

Questions re: RFP No.: WDBRFP-009 Virtual Career Center & Customer Relationship Management System

Will you share a list of attendees from today?

A: We will not be posting a list of attendees.

How much data will be migrated over as part of your data migration process?

A: We are unable to provide you an exact amount for the 4,000 job seekers enrolled in the current system, however the majority of the records relate to initial intake and eligibility and include services, tagging and related documents that are required for eligibility consideration.

What are some examples of integrations?

A: Examples of partner technologies Premier Virtual, Geographic Solutions, and WooSender

Can you confirm the amount of users needed?

A: The user capacity is listed in the RFP (25,000 per year).

Can you share the budget for this contract?

A: The maximum budget is listed in the RFP (\$250,000).

Are the 25,000+ users concurrent or will the user count be fluctuating throughout the program?

A: The number of users is cumulative per year.

For clarification, does the 25,000 users include job seekers, businesses, and partners?

A: Yes

Is the allocated budget over an 18-month term?

A: The allocated budget is for the 21-month period of April 3, 2023-December 31, 2024.

Can you provide more information about what you are looking for in terms of managing budgets and finances through the platform?

A: The platform should have the functionality to track participant costs by expense type. The capability to enter budget information by expense type and track Individual Training Account (ITA) obligations and subsequent expenditures against the budget is the goal. Reporting should also be available so staff can track their participant obligations and expenditures in real time.

Do you have a desired timeline to go live?

A: We expect that "go live" will include a phased in approach and your proposal should include a timeline. At a minimum, the system should be able to register new users and have the capability to accept document uploads related to eligibility by July 1, 2023.

What are agency-defined outcomes that the system will need to track?

A: Agency defined outcomes currently include total users by tier, total users assigned to a program, total users referred to a program, credential attainment and job placement. These outcomes are subject to change.

What do you envision the relationship with the selected vendor to be after the 18 months

A: We plan to continue to utilize a Virtual Career Center and CRM tool. Options are to renew the contract or procure a new system.