

Questions Week of 1/6/2025

1. Technical Requirements:

- Are there specific technical requirements or platforms preferred for the SFAA Regional Marketplace that we should be aware of?

Please refer to Exhibit - 3 SFAA Member Technology and Data Systems: Overview and Exhibit - 4 Data Management Details Survey Results of the RFI.

- Are there existing systems or integrations that need to be considered for compatibility with your preferred technology solution?

Please refer to Exhibit - 3 SFAA Member Technology and Data Systems: Overview and Exhibit - 4 Data Management Details Survey Results of the RFI.

2. Scope of Services:

- Can you provide more details about the specific functionalities and features desired in the SaaS or custom-built model?

- **Vendor Management:** The platform should manage vendor profiles, certifications, and engagement metrics. Automated notifications for procurement opportunities are essential.
- **Matchmaking and Notifications:** Enhanced algorithms or methods to match vendors with suitable RFPs based on qualifications and history.
- **Data Integration:** Seamless integration with anchor institutions' existing systems via APIs or alternative methods like batch uploads.
- **Reporting and Dashboards:** Customizable dashboards for vendor tracking, engagement metrics, and procurement data analysis.
- **Multi-language Support:** The ability to support multiple languages for diverse vendor bases.
- **Accessibility:** Compliance with ADA and WCAG standards.
- **Scalability:** Capability to expand as more anchor institutions and vendors join the platform.
- **Security:** Robust data security protocols, including encryption and breach management.

- Is there a preference for cloud-based versus on-premise solutions?

Cloud-based solutions are preferred due to scalability, ease of maintenance, and quicker deployment. However, solutions should ensure data security and compliance with any relevant local or federal regulations.

3. Evaluation Criteria:

- What are the key criteria that the Technology Review Committee will prioritize when evaluating proposals?

The committee will evaluate proposals utilizing a rubric that will assess proposers' alignment to scope requirements.

- Can you share more about the factors that will influence the decision between a SaaS and a custom-built platform?

Speed and cost to develop and maintain, customization capabilities as well as the flexibility and ownership of the platform for scalability.

4. Project Milestones:

- Are there established milestones for the next phase of the pilot program that we should be aware of for timeline planning?

Please describe the timeline you would anticipate based on the proposed scope of work. This should be included as part of your implementation plan.

- What is the expected launch date for Phase 2, assuming successful selection and implementation?

Assuming selection and implementation are completed on schedule, Phase 2 could launch by mid-2025. A detailed implementation plan linked to this timeline should be part of the response.

5. Budget and Pricing:

- Is there a defined budget range for implementing this phase of the Regional Marketplace?

The document does not specify a concrete budget range. Proposals should reflect cost-effective strategies emphasizing sustainability and scalability.

- How should cost proposals be structured to meet your financial considerations?

- Separate costs for development and/or customization, implementation, ongoing maintenance, and subscription (if SaaS).
- Include optional costs for add-ons and future scalability features.
- Provide a detailed timeline-linked payment schedule to align with project milestones.

6. Partnership Expectations:

- What are your expectations in terms of collaboration and partnership beyond technological implementation?

- Active engagement with stakeholders during implementation.
- Regular progress updates and transparent communication.
- Assistance with onboarding, training, and support for anchor institutions and vendors

- Are there opportunities for ongoing support and service post-launch, and how should these be framed in the response?

- Yes, proposals should include options for ongoing technical support and maintenance. These should be included in proposed budget.

- Outline support tools (helpdesk, knowledge base) and escalation protocols for issues.
- Emphasize a long-term partnership approach to adapt and grow with the program's needs.