



COMMONWEALTH OF VIRGINIA  
COUNTY OF HENRICO

DEPARTMENT OF FINANCE  
OSCAR KNOTT, CPP, CPPO, VCO  
PURCHASING DIRECTOR

**RFP 22-2330-4EMF**  
**Customer Case Management and Data Collection**  
**Questions and Answers**  
**May 5, 2022**

1. Related to the requirement: Events and Training Portal a. Provide staff the ability to upload training for customers, employers, and partners to view live or recorded information.
  - a. Will CRWP be responsible for the curriculum provided in the training portal?  
***Answer: Yes, CRWP contractors and/or partners will provide the content***
2. Please provide clarification related to the workflow/use case of how employers will access the system? I.E. job posting, searching job seekers/resumes, interacting with job seekers?  
***Answer: Timesheet completion and approval for those on a subsidized employment and for business services.***
3. For the Mobile Portal Item 6.b– What are the expectations related to receipts that clients would be uploading?  
***Answer: The participant should be able to see, in their portal, that the document was uploaded successfully***
4. Forms/ Surveys Portal 8.a. - Shall allow for the configuration of forms which are typically completed in person, to be completed virtually. Related to the job seeker forms/surveys Can Henrico provide copies of forms they want to be built in the system.  
***Answer: The forms are standard WIOA eligibility and enrollment information, combined with a few customized referral/informational forms for partners. These forms will be provided to the Successful bidder during the contract negotiation period.***
5. Related to the WIOA Report- How are you currently submitting your WIOA report? Can you please provide an example of the report that you are submitting?  
***Answer: CRWP is not using the system to submit WIOA reports. CRWP is using the system to collect required documentation and to provide services 100% virtually. The information collected in the system is transferred to the state system of record (VAWC) for our WIOA providers. As for the business services portal the staff then use the system to share and coordinate with partners.***

6. Sec. III.C of the RFP says 80 staff; do you know if 80 staff will be interacting and having day to day interactions with new job seekers?

***Answer: It can vary by provider/partner agency. Some of the staff will be using the system for two-way referrals and sharing of confidential or PII information about or for the job seekers/business customer, virtual trainings, and enrollment into the program.***

7. Sec. III.C - The 20 partners and 100 employers; would they be users on the system engaging with new job seekers or be more on the backend side of that?

***Answer: See answer 6***

8. When will submitted questions be responded to? And, would this impact the 5/16/22 submission date, so that we have time to review and work on our RFP response?

***Answer: The date of submission shall remain May 16, 2022 by 2:00 p.m.***

9. When was the My Oneflow platform by Empyra initially implemented, what was the initial cost and subsequent yearly costs, how long was the contract, and when does the contract expire?

***Answer: "My Oneflow" was initially implemented on 4/1/2020 in response to providing 100% virtual services through the COVID pandemic. The initial cost was \$25,000, the subsequent years added additional features such as mobile connector, bundled texting and additional configuration support for a total annual cost of approximately \$50,000. This contract expires June 30, 2022.***

10. What are the main reasons that the County is looking to move away from the My Oneflow platform by Empyra solution?

***Answer: OneFlow contract expires June 30, 2022.***

11. Is the County's intention to stay with the My Oneflow platform by Empyra and simply required to put out the My Oneflow platform by Empyra renewal for bid?

***Answer: The current contract expires June 30, 2022 and CRWP is looking to see if there are other products that meet or exceed the needs of the organization and fall within the budget amount.***

12. Is the My Oneflow platform by Empyra a SAAS-based solution? Does the County pay Empyra an annual maintenance fee and, if yes, how much?

***Answer: Yes, it's an SAAS-based solution.***

13. Regarding user licenses, can you confirm that all 500 users (20 partners, 100 employers, 80 staff and 300 new jobseekers) need full access to the new system including participation in Workflow approvals, accessing documents/information in the system, etc.?

**Answer: No, not all features must be available to all users. Assigning of documents should be a part of the flow and/or determined by staff. Job seekers, partners and staff must be able to approve and sign most documents.**

a. What is the estimated maximum number of users that would be in the system at one time? And, are there any anticipated spikes in user access throughout the year and what would be some examples and reasons for the spike?

**Answer: It is estimated that 20 -30 users may be accessing the system at one time, to include job seekers, staff and partners.**

14. Regarding the mobile app. requirement, will a mobile-friendly responsive design allowing any device to access the system satisfy that requirement or is there a particular requirement to be available in the app stores and, if yes, why?

**Answer: CRWP is seeking a system that will allow job seekers, young and old to take a photo, of the required registration documentation from a mobile device and upload to their personal portal in an encrypted manner. If the Offeror can provide an alternative solution, we will consider it.**

15. Is the County utilizing Office 365?

**Answer: Yes, but not sure, if all the partners use 0365.**

16. Is a migration needed from the My Oneflow platform and is this part of this project? If yes, what is the complete data set size?

**Answer: No**

17. Regarding the budgeted amount of \$80,000, is that a one-time or annual fee?

**Answer: It is anticipated to be an annual fee.**

a. Does it include all professional services to implement the system?

**Answer: Yes.**

b. What is the estimated annual award amount for the 6 subsequent years?

**Answer: The current annual budgeted amount is \$50,000. This could change depending on increase in user licenses.**

18. Has this RFP been put together by another firm and/or been consulted on the creation/modification of it?

**Answer: No. See note in Sec. II.B**

19. This question is in regard to the estimated award amount of \$80,000 as stated on page 2 of the RFP. Can you please confirm if that award amount is for (1) for the first year only, (2) the license amount for each year separately, or (3) the total amount for the entire seven (7) year period.

***Answer: See question 17***

20. Can proposal be submitted via email?

***Answer: No. They must be submitted through eva as listed on page 1 of the RFP.***

21. Are you exclusively looking for a ready-to-go system or a fully custom system?

***Answer: We are seeking a ready to go system that has customizable workflow for our particular service delivery method.***