A proud partner of the americanjobcenter network

Answers to Questions for the Virtual Service Delivery Platform Services RFP
Posted June 18, 2021

1. **What is the budget?**

   We are asking that you would describe the full cost of software, implementation, and other services costs necessary to deliver the proposed solution. Please see TAB C in the RFP. The Cost Proposal Form (Exhibit A) was included with the RFP.

2. **What is the total number of users that will need access to the system? Please clarify by user type (participants, service providers, community partners, employers, and staff etc.)**

   The number of participants and employers vary depending on active programs and initiatives. A participant is identified as any individual that receives a service directly through EMI or through its partner network of service providers. It is our desire that all participants create a profile on the platform and maintain perpetual access to facilitate service delivery. For this reason, we would like for the number of participant users to be "unlimited". The current user types are as follows:

   - Participants: unlimited
   - Service providers: 15
   - Employers: 100+
   - Staff: 60
   - Partners/funders: undetermined

3. **What are the roles and responsibilities of employer engagement?**

   It is our intent to create a system that provides employers an opportunity to find qualified applicants, address service and training needs, and develop partnerships. Employers will engage with staff, participants and industry partners on the platform as appropriate.

4. **How many jobseekers did you serve in the previous year?**

   We served more than 10,000 jobseekers.

5. **How many program staff exist on the team?**

   There are 25 program staff.

6. Is there a preferred or currently used web conferencing platform to integrate the new platform with?

We currently use Zoom and Microsoft Teams for web conferencing.

7. What is the amount of data that will need to be migrated to the new platform? What is the current source of the data?

All data currently rests in an SQL database.

8. What is the amount of systems that the new platform will need to be interfaced with?

We would like the new platform to interface with three systems currently in use: a case management system, a vouchering system, and a time tracking system. Real time data transfer between the systems is preferred.

9. What do you hope to accomplish with workshops?

Workshops are designed to support activities to advance participant development in key areas. The system will aggregate the components needed to support virtual workshops (e.g., messaging, calendar, and web conferencing).

10. How many different forms are currently being used and are needed?

There are approximately 100 forms in use.

11. What sort of user identification/authentication is desired?

Our preference is to implement Single Factor Authentication (SFA) in the form of username and password.

12. Can you provide an estimated amount of videos expected for orientation?

There are currently fewer than 10 videos used for recruitment, training, and development purposes. We expect the number of videos to increase. We want the system to be capable of hosting video files and embedding video streaming platforms.

13. If budget is a concern, what is the priority to complete for Phase 1? I.e.; staff, providers/partners?

A Phase 1 priority would be developing all the components needed for participants and caseworkers (staff) to interact virtually.

14. Are you looking for the participants and employers to self-register?

We would like the platform to allow participants and employers to self-register.

15. What is the timeline to kickoff and complete the project?

We would like to launch the project in Q2 2022.

16. Would you be interested in texting? If yes, for who? Youth?

We are currently developing an SMS Marketing strategy and would like to use text messaging as a communication tool for jobseeker, employer, service provider, and partner outreach. We would like to explore how an SMS tool could interface with the platform.

17. Is there an existing labor exchange system that needs to be integrated? Or, will this system need to be replaced?

No integration with a labor exchange system is anticipated at this time.

18. What system will be the system of record? Will this be bi-directional? Will users use the new system or both systems? If yes, who will use both systems?

Currently our system of record is Efforts to Outcomes (ETO), which is a cloud-based case management system. We would like bi-directional, real time data transfer between the new platform and ETO. Staff and service providers are the only user types that will access both systems.

19. Multi-lingual support: Are you asking for the 4 languages to be available to help support

At minimum we would like support for English, Spanish, Mandarin and Russian.

20. Regarding #2 on the Baseline Functionality grid – Orientation Videos: Are these videos going to be raw files that have to be hosted in the CMS or will be they be on a streaming platform such as Vimeo or YouTube?

The system will host video files and support embedding video streaming platforms.

21. Also, under #2 Orientation Videos, Customization Option: You mention possible different subtitles as a customization option. It would be helpful to understand what user experience you are hoping for there.

We would like to give users the ability to select subtitle languages, e.g. from a drop-down list.

