

Request for Proposal
Constituent Relationship Management Software Services for Kansas Legislature
2024

Questions and Answers

(Answers in Red)

June 21, 2024

1. RFP section 4. *Deadlines* (page 22): Given summer vacation schedules, would you please consider delaying the proposal deadline by two weeks?

A. We are on a tight time schedule, so extension of the due date to later in August is not feasible. As you will see in the “Deadlines” section, on page 22 of the RFP, those are the dates the Legislature has set, by proviso language in the appropriations bill, to implement the CRM software services.

The specific proviso language for FY 2024 states “*Provided*, That expenditures shall be made from this account by the above agency (Legislature) to issue a request for proposal by June 1, 2024, for a constituent relationship management software service to assist in decreasing response time for both staff and constituents, to encrypt data in transit to ensure constituent privacy, track casework through completion and include integrations with existing systems.”

Additionally, proviso language for FY 2025 states “*Provided further*, That expenditures shall be made from this account by the above agency (Legislature) for the legislative coordinating council to review all proposals for a constituent relationship management software service submitted pursuant to the provisions of section 25 with the director of legislative services: *And provided further*, That the request for proposal issued pursuant to the provisions of section 25 shall close on July 31, 2024: *And provided further*, that the legislative coordinating council shall approve or reject a contract for such services on or before August 31, 2024, with the expectation that the service, if approved, will be implemented on or before December 1, 2024, for use by all legislators.”

2. RFP section 2.1 *Submission of Proposals* (pages 8-9): Would you please consider allowing submission of proposals by email or FTP upload?

A. We will accept either hard copy and flash drive submissions, or email of the technical and cost proposals. If the vendors feel comfortable sending cost proposals through email, we will accept that type of submission, as long as submitted in .pdf format. Proposals are due on or before the closing date, July 31, 2024, 5:00pm.

3. RFP sections 2.2 *Proposal Format* and 4. *Specifications* (pages 9 & 22): Section 2.2 states, “Bidders are instructed to prepare their Technical Proposal following the same sequence as the RFP: and then proceeds to list out items 2.3 – 2.14. In section 4. Contents of the Proposal, it states that “Each responder shall provide a technical proposal in the order specified below:” and proceeds to list an order that is different from section 2.2 instructions. Will you please clarify the order that the technical proposal should follow?

A. Section 2 should be the primary format for response, which will, for all intents and purposes, cover the details outlined in Section 4-contents of the proposal.

4. RFP section 4. *Preferred Requirements, item 18* (page 21). Is the vendor expected to provide the pre-populated data source, or will the Kansas Legislature provide a voter registration file?
A. The Legislature will provide the voter registration file, from the Secretary of State's office, which will be updated on a regular basis.
5. RFP section 4. *Preferred Requirements, item 37* (page 22). What version of Exchange/outlook is used by the Legislature? Are you utilizing M365?
A. We are in the process of migrating to MS-365 in the cloud that will start hopefully in July. Currently, we are in hybrid mode with 2019 Exchange servers on premise and will be until the migration is complete. We plan to be in the MS-365 cloud before January 2025, barring no unforeseen issues during migration.
6. *General Question:* Are the vendor questions and answers released in 2023's RFP still accurate and applicable to this solicitation?
A. In most instances, specifically to the technical aspects of the requirements, the answers are applicable to this solicitation.