

Question	Response
On page 23 of the RFP section "M. User Stories" is refers us to appendix D. But that speaks about SLA. Is there user stories located somewhere else?	DCCA had a typo in still listing an Appendix that referenced user stories. DCCA expects the vendor to develop user stories upon completion of user engagements. We do not have any pre-designed user stories, only requirements as stated in the RFP.
Page 11 of the RFP states, "Special conditions due to the nature of the project include the requirement that the contractor must maintain a permanent onsite presence on Oahu to attend in person meetings, workshops, demos, etc., on an as required basis." Question: When saying that the contractor must maintain a permanent onsite presence on Oahu, does this refer to the whole team or only people in certain roles? Would the ability to fly in for required meetings be sufficient?	The ability to fly in for required meetings is sufficient.
What web technologies were used to develop the new home page website other than being part of the Salesforce platform i.e. were specific programming languages used Java, C#, PHP, etc.?	Salesforce Communitites Plus and Service Cloud platform which uses APEX
Is the centralized complaint management system an "off the shelf" commercially available add on to Salesforce or was it custom developed for the needs of DCCA?	Custom developed for DCCA's needs
Section 2.1 identifies the new home page and centralized complaint management system are built on Salesforce while Section 2.2 details a system integrator is sought to "...define, design, configure, and implement a comprehensive cloud-based CRM solution...", so should it be presumed that DCCA prefers Salesforce as a CRM solution, or could another CRM like Microsoft Dynamics 365 Sales be a viable option?	Salesforce platform is preferred
What complaint system(s) are used for the other departments of DCCA including Insurance, Regulated Industries Complaints Office, and Office of Consumer Protection?	Insurance uses NAIC SBS. RICO and OCP utilize a customized system called IMPAC
Other than the complaint systems(s) for other departments, are there any other existing business systems or applications in use by DCCA that would need to integrate with new website for a streamline customer experience?	Professional and Vocational Licensing and Business Registration divsions will integrate with the new website.
Is the long-term vision that all departments will transition to the new centralized complaint management system running on Salesforce?	Yes
With so many organizations leveraging remote workers, what is the preference or expectation for DCCA with respect to in-person meetings and would weekly, monthly, or quarterly in-person meeting be preferred?	DCCA's expectation is a mix of in-person and virtual meetings dependent on the purpose/outcome of the meetings. Weekly, monthly or quarterly meetings will also be dependent on the need of the project.
Does DCCA or the State of Hawai'i have any documented requirements for disaster recovery or business continuity other than "geographically diverse locations" that need to be incorporated into the overall disaster recovery plan such as specific Recovery Point Objectives (RPO) or Recovery Time Objectives (RTO)?	DCCA has documented emergency and continuity of operations plans tht contain RPO and RTO guidelines.
Is there a specific web browser or browser version that must be supported across DCCA's personal computer inventory?	No
For Section 2.3.1, Subsection D, does DCCA have a specific Training Plan platform or tool that the new training plan developed by the selected system integrator must adhere to?	No, but DCCA does have a YouTube section that contains some training videos.
Is there a preferred streaming platform for training videos for DCCA such as YouTube, Microsoft Stream, etc.?	YouTube
How did DCCA develop the estimated, but not to exceed, budget of \$850,000 and was a third-party consulting firm part of the budget development process?	No third party consultant was used. Rough Order of Magitude (ROM) estimate was calculated.
Are you willing to accept bids from vendors out of Hawaii, and are part of the services being offered outside the U.S. an option (Call center in the Czech Republic for instance)?	Yes to accepting bids from vendors out of Hawaii. No to services offered outside of the U.S.

