QUESTIONS FROM VENDORS

These are questions from vendors and are not personally identifiable. This will be updated frequently until the RFI DEADLINE of 6-22-12, at 2PM CST.

Updated: 6-15-12

Q1:

I am trying to find the Appendix A for the above-named RFI. Can you help me?

A1:

Appendix A as referenced in 2.1(b) of the RFI, refers to the response that the vendors will be sending back to us. Appendix A will not exist until the vendor actually creates it and is included in their response.

Q2:

What is the process and schedule/timeline for asking questions and getting responses?

A2:

As far as schedule/timelines for answering questions, we will be taking them as they come. We will research the question/problem as quickly and efficiently as we can and get a response back as soon as we have an answer. Typically an RFP is a lot more restrictive but in this RFI we have some latitude to communicate with vendors in the process.

Q3:

On page 7 under the Submission Format Requirements it states that responses should be in (both?) Microsoft Word and Adobe PDF format. Do you require two electronic file formats for the same submission?

A3:

Yes, the RFI should be included in both formats, Word and PDF.

Q4:

My company is interested in responding to your Navigator Program RFI. Am I correct in assuming that responses can be submitted electronically via email? Or would you prefer a CD containing the file sent to your physical address?

A4:

Yes, responses may be submitted via email at: Will.Roark@arkansas.gov. Please remember to submit it in both Microsoft Word and Adobe PDF format.

Q5:

On the Estimated Project Dates on page 2 the last item list, "Turnover Solution to the State" has a target date of 8/31/2012. I assume this should be 8/31/2013 and not 2012; is that a valid assumption?

A5:

Yes, and thank you for pointing that out! **The target date should be 8/31/2013, not 8/31/2012.**

Q6:

Given the above question I'd like to validate my conclusion that AID is expecting a support period from 3/01/2013 through 8/31/2013.

A6:

Yes, **AID is expecting a support period from 3/01/2013 – 8/31/2013.**

Q7:

In section 2.5 on page 6, item (d) the requirement states "d. Describe the anticipated resources and costs…" Do you intend 'resources' in this context to mean human resources? If so, would an organization chart suffice to indicate the resources expected during the implementation and operations phases?

A7:

An organizational chart is needed and specifically should include specific duties as well, i.e. programmers, designers, developers. If non-human resources are needed to develop the project, those will need to be listed as well. The answer needs to detail not just who might be developing, but that they have the resources available to develop the project as well.

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Q8:

I'm also curious to know if we can get a copy of the questions and answers posed by other vendors (anonymously I assume), which might head-off my questions or possibly trigger some addition thoughts. Can we get some form of blind copies of questions and answers from other vendors as well?

A8:

Yes, vendor questions in anonymous form are available on our website next to the link for the actual RFI at: http://hbe.arkansas.gov/FFE/RFI-NavigatorQuestions.pdf.

Q9:

First, on page one, is the Turnover Solution to the State date supposed to be 8/31/2013?

A9:

Yes, this date should be 8/31/2013.

Q10:

Second, the Estimated Project Start Date is Sept 2012 and being that it is a short time frame between now and then, would you be willing to let us know when you plan to release the RFP?

A 10:

The timeline of the procurement process will be determined by the RFI responses received. It is very important that the responses be submitted on or before the due date of the RFI. Our next steps in the procurement process will be based, in part, upon the responses.

Q11:

What is the expected volume of participating Navigators?

A11:

The number of participating Navigators is not known at this time.

Q12:

What is the expected delivery method for Navigator training (online or classroom)?

A12:

The delivery method is expected to be web-based training that is fully ADA compliant/accessible.

Q13:

What is the intended timeline for an RFP and contract commitment given the stated September 2012 project start date?

A13:

The next steps in the procurement process will be determined by the RFI responses received.

Q14:

Will the State of Arkansas schedule Orals based on the RFI responses, or will this be reserved for the RFP?

A14:

The next steps in the procurement process will be determined by the RFI responses received but it is possible that vendors will be contacted for additional information based on their RFI response.

Q15:

Assuming the RFP process continues forward, will it be open to everyone to reply or only those vendors who responded to the current RFI?

A15:

There is not a requirement for a vendor to respond to the RFI to be eligible for next steps in the procurement process, but it will be very helpful.

 It is important to note that if a vendor has a singular specialty, we may choose to utilize that individual service from the vendor. If this is the case then we may choose to utilize a project manager who will facilitate and manage vendors who are providing individual components.

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