

RFP Question and Answer

1. Can you please let me know total volume of text messages will be sent per year ? *Up to 1,000,000 SMS Text Messages.*
2. Is there any incumbent for this opportunity? **No**
3. If there is an incumbent, then why you are looking for other companies? Are you not happy with them? **NA**
4. If there is an incumbent, then are they bidding for this opportunity? **NA**
5. What is the allocated budget for this RFQ? **Determined once all proposals are submitted.**
6. Is there any diversity goal for this RFQ? **No**
7. Can you provide details on any existing systems or platforms that the new mobile technology software needs to integrate with? This includes any customer relationship management (CRM) systems, databases, or other communication platforms currently in use. **No integration required as this should be a stand-alone system.**
8. Could you specify any preferred technologies or platforms for the development of the two-way text messaging and mobile web app? **We are not aware of what is out there.** Are there any technical standards or development languages you require? **Please elaborate on what you mean by technical standards or development languages.**
9. How many users do you anticipate will be using the system at launch and in the foreseeable future? **Users sending messages will be up to 43 counties.** Additionally, could you clarify the expected roles and permissions for different types of users (e.g., administrators, job center staff, customers)? **Job Center Staff, Administrators, Directors for up to 43 Job Centers.**
10. Are there any specific requirements for the document upload feature, such as file size limits, types of documents, or storage needs? **Prefer cloud type storage for all uploads, but not required.**
11. Are there any compliances required for this RFQ? **Please elaborate on "any compliances".**
12. What specific metrics are you looking to track with the real-time reporting feature? Additionally, are there particular reporting formats or frequencies that you require? **We need to know what type of reporting you will have available, and we will then determine if it meets our requirements.**
13. Is the agency open to adopting a Commercial Off-The-Shelf (COTS) solution, or do you prefer custom development tailored to specific requirements? **Open**
14. Does GOWB have a preference for cloud-based hosting for the new mobile technology software? **We would prefer cloud-based, but not required.**
15. What specific types of multimedia (e.g., images, videos, audio files) does GOWB need to support in the mobile app? **Images, videos, audio files, etc.** Are there file size or format restrictions for uploading and displaying these media types? **We'd prefer not to have restrictions if possible.**
16. Does GOWB require a native mobile application for specific platforms (such as iOS or Android), or is a cross-platform mobile web application sufficient? **Looking for proposals on all platforms or whatever you can deliver.**

17. Are there specific accessibility standards or mobile user experience guidelines that the web app must adhere to? **Please elaborate on this.**
18. **Customer Definition:** In the "Purpose" section, there is mention of "customers". Could you specify who these customers are and what roles they play within the organization? **Customer is in reference to our OMJ staff that will be using the system to communicate with people in the program that will be receiving messages and attending events.**
19. **Platform Preference:** Are you leaning towards a mobile app or a mobile-optimized web platform for this project? **Open to what is best for our service and cost.**
20. **Real-Time Reporting:** Could you elaborate on the purpose and the expected functionalities of real-time reporting within the system? **We are not able to elaborate on this any more than we have. We need the system to report who is using and how much in real time.**
21. **Engagement Metrics:** What specific engagement metrics are you looking to track, and how do these metrics tie into the overall project goals? **Who is sending messages; How many are being sent; What is being sent; Who is receiving and responding; Total numbers receiving information for specific events.**
22. **Personalized Platforms:** What is meant by "personalized platforms" in the context of this project? **Having the ability to personalize an event or messages for events. In web based or app model making it personal to the user.**
23. **Roles:** Could you clarify the expected roles and permissions for different types of users (e.g., administrators, job center staff, customers)? **Administrators would be board staff and agency directors that need the ability to read and collect information on reporting and Job Center Staff are front line users of the service that will be sending messages, creating events and be heaviest users of the system.**