Q's posted on HlePRO by due date	Project Scope and Deliverables: Can you provide more detailed specifications on the integration requirements for existing complaints systems?	Integrations will be via two way APIs between NAIC's SBS and Voyager's developed IMPAC systems.
	Project Scope and Deliverables: What specific features and functionalities are expected in the modernization of the division webpages?	Seamless use between DCCA homepage and division webpages. Use of AI and other technology to direct customers to information they are requesting and efficiently respond to queries
	Utilization of AI Technology: What specific AI capabilities are you expecting to be included in the solution?	Chatbots, direction/deflection to requested information/assistance, mobile device capabilities such as Siri and Google search engines, etc.
	Utilization of AI Technology: Are there particular AI tools or platforms that you prefer or recommend for this project?	Google CCAI
	Training and Organizational Change Management (OCM): Is this ok to publish a self paced learning section where training is provided? Could you provide more details on the number and type of training sessions expected?	In person training sessions but can be recorded for later use by new staff or refresher trainings
	Training and Organizational Change Management (OCM): What are the specific goals and metrics for the OCM activities?	Can be set forth in Project Management Plan
	Project Management Plan and ALM Tool: Are there any specific ALM tools that are preferred or required for this project?	No preference
	Project Management Plan and ALM Tool: What are the key project management methodologies or standards you expect to be followed?	Key metrics will be agreed upon in PMP. Anticipate a hybrid development approach so expectation is to use risk logs and recurring status meetings
	Cost Proposal and Payment Milestones: Can you clarify the criteria for the release of payments at each milestone?	Acceptance of milestone completion by DCCA sponsor
	Cost Proposal and Payment Milestones: Are there specific documentation or deliverable approvals required at each payment milestone?	Acceptance of milestone completion by DCCA sponsor
Late Q's received via email after 7/15 2pm deadline	Offeror Pricing Schedule: In administrative requirements it is mentioned that the total project cost including all cost is \$850,000/- However in this section, it is asked to provide costs which are not part of \$850,000/- Please clarify if the license cost of a commercial product (if required) is part of the \$850,000/- or there is an additional funding available.	License/subscription costs are not part of the \$850,000 but are required to be disclosed and estimated pricing provided as part of the bid proposal
	Please show us a diagram of the current systems, licenses, or subscriptions used in the CRM today, and where you would like to see automation.	Systems diagrams will be provided prior to BAFO (if needed). Anticipated subscriptions are for Salesforce GOV Cloud plus, service cloud and voice, Google CCAI and Qualtrics
	Define what you mean by AI. What are some sample answers that help lead to the CCIQ as the answer?	Google CCAI
	Is it LLM development and implementation, robotic process automation, language query, and automated responses?	Yes
	Do you have subject matter experts who are knowledgeable about the data sources?	Yes
	Which data sources need to be inputted, which ones are internal vs. external, and for which ones do you have subject matter experts?	SMEs are available, all data is internal. DCCA will develop and provide data content.
	Please provide a list of your data sources required for integration.	Primarily DCCA Internal data
	How do you verify the validity of the data sources being integrated, both current and future sources?	Each division will validate their data
	Please describe the modeling of the data needed for the CRM, or alternately, would the extent of the SOW only require a simple direct data extract?	After data has been validated, a "library" of content will be established and updated
	If the end user is the actual citizen (instead of a DCCA agent), please walk me through the current experience of a citizen with your current process.	Users will access either the DCCA homepage or (if known) the division webpage. They must then puruse the many pages on the website and see if the data they are looking for is listed.
Based on the current experience of either the DCCA agent or the citizen, what areas do you envision AI would be used to improve this process?	AI will help guide them efficiently and effectively to what they are looking for	

Would the support of multiple languages be in the scope of this project or a future phase, and what languages would need to be supported?	Multiple languages would be in future phases
How many additional users approximately you need to support non-salesforce compliance systems?	Unknown, but any public members with Insurance, regulated industries or consumer protection complaints, questions or queries
We assume these 6 complaints modules are already part of Salesforce eco-system: Cable TV, Financial Institution, Public utilities, Securities, Consumer Advocacy and General Complaints. Remaining 3 non-salesforce modules are: Regulatory Industry compliance, Insurance entities and, Consumer Protection & Business. Please confirm?	PUC is not included. DFI and Consumer Advocacy needs to get built as well as integration with the 3 non-Salesforce modules you mentioned
Are you expecting the non-salesforce complaints pages to be developed into the salesforce communities (experience cloud)?	Links but not pages
Please provide users for DCCA divisions (CRM users and total other users)	Estimated DCCA users 45 - 50. Total public users unknown.