Questions for RFP #2023-EFR02
Enhanced Family Referral and Community Support Data System

- What is the preference towards COTS vs. custom software?
  - The ELC will review COTS but these need to have the ability to be customized for our needs.
- Will the application only be responsible for setting a provider profile as valid or is there a need to have functionality to validate a provider in the system?
  - The application must be able to draw information from our current database as it is approved by the State. The profiles must be able to be transferred as they are.
- Is there an existing system that this will replace, if so, who was the vendor that provided it?
  - This will not replace any existing systems; the new software should be able to gather data from the current system, which will continue to be used.
- Has the agency reviewed any frameworks or white-label products to potentially use for this project?
  - No, we have not.
- Is there a previous vendor?
  - State proprietary system - EFSM
- How many public users do they expect?
  - 2K +
- How many childcare vendors do they expect?
  - An estimated 200 providers
- How many administrator / internal users do they expect?
  - 4 administrators / over 15 internal users