

Request for Quotes - AI Workforce System Knowledgebase

Vendor Questions and Answers

1. POC access. Can vendors see the POC before quoting, either a demo link or a short description of the stack, hosting, and the number of resource records it holds? Why: the one-time price depends on how much of the POC carries into production.

Response: Yes. Golden Sierra will provide access to the POC to prospective proposers upon request. The POC is intended to demonstrate the concept and desired functionality rather than prescribe the production architecture. Proposers should recommend what, if anything, from the POC should carry forward into production.

2. Volume. What monthly visitors and chat conversations should we assume for Year 1, and roughly how many resource records across the three counties? Why: hosting and AI charges are usage-based, and the data population is priced per record.

Response: Golden Sierra does not have established Year 1 estimates for visitors, chat conversations, or resource records. Proposers should use reasonable assumptions for pricing, clearly state those assumptions, and describe how costs would change based on actual usage or resource volume.

3. Accounts. Should hosting and AI services run in accounts owned by Golden Sierra, with the contractor operating them, or in the contractor's accounts? Any required or excluded cloud or AI vendors, and any US-only data-residency requirement?

Response: Golden Sierra is open to the proposer's recommended approach. Proposers should identify their recommended hosting and AI services, account ownership structure, and data residency approach, including relevant security, portability, administrative access, and cost considerations.

4. Accessibility. Is the standard WCAG 2.1 AA, Section 508, or both?

Response: The solution must meet applicable accessibility requirements. Proposers should identify the accessibility standards they recommend applying, including WCAG 2.1 AA and/or Section 508, as applicable, and incorporate accessibility into the proposed solution.

5. Budget. Is there a not-to-exceed amount for the one-time work or for annual operation?

Response: No additional not-to-exceed amount has been established. Proposers should provide their best proposed solution and pricing consistent with the RFQ and clearly identify one-time and ongoing costs.

6. Staff location. Are there restrictions on where contractor staff are located, given the federal funding?

Response: Golden Sierra has not established a specific contractor staff-location requirement. Proposers are responsible for compliance with applicable requirements and should disclose any staffing locations that may create considerations related to federal funding, data access, privacy, or security.

7. Go-live. Is there a target launch date after the January 4 start?

Response: No specific go-live date has been established. Proposers should recommend a realistic implementation schedule and production launch date, including key milestones for development, testing, deployment, and transition to ongoing operations.

8. Sources. Does Golden Sierra have an approved source list for provider data (for example 211, CaUOBS, AJCC partner lists), or should we propose one?

Response: Golden Sierra will work with the selected contractor to develop a list of service providers and known data sources for the three-county service area. Proposers are also encouraged to recommend additional appropriate and reliable sources and should describe their proposed approach for collecting, validating, updating, and maintaining resource information.