Q1. RFP Section 1.8.3 Cost Proposal Forms, pg. 10

   Vendors are instructed to respond to this RFP by utilizing the cost proposal forms found in Appendix F. Appendix F is not included in the RFP. Will Appendix F be provided or are vendors allowed to create their own cost proposal format?

R1. Vendors will be allowed to create their own cost proposal format. Appendix is not included please review Amendment 1 on the department's website.

Q2. RFP Section 4.2.5.1.6 Background Checks, pg. 20
   This item refers to the need for project staff to have both ABI and FBI criminal history checks. Will agreeing to do so upon contract award be sufficient for this proposal?

R2. Yes, this will be sufficient.

Q3. RFP Section 4.2.5.3.2 Start-up Plan, pg. 20
   Will you please clarify what "fully operational" means related to this item?

R3. Fully operational means the Professional Development Registry is production ready and not needing to build a platform to meet the requirement.

Q4. Please provide clarification of the word 'adoption' of the Alabama Pathways Professional Development Lattice and Alabama Early Learning Guidelines

   a. Reference: Page 7 of 31, 1.0 PROJECT OVERVIEW
   b. Use as a standard of measure for professional development?
   c. Use for guiding providers in professional development?
   d. Use as an overall guiding structure?

R4. The Professional Development Registry(PDR) must incorporate the Alabama Pathways and Alabama Early Learning Guidelines in the customization of the PDR.

Q5. Please provide clarification that the Registry should be rolled out in phases

   a. Reference: Page 7 of 31, 1.0 PROJECT OVERVIEW
   b. Clarification that phase 1 would be the registry of workforce knowledge and   competencies

      c. **Phase 2 might be links to already existing professional development opportunities (Repository)**

      d. **Phase 3 might be customized and new professional development opportunities**

R5. Per RFP, the Vendor may propose a project approach that is based on different tasks as long as the underlying activities are completed and the required deliverables are produced.

Q6. Is there an Appendix F?
    a. Reference: Page 10 of 31, 1.8.3 COST PROPOSAL FORMS
    b. ADDENDUM B in previous DHR proposals?

R6. Review Amendment 1 on the department's website.

Q7. Please provide more information on the help desk
    Reference: page 15 of 31, 3.0 SCOPE OF WORK

      a. **Communication venues accessible through the help desk? email, phones, etc.**
      b. **Off-hour support (not 8-5) such as evenings and Saturdays (Home Providers)**

R7.   a. The vendor would need a help desk to perform troubleshooting to providers whom are in need assistance with operating the PDR. Applicable means can include email and phone support.

      b. Off hour support is desired however the vendor can recommend another approach.

Q8. Please provide clarification of Internal Email System
      Reference: Page 17 of 31, 3.3 PROJECT MANAGEMENT, I.
    b. Clarification on internal email and its purpose
    c. For example, message capabilities within your personal login portal?
    d. Example, New Professional Development Module available

R8.   b. The internal email system will provide message capabilities within the portal.
    c. Mail system will provide message capabilities within the portal
    d. Information is not available.

Q9. 7/1.0 Project Overview
    With regards to "host a web-based module", is the hosting
    limited to vendor on- site hosting, or are third-party alternatives
    such as Amazon AWS acceptable?

R9. Hosting is limited to the vendor.

Q10. 7/1.0 Project Overview

    With regard to the PDR allowing individuals to "register for professional
    development opportunities", which, if either, is the intent:
•   The PDR will simply be a platform by which users can see a summary of all
    opportunities and will be able to navigate to them from the PDR.
•   The PDR will host full content (videos, files, etc.) for professional
    development opportunities. The PDR will provide a registration interface to
    individuals for the hosted content. The PDR will include all of the technology
    required to execute the hosted professional development opportunities. If
    this is the intent, who will post content?
•   A combination of the two above.

