

**REQUEST FOR PROPOSALS
FOR
WEBSITE DESIGN, CREATION AND MAINTENANCE**

RFP 19-01A

ISSUED: SEPTEMBER 26, 2019

Questions and Clarifications

Issued: October 16, 2019

Contactor Question #1

Section 1.4.2 Task 2: Design: speaks to the requirement for a 'multi-service application'.

1. Is the 'Multi-Service Application' the same as the 'Universal Service Application' depicted at section 2.2 Conceptual Site Map?
2. It appears this application process is in use today although not online. Can you provide the form as it exists today and elaborate on current work flows?

COAST Answer #1

Yes, the Multi-Service Application (MSA) and Universal Application are the same thing. This process is not currently in use in any form. Currently there are four applications for services managed by COAST, and there are an additional four agencies who are interested in participating in a new multi-service application. Without pre-determining the design, the essential workflow would be:

1. Applicant/social service worker/caregiver provides MSA with the Applicant's town of residence, age, and disability;
2. The MSA previews for the Applicant which services they have a likelihood of being eligible for, based on the criteria above. The services are operated by nonprofits and are typically restricted to seniors and adults with disabilities, and vary by town;
3. The MSA asks the Applicant to provide information relevant only to the services for which they are likely eligible, such as name, address, demographic information, emergency contact, etc;
4. The MSA asks the Applicant to provide required documentation of eligibility. At this stage, the workflow should accommodate the Applicant providing the documentation electronically and should also provide the Applicant with guidance how to submit the physical documents;
5. The MSA provides the Applicant with a printable electronic copy of their application, including contact information for the agencies to whom it has been submitted and the relevant service descriptions, and the next steps;
6. Agencies will then receive a Service Application limited to the information that they have requested. This application may include eligibility documentation or those documents may still be "in the mail";
7. Agencies will follow up with the Applicant to make a determination of their eligibility and inform them of their acceptance or denial;

Contactor Question #2

It's a little unclear to us if the vendor proposal can be submitted *only electronically* as it states, 'if delivered by hand...', and later on it states, "One (1) complete copy of the proposal and one (1) electronic copy."

COAST Answer #2

A physical copy is not required. This language was included accidentally from a previous RFP template. The bid may be emailed to info@communityrides.org, mailed to 42 Sumner Drive, Dover, NH 03820, or hand delivered to 6 Sumner Drive, Dover, NH.

Contractor Question #3

- a. Can you lend some clarity to the integration of TripLink? What are the expectations for how the site can be more "centered on TripLink"?
- b. Can you provide some insight into the issues that have been had with TripLink to-date (e.g. design, UX, functionality)?
- c. Does ACT have existing brand guidelines? Does the ACT site need to comply with COAST's branding in any way?
- d. Is the intent that the directory of transportation services be both searchable and filterable?
- e. What is the budget range for this project?

COAST Answer #3

- a. The current site is focused on the Alliance for Community Transportation, meeting schedules, minutes, etc. and is generally geared toward providing information that would be useful for agency administrators. Using the site plan provided in the RFP, we would like the focus of the updated site to be providing information to members of the public who are looking for transportation.
- b. The RFP references needed improvements to the Directory, not to TripLink. The search and filter functions of the Directory are functional, but the results display is not easy enough to digest and process for the average user of this site. There is currently no built-in functionality for exporting the Directory and the process for updating the Directory's listings is cumbersome.
- c. ACT does not have true brand guidelines. There is a logo, and colors similar to those used by COAST. It does not need to comply with COAST's branding.
- d. The Directory must be searchable and filterable, similar to the filtering criteria that are currently in place. It should be filterable in most of the data fields. The current search function only searches by agency name.
- e. The budget range for this project is \$12,000 - \$25,000.

Contractor Question #4

As a public service for the state of New Hampshire are you obligated to or have a preference for hiring an agency based in New Hampshire?

COAST Answer #4

No, there is no preference, but in person meetings will be required.

Contractor Question #5

- a. Under section 1.4.4 Task 4 Implementation and Maintenance, there is mention of ongoing maintenance including ecommerce. We did not see ecommerce on the current site nor mentioned elsewhere in the list of proposed functionality. Will an ecommerce solution be part of this site's build?
- b. Under section 4.3.1 Buy America Requirements, there is mention of obtaining a Buy America Certification. How may one's organization obtain certification?

COAST Answer #5

- a. No, this was erroneously left in the RFP template.
- b. This is required language in FTA contracts, so it is included here, however, since no steel, iron or manufactured products are a part of this RFP, it is unnecessary for applicants to comply.