED COMMUNICATIONS (UC) CONSULTANT

March 19, 2025

Chugach Electric Association, Inc. (Chugach) is issuing a Request for Qualifications (RFQ) to identify an independent, vendor-neutral telephony consultant with proven experience supporting critical infrastructure utilities. The selected consultant will provide expert guidance on modernizing Chugach's unified communications system, ensuring reliability, security, and operational continuity.

The RFQ and all attachments are available at Chugach's website under the following:

<http://www.chugachelectric.com>

Under link: Bid Opportunities

Select: RFQ No. 25-07 – Unified Communications Consultant*

*(This requires registration to view & download)

Proposals are due, uploaded at Chugach's website under the Bid Opportunities link, RFQ No. 25-07 – Unified Communications Consultant - Submit Technical Proposal button, no later than **4:00 PM Alaska Time, Thursday, April 17, 2025.**

Questions related to this RFQ are due no later than **4:00 PM Alaska Time, Tuesday, April 1, 2025.** Questions shall be submitted via email at contracts@chugachelectric.com. Responses to questions will be provided by **5:00 PM Alaska Time, Friday, April 4, 2025.**

Chugach reserves the right, in its sole and absolute discretion, to define and waive irregularities, to accept or reject any or all Proposals, in whole or in part, and to reissue, withdraw, modify, or cancel this RFQ in its entirety, or in part, for any reason, including without limitation its subsequent determination to perform all or a portion of the work in-house, without incurring any liability of any type or nature to any Proposer, including but not limited to any costs associated with the preparation and submittal of any Proposal. Should Chugach decide to proceed with the RFQ and enter into a contract with a Proposer, the selected Proposer shall enter into a contract that is substantially similar to the form provided, except as otherwise agreed to by Chugach, and shall perform work and provide services in accordance with the terms of such contract.

The objective of the RFQ process is to select a highly qualified Consultant with the capability (technical, financial, and managerial) and experience necessary to successfully undertake and complete the construction of the Work. Respondent submittals will be evaluated in accordance with the criteria shown below.

SCORING CRITERIA	Possible Points for each Criteria
<p>FIRM OVERVIEW & QUALIFICATIONS. Describe how your expertise and/or experience can provide an advantage to Chugach in securing its assets. Describe your firm’s philosophy and experience in Alaska, including employment of Alaskan residents and firm stability. Describe your group(s) history, size, resources, philosophy of service, typical volume of work and selling methods. Describe how your particular expertise, experience and/or techniques can be an advantage to Chugach in completing the project. Describe ability to perform vendor-agnostic UC consulting for complex organizations.</p>	15
<p>ELECTRIC UTILITY EXPERIENCE. Demonstrated experience working with electric utilities (co-ops, IOUs, munis, public power). Describe specific knowledge of utility-grade unified communications, dispatch, call centers, IVR, and SIP infrastructure. Demonstrate understanding of critical infrastructure requirements, business continuity, and regulatory compliance.</p>	30
<p>PROJECT TEAM & KEY PERSONNEL. Submit resumes for each individual involved in the project and note direct utility experience. Describe your presence and past experience in Alaska. Note, upon signing of a contract, there may be no substitutions of the project team without Chugach’s express written consent.</p>	15
<p>PAST PERFORMANCE & RELEVANT PROJECTS. Name three (3) recent and relevant projects of similar size and scope to that of Chugach’s SOW demonstrating your ability to meet our needs. Provide case studies or references for UC projects in electric utilities or similar critical infrastructure.</p>	25
<p>PROPOSED PROJECT SCHEDULE. Provide proposed work plan and timeline feasibility. Describe past experiences delivering similar assessments within scheduled constraints.</p>	15