The WorkPlace Mobile App and Digital Workforce Front Door

Bidder Questions

1. What is the additional funding that bidders may be considered for?

There is no additional funding beyond what may be provided in response to this RFP.

2. Is there an anticipated budget range or funding ceiling for the three-year core solution, and what funding sources are being used (e.g., WIOA or other state/federal workforce funds)? The RFP gives no budget figure, and the language about being "considered for funding" is ambiguous.

At this stage we do not have a stated budget range for the project. Funding may come from multiple sources.

3. Which systems are the priority integrations (workplace.org CMS, case-management system, CRM, scheduling, event calendar)? Does The WorkPlace already have API access or vendor agreements for any of them, and who owns the relationships with those third-party vendors?

We are looking to explore options including each of these functionalities. We currently do not have API access or vendor agreements.

4. Is there an incumbent vendor or an existing platform (website, CRM, texting tool, or prior app effort) that the new solution must work with, replace, or avoid duplicating? Are there any current SMS providers or short codes in use? The RFP says the solution should "complement workplace.org and existing workforce systems," but it doesn't name those systems.

We do not have a prior vendor relationship for a mobile app or texting tool. We do have a vendor that supports our website.

5. The RFP prefers a cross-platform shared codebase but allows fully native, PWA, or hybrid approaches. How will alternatives be scored under the 20-point technical criterion? Is a PWA-only solution acceptable if it meets the core functional goals?

A PWA-only solution could be acceptable if it delivers core functions. Solutions which demonstrate ease of use and less ongoing maintenance are favorable.

6. Also, how will "total cost of ownership" be evaluated (15 points): by a formula based on the lowest three-year total, or by subjective review?

The total cost of ownership will be evaluated in responses provided in the Budget and Cost Proposal Template including Section C of the document titled Three-Year Cost Summary

7. What are the expected user and SMS volumes (active users and messages per month) for pricing purposes?

We do not have prior experience with this type of product and are unable to provide expected volumes.

8. What initial contract term and renewal options are anticipated?

Contracts will be negotiated with a selected vendor if the project moves forward.

9. Will The WorkPlace own the app-store developer accounts, source code, and data, or can vendors retain ownership of a proprietary platform under license?

Our intent is for The WorkPlace to own accounts, code, and data. Contracts will be negotiated with a selected vendor if the project moves forward.

10. The budget template asks vendors to state usage assumptions, renewal terms, and exit costs, but gives no baseline.

We are unable to provide baseline data.

11. Which systems are in use today for appointment scheduling, CRM or case management, and referral/interest forms, and is the events calendar.

Currently there is no universal appointment scheduling software. Case Management is managed through CaseWorthy, which currently does not have API integration, but it is possible.

12. Are non-US vendors eligible for contract award?

There is no restriction against non-US vendors stated in this RFP.

13. Are there insurance requirements?

We expect liability insurance and cyber insurance would be needed.

14. Which languages are required at launch?

English.

15. Should the Apple and Google developer accounts be in The WorkPlace's name?

Yes.

16. Is there a target launch date?

Not currently.

17. Phasing: may the base solution be delivered in phases (for example core app and SMS first, with selected features as priced optional items later), as long as the complete scope is addressed in one proposal?

We are open to proposals which address this request.

18. Is a PWA-only proposal eligible without app-store distribution, or must the core offer include both stores?

We are open to proposals which address this request.

19. At what time on November 13 are proposals due, and in what format?

See page 8 of the RFP document.

20. Does the initial release need to read or maintain participant profile/case information from existing systems, or would creating referrals and handing participants into those systems satisfy the initial requirement?

We are open to proposals which address this request.

21. Is there a required accessibility standard, such as WCAG 2.1 AA or 2.2 AA?

Proposals should address compliance with WCAG 2.1 AA standards.

22. Will workplace.org remain as it is, or is it expected to change alongside the app?

We expect workplace.org to remain as it is.

23. How many WorkPlace staff will manage content day to day?

A determination has not been made.

24. Will job openings, training opportunities, and program information be managed directly by WorkPlace staff, retrieved from existing systems, or integrated with external job and training platforms?

In the near term, training opportunities would refer to WorkPlace programs https://www.workplace.org/programs/ and updates would be managed by WorkPlace staff.

25. Should the mobile application's content management system operate independently, or is the expectation to reuse and synchronize content from the existing workplace.org website?

The solution should complement workplace.org—not simply reproduce the website in an app. We would expect the content management system to operate independently.

26. Does The WorkPlace expect the selected vendor to develop a centralized content management system for managing both the website and mobile application, or integrate with the existing CMS?

We are open to suggestions, but this RFP does not include a requirement to develop a centralized content management system for both the website and mobile application.

27. What CMS is currently used for workplace.org, and does it support APIs or integrations that can be leveraged for the proposed mobile application?

The content management system for workplace.org is WordPress.

28. Is the November 13, 3:00 p.m. deadline Eastern time, and is a typed signature acceptable on Section F of the budget template?

Yes, 3:00 p.m. EST and Yes, a typed signature is acceptable on the budget template.