RFP24-01 Response to Questions and Clarifications

1. Submission Deadline Clarification

All submissions are due June 6, 2024, at 12pm (NOON) Pacific Time as published. Some marketing materials erroneously listed the time zone as Eastern Standard Time.

2. Vendor Questions

Question 1. The RFP requests "... one or more vendors provide platform(s) to support the Good Jobs project in the region". [THE VENDOR] provides an integrateable, turn-key system for, among others grant programs, "Good Jobs Challenge" data management, compliance management, and reporting which we believe would be an excellent off-the-shelf solution for a significant portion, but not all, of the RFP. Does the reference to multiple vendors mean that the RFP would allow us to provide this solution collaboratively with other vendors?

Yes, two or more vendors may submit one proposal in response to the RFP.

Question 2. RFP section Element II- Customization and Scalability: The platform ideally would be customizable to align with the unique workflows and processes of each participating CBO, and to accommodate future changes in program requirements. Could you please define customization?

In the context of the case management platform RFP, "customization" refers to the ability for program/system managers to modify and adapt the platform's features, functionalities, and workflows to suit the specific needs and preferences of each participating Community-Based Organization (CBO).

The following considerations should be made when assessing the customizability of the platform:

1. **Feature Customization:** This involves tailoring the platform's features and functionalities to align with the unique requirements of each CBO. For example, some CBOs may require specific data fields or forms to capture client information, while others may need additional tools for tracking program outcomes or generating reports. Customization allows for the inclusion, modification, or removal of features to accommodate these varied needs.

2. **Workflow Customization:** Each CBO may have its own distinct processes and workflows for managing referrals, client interactions, and service delivery. The platform should allow for the customization of workflow processes to mirror the existing practices of each CBO. This might include defining the sequence of steps for handling referrals, setting up approval processes, or configuring notifications and alerts based on specific triggers.

3. **User Interface Customization:** Customizing the user interface (UI) involves adjusting the layout, design elements, and navigation pathways of the platform to ensure ease of use and alignment with the preferences of each CBO. This could include modifying color schemes, branding elements, menu structures, and terminology to reflect the unique identity and branding of each organization.

4. **Integration Customization:** Depending on the existing systems and databases used by each CBO, customization may also involve integrating the platform with other software solutions or data sources. This could include syncing client data with existing databases, connecting to external reporting tools, or integrating with third-party applications used for specific tasks.

5. **Scalability and Flexibility:** Customization should not only address current needs but also anticipate future changes and requirements. The platform should be designed with scalability and flexibility in mind, allowing for easy adaptation to evolving program requirements, organizational growth, or changes in regulatory mandates. This ensures that the platform remains relevant and effective over time.

2. Evaluation Criteria and Rubric

Please see [RFP24-01 Evaluation Criteria](#) document.