Questions for Solicitation PS25000490

AEOS Web-Based Resource Finder Tool

Responses Posted on Wednesday, October 02, 2024

1.   **Please provide an anticipated budget range, or NTE value. The budget information is quite important for two reasons: 1) providing some basic assurance to prospective offerors that a realistic amount of funding has been allocated towards the project; and 2) giving vendors the opportunity to realistically right-size their solutions/approaches within the parameters of available resourcing. We just need a very rough, general ballpark sense (i.e., under $100K, or under 300K, or under 500K, or greater than $500K). Clearly, competitive pressures will assure that the State still receives the most aggressive bids possible.** The estimated budget for this contract is $30,000 per year, contingent upon availability of funding. However, proposals should include a proposed (realistic) budget amount needed to satisfactorily complete the scope of work within the proposed timeline.

2.   **Will any technology preferences be applicable? Please answer EACH of the following:**

3.   **All else being equal, is there a particular technology stack that the ideal solution would USE? (ex. PhP, C#, .net, Java, etc.)** No.

4.   **Are there any technologies that should ideally be AVOIDED? (ex. PhP, C#, .net, Java, etc.).** No. The Offeror's proposal should identify recommended technologies based on experience and a practical and working understanding of building web-based tools.

5.   **Is the State presently working to concentrate its application development efforts around any particular technologies? If so, which ones?** No. The vendor/developer is being asked to develop a web-based tool using what it believes is the best technologies for application development so users can easily access information from the resources available.

6.   **Are there any technologies that are being used commonly across the State's other custom solutions? If so, what technologies?** This information is not available at this time. This tool will be built and maintained under the Executive Office on Aging (EOA).

7.   **With what technologies are the State's current staff most comfortable? What technologies do the State's technical/IT specialists work with on a regular basis?** Development, management, and promotion of the tool will be the responsibility of the Contractor for the duration of the contract. There will be no dedicated technical/IT specialists assigned.

8. **On a scale of 1-10 (10 highest), please characterize the State's openness to introducing a technology that might be associated with a new or less popular language in the State's present IT portfolio?** The State is open to receiving proposals that include using recommended technologies, based on Offeror's experience and understanding, to complete the scope of work as described in the RFP.

9. **Please clarify any expectations pertaining to on-site performance. Will remote performance by the contractor be deemed generally acceptable?** Contractor must be able to satisfactorily meet the requirements and qualifications, and complete the scope of work as described in the RFP.

In Section 3.10.5, the RFP indicates that the bidder's proposal, in its entirety, should not exceed 20 pages. Please clarify:

10. **To what does this 20-page limit apply? Just the technical submission? The combined technical and cost submission? Or only the "proposal" that is referenced in item 3.10.5.j?** The 20-page limit applies to all items as listed under Section 3.10.5.

11. **Are there any pages that would be excluded from the total page count (ex. Transmittal, Table of Contents, Cover Pages for Forms, HCE certificate, OF-1, Resumes, References, Current Client Listing, etc.)? If so, please explain and specify the relevant pages that would not be counted.** No.

12. **We have some concern that, after addressing all of the requested administrative items, a minimum amount of space would remain for our explanation of the proposed solution and approach. Would the State please consider applying the page limitation to only item 3.10.5.j? Or otherwise, if this would not be possible, would the state please consider allowing up to 40 pages?** No.

Under "Basic Offeror Qualifications," in Section 2.4.1, the RFP indicates that the qualified bidder should have experience working for "a government entity that focuses on serving older audiences." Please answer EACH of the following:

13. **We have done a lot of work with HHS agencies. Such agencies do include retirees and elderly individuals among their targeted audiences, but not exclusively so. Would our work with such agencies be sufficient? Or is it truly necessary for a bidder to have worked on projects that were solely and exclusively focused on older audiences?** Items listed under Section 2.4.1, shall be used to determine responsiveness of proposals, including Offeror's experience working for "a government entity that focuses on serving older audiences."

14. **If an otherwise technically competent bidder does not have the requested experience with a government entity that specifically and exclusively focuses on serving older audiences, would the bidder be summarily disqualified from further consideration?** Please refer to Section 2.4 Basic Offeror Qualifications.

15. **On a scale of 1-10 (10 being indicative of an absolute prerequisite to award), how important is it to the State that the bidder have the requested experience with a government entity that specifically focuses on serving older audiences?** As described under Section 2.4 "Basic Offeror Qualifications. Primary selection for this Award shall be based on the ability to meet the scope of work and price. To be considered a responsive offer, the OFFEROR responsible for the submission must have met the following qualifications, subject to review and verification."

In Section 2.5.5, the RFP indicates that the offeror "shall only add new content as approved or assigned by AEOS." Please answer each of the following relative to the contractor's content-related responsibilities:

16. **Please generally describe the envisioned scope of contractor duties relative to content management.** Contractor must work closely with staff to ensure content is accurate, relevant, and applicable; and to understand and make recommendations for improvement to ensure tool is useful to accurately measure effectiveness in reaching desired goals and to inform program planning.

17. **Prior to launch, would the contractor be expected to load the new web presence with applicable content?** Yes.

18. **Or will content preparation responsibilities fall exclusively on the State?** No.

19. **Does the State expect to provide the initial content for the system? Or would the initial content need to be created/provided by the contractor?** Contractor is expected to work closely with staff to develop, manage, and promote the tool with appropriate content, functionality, and capabilities.

20. **Subsequent to launch, would the contractor have any further /ongoing content management or content maintenance responsibilities? If so, please explain.** Contractor is expected to perform the scope of work for the duration of the contract as contained in Section 2.6, subject to the availability of funding.