22. **Also under #2, what sort of time tracking do you need? Keeping track of how much of a video an individual user has viewed? Or is this more for aggregate use – e.g. how many users are finishing each video?**

    We want the ability to track, on a per user basis, how many videos were viewed and how much of each video was viewed.

23. **Also under #2, are these videos publicly available, or do users need to log in to view them?**

    Users will need to log in to the system to view all video content.

24. **Under #3, could you elaborate on what would be in the activity log? Are these the activities that a given user has participated in? For example, any training program they participated in would appear in their log?**

    The activity log would show user activities like downloads, videos viewed, online training, etc.

25. **Under #4, what communications method is currently used? Would messages/notifications also need to be sent by email or another means? For instance, if an internal message is sent, would we also email/SMS the user that they got a message? How do these communications happen now?**

    Current communication is by phone and email. The system will be configurable to notify users by email or SMS that a message within the platform has been received.

26. **Under #4, is the internal messaging just text based? Or would messages contain media, files, etc.?**

    The system should allow messages to contain text and attached files of different media.

27. **Under #5, could you elaborate on the workflow for form uploads? For instance, if a user uploads a form, who do they share it with? Who can edit it? Who would be signing it?**

    The client will upload documents to be viewed by the caseworker. Document uploads will primarily be for verification purposes. In some cases, editing and digital signing will be required of the client and caseworker.

28. **Under #5, do you currently have a digital signature solution/platform (e.g. DocuSign, etc.)?**

    DocuSign is currently used for electronic signatures.

29. **Under #6, could you elaborate on the workflow for forms? Who's viewing the submitted forms, and what are they doing with them?**

    Online forms are currently created using Wufoo. Client completed forms are sent to caseworkers. Some form data is extracted and replicated to the Efforts to Outcomes (ETO) case management software database.

30. **Under #8, could you elaborate on the required support for web conferencing platforms? Is there any integration required beyond providing links/URLs for meetings?**

    The system will support embedded links to online meeting platforms. No other integration is anticipated at this time.

31. **Under #9, could you elaborate on the workflow for email templates? Is the intent here that a user would submit a form, and the form would generate an email (based on a template) to an internal user?**

    Scenario: The client visits a page and clicks a "get more information" button. The button calls a basic form with a message box that is prefilled with an inquiry about the service of interest. Submitting the form will send a message to a case worker.

32. **Under #10, could you provide some use cases for notifications?**

    Use cases for notifications are:

    - Client completed activities
    - Assignment of client to caseworker
    - Client profile deletion

33. **Under #10, what notification methods would you need – e.g. email, text message, phone calls, etc.?**

    Text based notifications (email or SMS) would be the preferred method.

34. **Under #11, do you have an existing reporting/BI platform (e.g. Power BI, SAP BI, etc.) that you'd want to use? Would these data and reports be standalone, or would we need to push the data to a data warehouse to integrate with other data sources or an existing BI platform?**

    SAP BI Web Intelligence is currently used for all reporting. Data will be replicated to ETO.

    Automated reports will be sent via email. Reports should be customizable based on role, i.e. worker reports, supervisor reports, manager reports, etc.

35. **Under #13, what sort of additional fields would you need besides name/contact?**

    Additional fields like phone number and address may be desired.

36. **Under #18, do you have any existing ticketing/request management system?**

    No.

37. **Under #19, could you elaborate on the virtual agent? For instance, would this be a chat mechanism that connects the user to a real person? Or would this be a bot with scripted answers or some sort of basic AI for responding to common questions?**

    A chat mechanism to connect the client to a live person during business hours; a bot with scripted answers to common questions with the ability to escalate to a live person; chat sessions with live persons and bots will be recorded.

38. **Under #20, would all content/functionality need to be multi-lingual?**

    This has not yet been determined.

39. **Under #20, are you interested in human translation or machine translation?**

    We understand the benefits of human translation and machine translation and would like to utilize both methods where appropriate.

40. **Under #20, do you have an existing translation provider/vendor?**

    We do not have an existing translation provider.

41. **Under #24, what sort of data would be imported via spreadsheet?**

    General form data would be imported into the system from spreadsheets.

42. **Are there any other government agencies out there with web sites/platforms that you aspire to?**

    No.