

Customer Service RFP Q&A

April 29, 2022

Q: Is there any legacy data to migrate? Or a legacy system? What is being used today?
A: There is no old data to migrate, nor an old system. Currently, staff use excel work books and Smartsheet to track some customer interactions.

Q: Please define SLA capabilities.
A: 7:00 AM - 7:00 PM Monday to Friday and next business day restore.

Q: Is it the expectation that Indigov will build and host the webforms on your website? Or are you building the webform with a 3rd party/your current website provider and then anticipating Indigov will intake them?
A: The expectation is the chosen vendor will build the webform and host in a separate domain, which can be linked to our website. Webforms are ok to use but are not allowed on RIHousing.com because it is wordpress technology.

April 25, 2022

Q: With respect to the Scope of Work Section B #8, does the firm need to be SOC2 compliant? Or is it acceptable that the hosting platform and software application will stand up to SOC2 assessments?
A: The hosting partner must have SOC2 reports.

Q: Is it acceptable for the implementation team be remote but within the United States, Eastern Time Zone?
A: The team can be remote but must be able to attend meetings between 8:30 AM - 5:00 PM Eastern Time Zone. Support after the implementation phase would be during the same timeframe. A few in-office visits may be necessary.

Q: It has been stated in the previous Q&A that RIHousing does not have a partner list, but is there an incumbent vendor?
A: This is not a requirement. We select based on the partner with the best solution for the application or business request.

April 21, 2022

Q: Section B, Question 5 and Evaluation and Selection Criteria

- Identify individuals in your firm with multi-lingual skills, who are available to assist with communication in languages other than English. Please identify the language(s).

- Foreign language capabilities of the firm

Could you please elaborate on the foreign language capabilities needed?

A: As noted in the RFP, the customer portal must, at a minimum, be accessible in Spanish, and, ideally, would be able to translate both Spanish and English via email to support staff and customers who do not speak the same language. And, ideally, the system would have the capability of translating, or working with other translation systems, into additional languages as needed. As part of that, we would be interested in knowing who within applicant teams would have multi-lingual skills and be able to assist with implementation of these aspects.

Q: In regards to timeline, I know you would like 6-8 weeks for meetings and to be up and running within 4 months. How quickly does RIHousing plan on making a decision after RFP's are submitted on April 29th?

A: We anticipate a decision being made this summer.

Q: For the fee schedule, I saw that over 50 people would need access at some level to the system. Do you have an exact number of users that would need access to the system? What different levels of access do you anticipate would be needed?

A: No, we do not have an exact number. There will be certain staff members who need universal access to the system - that is estimated to be between 5-10 people. Some will need access to any inquiries within their division (estimated between 10-15). The balance of users will only be allowed access to inquiries related to the programs they work under.

April 12, 2022

Q: Wanted to ask if there was a deadline for *submitting questions*.

A: There is no formal deadline, but applicants are encouraged to submit questions no later than April 26th to ensure there is time to post answers on the RFP posting. Answers to all questions are posted on rihousing.com/rfps-rfqs.

April 7, 2022

Q: Customer Portal: Is it RI Housing's preference or expectation that your customers who will be submitting webforms would have an authenticated experience that will enable the submittal of the webform, but in addition, allow them to revisit the portal site to track the progress of their request, view their historical requests, manage their own account, etc? If yes, on average, how many forms submissions/inquiries would you anticipate coming in through the site on an annual basis?

A: At this time, it is not expected that customers will have an authenticated experience, though this may be desired at some point. Applicants are welcome to account for this in their proposal, though it is not required at this time. It is difficult to anticipate how many inquiries may come through the site -- at a minimum we would expect at least 1,000 would come through the site, or be entered into the system by staff, on an annual basis, but without having a current central system to track customer inquiries we do not have a hard projected number.

Q: Can you share the project budget that would include both the technology and the implementation of the new solution?

A: We do not have a set project budget for this project, and anticipate reviewing proposals to get a sense of what a reasonable cost is depending on the type of technology and implementation proposed.

April 6, 2022

Q: Can you provide a list of your "go-to" partners so our team can check if they can be leveraged as a service provider or reseller, *especially any Disability, Minority, and/or Women-Owned Business Enterprises*.

A: RIHousing does not have a partner list.