21. **If the contractor can enable the State to load and maintain its own content, independently and without assistance, would this be sufficient/acceptable to satisfy the content management and content maintenance requirements of the contract?** Development, management, and promotion of the tool will be

the responsibility of the Contractor. There will be no dedicated technical/IT specialists assigned.

22. **Will the system need to handle or persist any data of a personal nature (i.e., PII or other sensitive personal information)? If so, please explain.** This information is not available at this time. However, proposal should include experience with developing a tool that will protect personally identifiable or other sensitive information.

23. **Will the system be expected to present information about programs/services that are being offered by community-level providers? Or will the system exclusively be presenting information about State-level programs/services? If the former would be the case, please describe the scope of functionality that would need to be made available to community-level providers.** The tool will be expected to provide information about programs/services at the federal, state, county, and community levels.

24. **Section 1.1 makes a reference to the notion of helping users with their questions pertaining to MEDICARE. What would be expected in these regards? Just publication/presentation of relevant static content? If anything beyond static content publication/presentation would be necessary, please explain the State's intentions in these regards.** Please refer to Section 2.2 Scope of Work and include recommendations in proposal. This tool shall support web-based searches that easily connects older visitors to accurate, reliable, and responsive information and assistance.

25. **Section 1.1 makes a reference to the notion of helping users with their questions pertaining to BILLING. What would be expected in these regards? Just publication/presentation of relevant static content? If anything beyond static content publication/presentation would be necessary, please explain the State's intentions in these regards.** Please refer to Section 2.2 Scope of Work and include recommendations in proposal. This tool shall support web-based searches that easily connects older visitors to accurate, reliable, and responsive information and assistance.

26. **Section 1.1 makes a reference to the notion of helping users with their questions pertaining to SCAM CALLS. What would be expected in these regards? Just publication/presentation of relevant static content? If anything beyond static content publication/presentation would be necessary, please explain the State's intentions in these regards.** Please refer to Section 2.2 Scope of Work and include recommendations in proposal. This tool shall support web-based searches that easily connects older visitors to accurate, reliable, and responsive information and assistance.

27. **Section 1.1 makes a reference to the notion of helping users with their questions pertaining to LONG TERM CARE. What would be expected in**

these regards? Just publication/presentation of relevant static content? If anything beyond static content publication/presentation would be necessary, please explain the State's intentions in these regards. Please refer to Section 2.2 Scope of Work and include recommendations in proposal. This tool shall support web-based searches that easily connects older visitors to accurate, reliable, and responsive information and assistance.

28. **Would the solution need to include any system integrations? If so, please specify and explain.** This information is not available at this time. Proposal should include experience and recommendations for developing a tool that incorporates system integrations.

29. **Would personal accounts or authentication be necessary? Or would we merely be providing a public catalog of information? If accounts/authentication would be necessary, please explain the reason/rational (i.e., which aspect or aspects of the envisioned functionality would warrant this capability)?** This information is not available at this time. Proposal should include experience and recommendations for incorporating personal accounts or authentication capabilities.

30. **If the published answers give rise to additional questions and needs for clarification, would the State be willing to allow a very brief round of follow-on inquiries? Maybe a 24-48 hour window, immediately following the release of answers?** No. Please refer to 1.4 RFP SCHEDULE AND SIGNIFICANT DATES, as amended.

31. **If at all possible, please ensure that the schedule affords bidders a period of at least 10 business days to prepare responses subsequent to Q&A being published.** Please refer to 1.4 RFP SCHEDULE AND SIGNIFICANT DATES, as amended.

32. **How many concurrent users will interact with the system?** This information is not available at this time. Proposal should include experience and recommendations for building a tool that can accommodate a growing number of concurrent users.

33. **What is the frequency of incoming search requests? Do we have a rough total number of search requests per day/month?** This information is not available at this time. Proposal should include experience and recommendations for tracking search frequency, criteria, and other useful analytics.

34. **Are all the data used in this implementation public?** No

35. **Do you need any custom analytics and reporting capabilities?** Yes. Proposal should include experience and recommendations for developing a tool that provides standard and custom analytics and reporting capabilities.

36. **Can the project implementation be cloud-hosted?** Yes.

37. **Are you looking for an On-Prem solution?** Not necessarily.

38. **If hosted, do you have a preference (AWS, Azure, Google Cloud)?** No preference. Proposal should include experience and recommendations for all aspects of project implementation.

39. **What are the existing data sources for this implementation?** Proposal should include experience and recommendation for aggregating from an unlimited number of data sources at the federal, state, county, and community levels.

40. **Can you provide details regarding the volume of data that has to be indexed, including the number of documents and total document size?** This information is not available at this time. Proposal should include experience and recommendation on building a scalable tool based on needs and feasibility.

41. **How often would the system reindex the content?** This information is not available at this time. Proposal should include experience and recommended schedule for reindexing content.

42. **What are the security authentication requirements? What security provider do you use?** This information is not available at this time. Proposal should include experience and recommendations for incorporating security authentication capabilities and security provider used.

43. **What is the tentative timeline for the implementation (dev, pilot, go-live)?** Please refer to Section 2.6 Term of Contract. Proposal should include recommended implementation timeline based on experience with similar projects.

44. **What are the integration points for the search?** This information is not available at this time. Proposal should include experience and recommendations for what integration points are needed to ensure tool produces optimal results.

45. **Who is the Procurement Officer for this RFP?** The RFP has been amended to include the contact information for Shannon Chun as the Procurement Officer.