**R10. A combination of sorts; the vendor is to provide a platform by which users
     can see a summary of all opportunities, navigate and provide registration.
     The vendor is not required to host content.**

Q11. 7/1.0Project Overview
    The RFP indicates the need for different user   types but gives no indication
    of the permissions or capabilities that each user type should be allowed to
    execute in the PDR. Will there be a technical point of contact available to
    make those sorts of design decisions in the early stages of system design
    and through-out the Period of Performance?

R11. Yes, there will be a technical point of contact available.

Q12. 81.6 Mandatory Requirements
     Section references omitted subsection 1.6.1.
     81.6.1 Missing Missing

R12.   Review Amendment 1 on the department's website.

Q13. 15/ 3.0 Scope of Work

The language in Section 1.0 implies that users will "adopt"
(or place themselves) on a level on the Alabama Pathways Professional
Development Lattice. The language in this section (3.0) indicates that the
PDR will place individuals on a level based on educational information.

Could you clarify what the process actually looks
like?

R13. Upon the attainment of required training or meeting the previous levels pre-requisite, individuals will be approved by DHR before moving to the next level. The PDR will store trainings and previous levels attained in order for the DHR reviewer to approve advancement.

Q14. 15 3.0 Scope of Work

How does the state envision that the PDR will "honor professional
achievements of the workforce"? Is this an automated solution that
somehow reviews recent certifications or achievements of users and creates
a congratulatory email? Is the "honor" aspect external to the system and the
role of the PDR is to provide a vehicle to capture and report achievements?
Could you clarify what this means?

R14. The Professional Development Registry is expected to capture and report the achievements via ad hoc reporting. This solution would not create a congratulatory email or review certifications. The role of the PDR is to only capture and report achievements.

Q15. 15 3.0 Scope of Work

This section is the only section that mentions "scholarship management".
What is the functionality that needs to exist within PDR to perform
"scholarship management?"

R15. At this stage, the Vendor would only need to provide an identifier for an individual that has received a scholarship. Any other scholarship management would be an enhancement to the PDR unless, the vendor has an existing platform for scholarship management.

Q16. 3.2 Other Components

Would the Department be willing to define the scope of the technical
assistance that the vendor help desk is expected to provide. IS the vendor
providing help desk support to the web portal maintainers or to the user
community? Both?

R16.The vendor would be providing help desk support to the web portal maintainers and to the user community. Yes, both.

Q17. 3.2 Other Components Would it be acceptable to implement a page with troubleshooting tips, email, chat, and phone support as help desk options for the PDR?

R17. Yes, this is acceptable.

Q18. 3.3 (E) Project Management Does "branded with the DHR look" mean that the PDR solution is limited to the design of the public facing site www.dhr.alabama.gov?

R18. No, PDR solution must include at minimum the Alabama DHR logo but is not limited to design.

Q19. 3.3 (I)Project Management This requirement seems to be incomplete. "Internal email system that allows registry administrators and practitioners."

R19. Internal messaging system that allows registry administrators to contact practitioners.

Q20.4.2.5.2 Financial Stability We are a fairly new small business. We have consulted with a CPA on occasion to establish our Chart of Accounts, provide guidance on indirect postings, and to help us with our labor rates and costing proposals. Otherwise, we do our own bookkeeping. We have a commercial banking relationship with a local bank. We can generate financial documentation but it is not clear to me if generating them from QuickBooks is acceptable since the RFP seems to indicate that these documents should come from a financial institution. Could you provide guidance on what we can do to meet the documentation requirement in this section?

R20. Please refer to the information that is required in the RFP in section 4.2.5.2. Documentation from Quick books is not acceptable.

Q21.4.2.5.3.1 Service Delivery Approach
This section mentions "curriculum." Could you confirm that the use of the word in this section refers to Alabama Pathways?

R21. Yes it does refer to Alabama Pathways and the Alabama Early Learning Guidelines

Q22. **4.2.5.3.3**   **Missing**   **Missing**
NA   **4.2.5.3.4**   **Missing**   **Missing**

R22. Review Amendment 1 on department's website.

Q23. 4.2.5.3.5 Assessment of Benefits and Impact
    It's not clear to me how this section fits. Could you provide clarification on this requirement?

R23. Refer to R 22.