**Answers to Questions for WestEd Technical Assistance Management Platform**

1. Will you be deploying Employee Communities for Internal members or just using Force.com?”  
     
   We have been advised by our Salesforce rep to develop a Force.com implementation with using Employee Communities. If you believe you can reduce the cost of implementation using Employee Communities please include that option in your proposal
2. Are you looking to have two orgs separate or have one org and share data using profiles and record types?   
     
   We would prefer a multi tenant solution where we can implement multiple Technical Assistance  projects using an access architecture based on profiles and record types. If during the design process we discover a substantial cost savings to implementing two separate orgs we can consider that option.
3. Will the scope of the project include migration of data from any existing systems, spreadsheets or databases?  If so, could you provide some additional details so that we can include analysis and design time for the data migration?  
     
   Possibly.   The Centers are currently proceeding with their work to provide technical assistance and collect resources.  We will be looking for guidance on how to best input the data that is currently being collected, and how to get it into the systems.  Currently we have:  
   - spreadsheets of states and communications with the states   
   - spreadsheets and folders on Box.com  withf resources that likely will live in an external community platform, but may need to be referenced in Salesforce  
     
   It may not be enough data to warrant in import, but worth looking at.  The actual work can be decided upon as change order.  We would select the most expeditious and cost effective solution.
4. The expectation is that the vendor will assist with completing the Use Cases and User Stories.  Is there any information that you can provide that will help us bound the effort that will be required on the part of the vendor?  
     
   Yes, we are looking for additional work here.  I think we have a decent sense of the User Stories and have the internal ability to refine or write those.  Assuming that user stories are sufficient and that detailed use cases are not needed to build out the system, the work we are looking at is likely more strategic.  Can you help us make sure we're thinking of all the angles of use?  What other details do we need to think about?  Can you help us prioritize what we need to focus on? Can you provide guidance and assistance on helping us complete the necessary work so the implementation is defined enough?
5. In instances where the Detailed Use Cases have not been developed, is the expectation that requirements for these items will be delivered in the form of Detailed Use Cases or User Stories?  Note: This question is to confirm that the 11 Detailed Use Cases listed is a comprehensive list of Detailed Use Cases that will be required.  
     
   We can provide information about user stories or use cases in any format that works to support the design/implementation.  The 11 detailed cases are not comprehensive of what needs to be done and they need to be updated before being used to guide development.  There are others that will need to be thought through.  See above.
6. Aside from the documentation provided in Appendix A, are there any other artifacts or intellectual capital from the current project that will need to be considered and/or adopted by the team?  
     
    Not at this time.
7. We can very accurately estimate how long it will take to develop the System Design.  It is much harder to estimate the effort that will be required to review and possibly re-work Design elements based on client feedback.  Do you have any suggestions on how we can bound the effort and provide a reasonably accurate estimate?  
     
   We would expect you to commit to a "not to exceed cost associated with the design."  We understand that there are variables in design feedback, and that we may need to trade some features or capabilities to manage the overall implementation costs.  Based on your experience, please estimate a reasonable amount for feedback.  
     
   At the end of the design phase, we would also like to receive a firm estimate on the cost of implementation. In order to assure that we can afford the entire process, we are asking you to use your expertise and extensive experience to provide a cost estimate based on what you know about the project. This answer give will give us feedback on if our current budget is adequate for the complete project.  Its acceptable to provide an implementation cost range with a best case target inside of that range. We can answer follow up questions that will help you with that process.
8. Where it will be necessary to build integrations to external systems, can we assume that resources with expertise in those systems be made available to the team during the Design phase?  
     
   Yes.  We will have expertise available for external systems.  They will either be in-house expertise or from external system vendors. Our intent is to create a platform that provides a wide range of capabilities at an affordable cost by using compatible solutions that have an open system architecture and support for ecosystem development.
9. Can the scope of work exceed 2 pages?  Is this is a minimum or maximum number?  Our standard scope of work includes extensive information about scope, approach and assumptions  We believe this information is useful to our clients.  
     
   Yes.  That is fine.
10. Is it possible that the response deadline could be extended to Monday February 9th at 10:00 AM?  This will provide the vendor a valuable 2 weekend days to finalize the proposal and hopefully not impact the decision timeline.  
      
    Yes.  We will update the window on the official announcement and share with all vendors.
11. Is there any flexibility in the project start date?  The RFQ states that there are 10 days between the award date and the start date.  We would like to staff this project with senior resources that are appropriate for the effort, and we normally ask clients for 2-3 weeks to allow us to provide them with the best resources possible.  
        
    We have some flexibility of when we can schedule the initial meeting.  Ideally,  we schedule at least one meeting on or near the start date week to agree on preparatory work that both WestEd and you could do before a larger kick off.  This will enable both parties to be fully prepared to delve into the process.
12. Could you please clarify the length of time that the proposal is to be valid?
    1. Pg 1 says "Submissions will be considered valid for a period of 60 calendar days after the submission due date."
    2. Pg 10 says: "Will honor its proposal for no less than 120 days after the submission date…"  
         
       Thank you for clarification.  60 calendar days.