Q&A #	Questions	Answers
1	Whether companies from Outside USA can apply for this? (like,from India or Canada)	Vendor should be US based; subcontracting work outside the US is acceptable.
2	Whether we need to come over there for meetings?	Meeting remotely via Zoom, Teams, or
3	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada	Yes.
4	Can we submit the proposals via email?	Yes.
5	The resource needed to perform the work is through onsite or remote?	The Commission does not have a preference.
6	Since we have multiple salesforce administrators, how many resources should we propose i.e., are we allowed to submit more than one?	Vendor can propose as many resources as they want
7	Upon award of the contract, are we allowed to change the resource with similar capabilities?	Yes.
8	What is the budget allocated for this contract?	$83,430
9	Would the Commission consider a team that is based completely offshore team or a hybrid approach of offshore and onshore resources combined? Can the contractor's Salesforce team access the production org and the sandboxes remotely from outside USA?	Vendor should be US based; subcontracting work outside the US is acceptable.
10	What is the current size of the team who is managing and supporting the current application?	Commission is currently suported with a designated consultant and the vendor manages additional staffing as needed.
11	Are there any new features or functionalities that the Commission is planning to add to the Salesforce application during the contract period? If so, could you provide details on these new requirements? Are there any additional third-party applications the Commission is considering integrating in the future, that will be in scope of this project?	No.
12	Is there a ticketing system in place? Can the Commission share some volumes on the # of tickets, CRs, enhancement raised, new features covered and delivered in the last 1 year?	In 2023 a total of 96 tickets. 21 bug fixes and 75 enhancement requests.
13	Are any tools used for deployment? e.g. Copado, ANT,	Deployment is handled by our current vendor.
14	Are any tools used for source code management? e.g. GitHub	Code management is handled by our current vendor.
15	What are the business hours in which support is required with time zones.	9am to 5pm, Pacific.
16	We presume that L-1 Support is handled by the commission and the vendor will manage L-2 and L-3 support. Is this understanding correct?	L-1 support handled by Commission. L-2 by the Commission or the vendor. L-3 and above by the vendor
17	What Salesforce Licenses are currently deployed?	Sales &Service Cloud, Customer Community Plus - Members, and Customer Community Plus - Logins
18	What Edition(s) of Licenses are currently deployed?	Enterprise Edition
19	Are you currently using 'Classic' UI along with 'Lightning' UI?	Most users are in Lightning, some still using Classic
20	Do you plan to retain Visualforce pages and, if so, for how long?	Commission hadn't considered retiring our Visualforce pages.

21	Can you provide what number and types of Sandboxes you currently have available?	1 Full. 1 Partial. 40 Developer
22	Are standard Salesforce 'Cases' used for User Inquiries and Incident Management?	Yes
23	Given that you have a Systems Administrator, what Level(s) of Support are you expecting your Vendor to provide – i.e., Level 1, 2, 3?	L-1 support handled by Commission. L-2 by the Commission or the vendor. L-3 and above by the vendor
24	What hours of Support are required?	9am to 5pm, Pacific.
25	Are any Service Level Agreement metrics required?	To be negotiated during contracting.
26	Does the State use any specific DevOps tools and/or implementation methodology that the Vendor will be required to use?	No
27	Can all work and meetings be done remotely, or will periodic, on-site visits be required by the Vendor?	Work can be done remotely.
28	Have you defined an approximate number of monthly hours for Vendors to use for RFP responses?	Current contract is for 50 hours monthly.
29	Is there a preference of work location? Onsite, Hybrid, or Remote?	No preference.
30	Do you expect the entire work to be performed at your site?	No.
31	Would you be open to some or all the work (e.g., Development, Testing) being done remotely?	Commission is open to all the work being done remotely.
32	Would you be open to some or all the work (e.g., Development, Testing) being done outside the U.S. (offshore, e.g., India)?	Commission is open to some of the work being done remotely.
33	Is it mandatory for the vendor to have a business license with the State of Washington at the time of proposal submission?	No. You can acquire upon award of the contract.
34	Under Attachment - I Applicant Questionnaire Washington State tax registration number is asked. Is it mandatory to be registered in order to bid this RFP? Are we allowed to register after the award of the contract?	Allowed to register after the award of the contract.
35	We are registered in Washington State (604-651-185) but are currently set up as non-filing. Is it permissible to submit as we are currently registered with the understanding that we would adjust filing status as needed were we to be selected as a participating vendor?	Yes.
36	What are the required hours for live support availability?	9am to 5pm, Pacific.
37	Can you please provide a list of all Salesforce Clouds in use and any relevant systems architecture documentation?	Sales & Service Cloud, Experience Cloud. Documentation attached.
38	Are offshore or nearshore resources allowable under this engagement? Is there a preference for onshore, offshore, or nearshore?	Yes. No.
39	Please provide historical and/or expected monthly hourly support hour needs.	Current contract is for 50 hours monthly.
40	In the context of the stated service "Responding to user inquiries" is the expectation that the selected vendor would provide direct user support to the broader staff or general public? Or will all requests be directly with the Admin or otherwise defined staff?	Requests will come from the admin or defined staff.

41	Please describe the relevant internal resources outside of the Admin role.	In addition to the internal admin there are Subject Matter Experts
42	Please clarify if the third-party application support (as listed on page 2) is to be primarily provided by those vendors or as part of this effort.	Application support primarily provided by those vendors
43	Is there an incumbent provider? Are they participating in this process?	There is an incumbent vendor and they have been notified of the RFP.
44	Is there a preference for local or Washington State based vendors?	No.
45	Is there a current development backlog? If so, do you have a rough estimate of the level of effort required?	No.
46	Is there a more current Annual Report or is the 2019 report listed here the most recent: https://wshfc.org/admin/publications.htm	The 2019 Annual Report is the most recent.
47	Are we required to register as a vendor on WEBS? Link here - WEBS (wa.gov) (https://pr-webs-vendor.des.wa.gov/)	No.
48	Is there a preference/requirement to the physical location of the contractor and its employees?	No preference.