

R10-1163 Questions and Answers

The deadline for submitting questions has passed. All questions and answers related to this RFP are published below.

Q&A

<i>Question</i>
<p>1. Is there any incumbent? If yes, then why you are looking for other companies? Are you not happy with them? And If there is an incumbent then are they bidding for this opportunity? 2. What is the allocated budget for this project? 3. Are you open to considering custom software development as part of this procurement, or is the preference primarily for off-the-shelf solutions? 4. Do you have specific technical requirements or architectural preferences for any custom development, such as preferred programming languages, platforms, or technologies? 5. Are there any integration requirements with existing systems that would need to be considered in the case of custom development? 6. What are the expectations regarding ongoing support and maintenance for custom-developed software? Are there specific service level agreements (SLAs) to be met? 7. Is there a limit to the number of questions that the survey builder is expected to create? Please confirm whether the survey questions in the survey builder are open ended or close ended or both. 8. In the context of Survey publishing and distribution capabilities, what enterprise software the surveys are supposed to be pushed? 9. In the context of Data Analytics, what are the KPIs for success and failure? Please define them.</p>
<i>Answer</i>
<p>1. No. 2. There is no allocated budget for a project. This is an indefinite quantity indefinite delivery RFP for the national Equalis membership. 3. As stated in the scope, vendors should respond with their full capabilities that are responsive to the scope in anticipation that different members may have different needs. 4. No, this is an indefinite quantity indefinite delivery RFP for the national Equalis membership, not a single project. 5. Vendors should respond with their full capabilities in anticipation of diverse potential needs from different Equalis members. 6. Please refer to the questionnaire for questions regarding the SLA. 7. Vendors should respond with their full capabilities, as different members may have different needs, including large numbers of questions and both closed and open-ended questions. 8. Different members may use a variety of enterprise software. Vendors should respond to the question regarding integrations accordingly. 9. Different members may have different definitions of success and failure. Vendors should respond with their full capabilities.</p>

Finley7's Proposal Questions

<i>Question</i>

1. What specifically is the administrative fee to the Equalis Group and if it is not yet set will the vendor need to negotiate with Equalis independently to generate accurate pricing prior to submission on the 10th? 2. Is there an approximate budget set for this effort that should be considered when coming up with pricing? 3. Has R10 ESC contracted with any software providers for preferred licensing cost e.g. non-profit or government pricing that may be beneficial in coming up with the total cost of the effort? 4. When submitting a proposal's pricing, is the expected licensing cost of any licensed software to be included? If so what are the following details; a. Internal stakeholder user makeup & count b. The approximate volume of surveys sent via each of the desired publishing channels such as webpages, mail, email, and elsewhere c. The approximate volume of documents to be generated 5. Should training & enablement be included in the pricing to allow for the ongoing management of forms and creation of net new forms in the future? 6. Is this project only about setting up a survey tool or does the vendor also need to provide a CRM system as part of the Experience Management Software? 7. Is there a requirement to store or tie the survey responses to a consistent person, contact, account, or persona or is the solution only to capture the raw response data for aggregation? A single person/account responding to the same survey multiple times and/or multiple surveys over time as examples. 8. Does R10 ESC currently have a CRM or any other system in place that will need to be integrated with this tool for triggering the surveys? 9. If R10 ESC does not currently have a CRM system in place, is there a preferred system that R10 ESC is inclined to use? 10. What types of integrations to websites and common enterprise software will be required of this solution and what will the broad use cases be in terms of what data is being fed, which direction data will be going, what to render in a form, and what broad automation or behavior is expected? Will anything outside of survey response data and the external rendering of the surveys themselves be expected? 11. Is the solution expected to manage the sending of email, or integrate into a platform like an email client to manage the email sending itself? 12. Other than the survey question responses themselves, what type of data, metadata, respondent tracking, and analytics will be required to be tracked and visualized, if any? 13. Will the internal and external stakeholder feedback in this solution be collected via survey response alone or will there be other channels for feedback? Email, in-solution messaging, manual entry, phone, etc. 14. What type of flexibility and/or live dynamic behavior of questions will be required on the surveys being put into web pages for example? 15. How many forms and form variations will the vendor be required to create as a part of this initial set-up? How long will the forms be approximately? 16. What different types of data will need to be captured in the surveys? (dates, long text, file attachments, formatted text, multiple choice, etc.) 17. How do you anticipate processing the physical mailers both outbound and inbound? Is this expected to be a manual process on one or both ends of that chain or is the expectation that the tool will be maximizing any potential to automate those logistical, shipping & data entry tasks as possible? 18. Is any kind of smart pre-fill behavior required for any of the forms of future desired functionality? If so, where is this data anticipated to live if not within the solution itself? 19. What event triggers the sending of a survey via email and/or via mail? Where does the information live that informs who and where that survey should go to and via which channel? 20. When publishing survey results via doc, excel, etc. what kind of data visualization is expected or dynamic content within that document generation automation? Is this expected to be automatically generated, manually triggered, or a combination of both? If automatic, what event should trigger each document to be created? 21. Will brand assets and subsequent survey branding be provided or is the vendor expected to use broad design guidelines to incorporate appropriate branding themselves into the surveys to be built?

Answer

1. Vendors will negotiate with Equalis before award if Region 10 evaluates their proposal and deems it eligible for award. Vendors should not seek to negotiate with Equalis before submitting proposals. Admin fees are typically 2%. 2. No there is not. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. 3. No. 4. The requested information is not available. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. 5. Yes, any services vendors wish to offer to Equalis members must be priced or listed as free. 6. Please refer to the scope of services listed in Section 1. This RFP is for the indefinite needs of the national Equalis membership. 7. Some agencies may have that need; vendors should respond with their full capabilities that are responsive to the scope. 8. No. While Region 10 may decide to use the awarded contract in the future, that is not the primary purpose for this RFP. 9. No. 10. As an indefinite quantity/indefinite delivery procurement, vendors should seek to anticipate all potential needs of a variety of different agencies with different situations. 11. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 12. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 13. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 14. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 15. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 16. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 17. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 18. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 19. The event(s) will vary according to different members' needs. 20. This RFP is for indefinite quantity/indefinite delivery to the national Equalis membership. Vendors should respond with their full capabilities responsive to the scope. 21. Vendors should state their abilities and requirements for integrating members' branding.