RFP 2022-0005 – RLID V4 Web Portal Development Project

Q&A for requests received from potential proposers

Updated September 15, 2022

1. Would LCOG be open to a bid from a partnership, or one that contains a subcontracting arrangement?
   a. Yes
2. Would LCOG be open to having the User Management component handled through a third-party identity platform, like Okta?
   a. Yes, this was an expected possibility. The team would want to know how that technology worked with the vendor's larger proposed solution and would need to see cost and license information for any technologies involved in the proposal solution.
3. Can companies from outside the USA apply for this? (i.e. Canada, India)
   a. Yes*
4. Can companies perform tasks related to the RFP outside of the USA? (i.e. Canada, India)
   a. Yes*
5. Do proposers need to come over to LCOG's location for meetings?
   a. No, meetings will be held virtually on a platform like Microsoft Teams or Zoom.
6. How is subscription management currently handled? i.e. what software and/or systems are used to manage subscriptions?
   a. We have a custom-built CMS/CRM behind the scenes of RLID v3. It is built using ColdFusion and SQL Server stored procedures and functions.
7. How is subscriber payment functionality currently handled? i.e. what software and systems are used to facilitate collection of subscription revenue?
   a. Our accounting system is Caselle. We use Xpress Bill Pay for online payments. We do not take payments directly through the web portal at this time.
8. Can we get access to the Tax Balance Due module? Or a deeper description of the required functionality therein?
   a. This module is not available for evaluation. Fortunately, it is essentially just a form interface for entering a group of accounts and getting a PDF report back for each. Behind the scenes there is a call to a database and an asynchronous response of a record set that is used to build the report. Except for being asynchronous, it is no different from most other parts of RLID in this regard.
9. Can we get an extension on the deadline for submission?
   a. There will be no extensions given. We have a tight timeline for making the final selection.
10. ==NOTE that the formula in the original Attachment D, column E "Total Cost (5-year), was incorrect. This worksheet has been corrected and updated on the webpage with the naming add-on of "corrected"==

*Note that mentions of costs within the proposal should be submitted in US Dollars.