

RFP AFDO-20-002
Questions & Responses

1. Does AFDO expect that the suppliers will have responded to the RFI and that those responses will be analyzed before the end of May 2020?

Timing expectations are RFI will be issued in early May, RFI responses will be due back by June 2020, and analysis of RFI and other business case tasks by early August 2020.

2. Can AFDO confirm that the total price column is a fixed price all-inclusive total for each work tasks?

Yes

3. Are the five states listed an all-inclusive of those States in need of site visits?

Yes

4. Will the winning supplier have access to all current system documentation for each of the solutions?

Yes, but please aware there is a limited amount of system documentation. We will provide as much documentation as possible.

5. Will the subject matter experts for each participating State be able to commit level time% to the project? If so how many hours per week can we anticipate the SME's will provide?

Anticipate state site visits with SMEs to be 3 to 5 business days. All phone calls with various SMEs will be an hour long and follow-up communications will be possible. Additional SMEs will be made available as needed.

6. There is a level of complexity to this 'discovery' work that we continue to unfold upon review and analysis, and a scheduling component as well so that we're balancing impact and progress with "do the right thing at the right time" sequencing. We feel we can more accurately propose against the RFP requirements and administrative guidelines with slightly more time. Will AFDO consider an extension to February 21, 2020? From a private sector perspective, we believe the quality of proposals will increase significantly and enable potential vendor partners to put more effort into each aspect as well as react to answers from AFDO.

See Amendment 1

7. How flexible is the RFP Phase timing? Can a proposal recommend amendments to phase timing?
 - o For example, Phase I has a listed start of February, but Phase II in March. Without knowledge of how in-depth AFDO has done visioning, user personas, journey mapping and other aspects of high-level objective definition, it is quite possible that Phase I may need several weeks to accomplish.

Yes, proposals about phase timing are allowable, but the state site visits are scheduled in-advance for efficiency and key end dates are not flexible.

8. How flexible is the RFP activities and deliverables by Phase? Can a proposal recommend amendments to when specific activities and deliverables happen?
 - o For example, Phase II includes RFI Delivery. We would strongly (strongly) recommend that any RFI documentation include a series of internal alignment and prioritization once interviews and workshops with potential pilot groups (i.e., State organizations) is complete, not necessarily in parallel.

Yes, RFP activities and deliverables by phase can be realigned in the proposals but key end dates are not flexible.

9. For the Contract Extension line item within the Terms and Conditions, may we include either a draft Statement of Work for anticipated development work, or something similar to give AFDO more context of what a next phase may look like from a programming and contractual purpose? Is there something else that would specifically help the governance council when thinking beyond this initial piece of work?

The final vendor awarded this contract will not be eligible to be an IT provider during the next phase, but opportunities for assisting with verification, project auditing, RFP development, further requirement gathering, project management and other services are possible.

10. Also for the Contract Extension line item within the Terms and Conditions, it is unclear whether this contradicts the last sentence of the 'Bid Submission' that reads "The successful vendor will be disqualified from bidding for five (5) years on a future RFP for the agriculture, public health and consumer protection IT solution derived from this procurement." So, can AFDO clarify whether or not the winning vendor partner of the Business Case Development and Analysis is barred from the technical development, configuration and deployment of a pilot or full-scale solution?

Yes, vendors are disqualified because they will provide much of the input for the development of the future IT full-scale solution. The awarded vendor may be available for assisting with verification, project auditing, RFP development, further requirement gathering, project management and other services.

11. To accurately account for several of the activities and deliverables, may we get a short description of how the Project Manager intends to be involved with the project? As we think about staffing the project, we want to ensure there are no overlaps or gaps in responsibility.
 - o For example, "the Project Manager will serve in an operational oversight capacity for the project, meeting weekly (and possibly more often) with the vendor partner to evaluate progress, address questions and other challenges, facilitate any schedule or deliverable activity with the governance council, and serve as the focal point for all documentation delivery." Or, "the Project Manager will engage directly with the vendor partner on all planning and execution of activities, serve in a management and reporting capacity across all events, and be integrated into all/most activities that the vendor partner executes."

The AFDO Project Manager's duties as outlined in the above example are accurately defined. The vendor can expect AFDO's Project Manager to be directly engaged on all aspects of the project.

12. There appears to be an emphasis on initiating work quickly (i.e., February 24 is listed several times.) It is our experience that accounting for proposal and contractual negotiation and finalization, which includes both legal and administrative documentation and alignment, is often a best practice as it enables better internal and external communication on expectations. Also, from a private sector perspective, we will need time to lock down our resources once we have a commitment from AFDO. Is there an objective we should be aware of that requires the fastest possible start time?

State site visits need to be completed as quickly as possible due to challenge of scheduling staff time at each state agency.

13. With regard to resources and key staff, is there a conflict by submitting representative individuals knowing that their core capabilities and experience represent a minimum standard of those that would be actually staffed on the project?
 - o We operate a 8000 person consulting company and only 'lock' individuals and teams at the point of contractual signature. However, we provide clarity in our proposals that representative profiles, resumes or CVs truly represent the type of person we intend to staff with and will provide specific names and roles upon signature and prior to project kickoff.

There is no conflict by submitting representative individuals, but AFDO wants approval of the final staff selected.

14. With regard to client references (i.e., specific names and contact points), may we serve as the intermediary on contacting these individuals to better protect their proprietary information? Many of our clients welcome the chance to speak on our behalf, but often wish to keep their names out of public documentation (e.g., proposals) to ensure confidentiality and control what information is shared. We would still list customers, prior engagements, etc. but simply limit the specific names, emails and phone numbers of our clients to better align with their expectations.

AFDO welcomes the vendor's facilitation of the client references. AFDO will endeavor to limit the number of people who will have access to the client's reference data. AFDO requests reference data to be included with the cost proposal and include the types of clients being referenced. AFDO will provide de-identified reference responses to the scoring committee.

15. There will be a significant amount of time spent scheduling and communicating with the five in-person state visits and ten online stakeholder groups. Does AFDO have existing relationships with all of these organizations that can be leveraged in initiating meeting requests and communication of expectations and objectives? Does AFDO anticipate leading this effort or would they prefer the vendor partner to do most of the coordination?

All state site visits have been scheduled to fit within the appropriate timeframe. The vendor will not have to schedule these site visits.