

Question and Answer Document

Please submit your questions in the form below by the date and time established in the RFP.

#	RESPONDENT'S QUESTION	STATE'S RESPONSE
1	<p>1.5.1 - Website Interface – replicate website interface with all existing capabilities that are fully functional by September 30,2020. What specifically is meant by/what is desired when, referring to the requirement to “replicate the website interface”? The NLJ Solution is made up of five components. Of the five, only the website can be replicated outside its current environment.</p>	This refers to all aspects of the online survey and dashboard.
2	<p>1.5.2 Employer Training Portal – An automated digital invoicing system for the Employer Training Grant. The original SOW provided on 8/2019 for this enhancement projected a 90 -120-day window for full implementation. Can these deliverables be provided on a staggered schedule?</p>	This refers to the vendor's ability to make it in the future, not by the 9/30 deadline, as it is not currently part of the NLJ website/portal.
3	If so, which elements are critical for implementation on 9/30/2020?	None
4	<p>1.5.3 WorkOne Regional Dashboard - The dashboard will provide regional offices with view access to: a. All WorkOne client records in the NLJ match file provided by DWD, from their region b. Provider lead assignment and any subsequent lead status updates from the training providers Will all users have the same access, or will there be a requirement for an administrative view with access to leads from all 12 regional offices?</p>	All WorkOne users should have the same access.
5	Will the access be view-only, or will there be a need to place comments on the dashboard record?	View access only at first, with the ability to change in the future if needed.
6	<p>1.5.4 Reporting functionality b. Download/upload feature for providers that i.want to use their own CRM for tracking purposes What specific CRMs will need to be supported?</p>	An excel or CSV file upload is all we're seeking at this time.
7	<p>ii.to track enrollees that enroll directly with the provider and are no captured in the dashboard since they were never a “lead” The NLJ App restricts respondents from enrolling if they (based on their SS and DOB) are currently or had previously enrolled in WRG funded training. Is this Workforce Ready Grant (WRG) program eligibility requirement still in place?</p>	This refers to the vendor's ability to ensure leads that have never been housed within the dashboard before can be added through an upload feature.
8	<p>1.5. Data and Tracking The new system must incorporate a simple CSV/Excel upload feature compatible with Ivy Tech and VU to upload student records and allow real-time tracking. This specification was made outside of the requirements section. If this requirement for Ivy Tech and VU is intended to be incorporated into the specifications for 1.5.4., can you please advise how?</p>	We defer to the vendor on how to best incorporate a data file upload feature, as we are not the experts on this subject. If it's not something that can be incorporated then please indicate as such in the proposal.
9	What CRM is VU utilizing?	Unknown
10	<p>1.5.5 Website access and hosting service Can the objectives of achieving website content editing access for the informational website be accomplished utilizing another content management interface other than WordPress?</p>	No, this is both the preference of CHE and DWD, that the website be hosted on our existing platform and server.
11	Is the intent to migrate hosting of the website to an Indiana Office of Technology (IOT) hosted server? if not where?	We're not 100% certain at this time but it will likely be hosted by CS Kern who hosts our Learn More Indiana and TransferIN sites already
12	What is the desired objective associated with hosting the website on a Linux server?	No matter the outcome of the RFP for the CRM/dashboard vendor, the NLJ program will transition the NLJ URL, website and hosting a server/platform that CHE/DWD staff can edit the website content at any time.
13	Does the bid amount go in the 'Business Proposal - Terms' section or does it need to be placed in a different section?	Yes; it should be included in the Business Proposal section.
14	What CRM is CHE currently using on the NLJ site?	The CRM is a proprietary application developed and owned by Leon Consulting LLC./LK Marketing. It is licensed to CHE and has been tailored to support specific needs e.g. integrated invoicing and licensed for use by ICHE.
15	Does CHE own/will we be given the site files from your team in the event that another vendor is awarded?	The informational website site content files belong to CHE.
16	Who owns the dashboard component of the site?	Leon Consulting owns it. It's licensed to CHE and has been tailored to support specific features and functionality to serve the needs of CHE and DWD e.g. method of lead delivery, lead status tracking rules, integrated invoicing.
17	What on the site is proprietary?	The system is proprietary and was developed prior and initially licensed for You Can Go Back and subsequently licensed and tailored to support Next Level Jobs.
18	Is the deadline of 9/30 for all components of the site?	The site must function as it does currently by 9/30. It cannot ever be offline or appear as such to the user.
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