

**Request for Proposals (RFP)**  
**Integrated Information Management Solution**  
**Children’s Services Council of Leon County (CSC Leon)**  
**Addendum No. 1**

Below are questions submitted in accordance with the Section 2.B of the RFP. The corresponding answers are provided immediately below.

- 1. *Many governmental and quasi-governmental organizations frown upon the use of plug-in flash drives from external sources. We’re happy to do that per the requirement, but wouldn’t it be easier to have vendors email their response?***
  - a. Please submit your response in accordance with Section 2.D. CSC Leon has security protocols in place for reviewing external flash drives.
  
- 2. *In section 2.K, Contract Terms and Formation, it states “While failure to accept the contract terms will render a Proposal non-responsive, CSC Leon will entertain proposed changes presented in accordance with this Section 2.K.” If, hypothetically, we have issues with the language based on our experience, and submit a Form B, will we therefore be deemed non-responsive and not invited to present, even if we meet all other criteria?***
  - a. No. Use of Form B does not automatically deem a vendor non-responsive. Form B is provided should you want to propose changes to the contract language as provided. Failure to use Form B may preclude the selected vendor from negotiating the contract language later in the process.
  
- 3. *Who on the CSC Leon County team will be serving as the lead client system administrator for the Integrated Information Management Solution?***
  - a. This is addressed in Contract Attachment A, page 28.
  
- 4. *What percentage of their [CSC Leon Project Manager’s] time will be devoted to future collaboration with the selected vendor and ensuring the successful implementation of this system?***
  - a. Approximately 75% of the CSC Leon Project Manager will be devoted to the successful implementation of the Integrated Information Management System.
  
- 5. *Does Form A have to be notarized?***
  - a. No.
  
- 6. *While it is mentioned that CSC Leon is “seeking a Vendor Hosted Software Solution,” there is language in the RFP that references or intimates a “work for hire” situation. Can you confirm that CSC of Leon County is open to/looking for a SaaS (Software as a Service) solution that in general terms allows users to connect to and use a cloud-based application over the Internet?***
  - a. Yes.

- 7. ...and also means that the vendor providing that solution retain (without limitation) all ownership rights in the Hosted Service and Work Product, while CSC of Leon retains all ownership rights to its data?**
  - a. Please see the draft contract (RFP Exhibit I) for license and ownership issues, especially sections 5 and 7. Proposed changes to contract terms must be presented in accordance with RFP section 2.K.
  
- 8. Can you confirm your total implementation and software budget for year one is \$150,000? If yes, does this also include licensing fees which are not mentioned in your list in Section E, Proposed Pricing?**
  - a. CSC Leon's budget for the initial system and software development, implementation and training outlined in the SOW, Exhibit I, including initial license fees necessary to implement the solution, is up to \$150,000.
  
- 9. Is there flexibility for a larger budget in the first year to account for one-time implementation costs?**
  - a. Yes.
  
- 10. Please provide the total number of internal users (CSC employees) who will need access to the system.**
  - a. This is addressed in Contract Schedule A, Pages 5 and 12.
  
- 11. Please provide the total estimated number of external users (grant recipients, partners) who will need access to the system.**
  - a. This is addressed in Contract Schedule A, Pages 5-6 and 12.
  
- 12. How much grant funding do you anticipate will be managed by the CSC in a given fiscal year?**
  - a. CSC Leon anticipates dispersing up to \$10 million in grants funds in a given year.
  
- 13. How many grant programs are currently being managed by the CSC that will also be managed in the new system?**
  - a. This is addressed in Contract Schedule A, Pages 5-6.
  
- 14. Do you anticipate adding other grant programs this year, and if so, how many?**
  - a. Yes. CSC Leon expects to release three grant programs during the implementation of the SOW.
  
- 15. How does the process work for the external stakeholders managing the application process?**
  - a. External stakeholders will review applications and respond to specific questions. They will not manage the application process.
  
- 16. Regarding "flexible budget templates" required for this process, how many templates are needed?**

- a. Each grant application may require a unique budget template that has the ability for applicants to add rows to specific categories as needed.
- 17. Are system reports and dashboards expected to be the same for all stakeholders or customized for each?**
- a. System reports and dashboards should be customized based on user permissions.
- 18. Will this project require data migration from existing systems? If so, please describe the data, the number and type of records, the total size of the files, etc.**
- a. This is addressed in Contract Schedule A, Pages 17-19.
- 19. Do the systems you wish this solution to interface with (Bill.com and any others) have APIs available? If so, are they available for review? If not, please describe integration capabilities.**
- a. It is CSC Leon's understanding that all systems identified in Contract Schedule A have APIs available or are willing to make them available. Respondents should include costs associated with integration services.
- 20. You wish to integrate external data into the system from other reporting agencies (such as DOE and DOH). Please describe how many agencies, how much data, and the format of the data.**
- a. At this time, there are approximately five agencies that publish data in the public domain that can be exported as CSV or XLS files. The amount of data has not yet been determined but at current estimates is less than 1 GB.
- 21. Are there any Security needs required to maintain the data? I.e., FEDRAMP and Audit requirements? If so, please describe.**
- a. This is addressed in Contract Schedule E.
- 22. It is our understanding the organization is currently using Adobe Sign. Can vendors suggest alternate options for digital signature or is using Adobe Sign a requirement?**
- a. Yes.
- 23. Please elaborate on your expectations for a system that will "design and publish community outreach campaigns."**
- a. CSC Leon requires a solution that includes integrated digital and email marketing.
- 24. Are you currently using a system for event management (distribution of event invitations and the recording of event attendance via RSVP functionality)? If so, which system are you using for this?**
- a. No, not formally. We have used Eventbrite in the past.
- 25. Please elaborate on your expectations for a "help requests" option set up for customer interaction.**

- a. CSC Leon requires a solution that has a “help button” feature for internal users to request assistance from the vendor and for external users to request assistance from internal users. This could include instant messaging or live chat.

**26. According to the RFP documents, a future project would include a possible integration with several community partners (2-1-1, LCSO, Healthy Start, ELC, LCS, etc.). Will all of these systems integrate via APIs? If not, please describe integration requirements.**

- a. Our desire is to establish a secure data lake with partners so information can be shared in real-time. How this will exactly function has not been determined. As such, this is not a requirement for the RFP.

**27. What is the organization’s expectations for future maintenance?**

- a. CSC Leon anticipates the selected vendor will support maintenance functions as outlined in Schedules D and E as part of an annual continuation contract.

**28. Is the vendor required to be on site for any portion of the contract term?**

- a. CSC Leon prefers at least two onsite visits, however, it is not required. Respondents should propose a schedule when completed Schedule A, Sections 8 and 13.

**29. Have you seen demos of any systems that can perform any or all of your requirements? If so, please provide the names of those systems.**

- a. CSC Leon participated in formal demos with Blackbaud, MTX and Web Author in response to its Request for Information.