# SW Commission Responses to RFP Questions

All answers correspond to the numbered vendor questions.

## Q1. How many Commission users will access the system?

The Commission anticipates 66 authenticated users at go‑live—10 internal staff plus two users for each of the 28 member states. Two additional users will be added for every new member state.

## Q2. The RFP specifies a 6‑9‑month timeframe for Phases 1 & 2. Will proposals that exceed this be rejected?

Yes. Proposals must show the completion of Phases 1 & 2 within nine (9) months. Proposals unable to meet this schedule will be deemed non‑responsive; optional Phase 3 enhancements may be scheduled after Month 9.

## Q3. Timing considerations for transitioning specific functions to the new solution.

Phase 1 (0‑6 mo): UID creation, renewals, public lookup, data repository.  
Phase 2 (6‑9 mo): Disciplinary case management, analytics, training & UAT, production cut‑over.  
Phase 3 (post go‑live): Enhancements and support (up to 5 years).

## Q4. Presentations / demos received from prior RFI.

The Commission will not disclose RFI vendor information.

## Q5. Inventory of data sources & formats for conversion.

State licensing data is provided as CSV, XML, or batch flat‑file exports. Sample extracts and record counts will be supplied during discovery.

## Q6. Budget for initial implementation.

Budget details will be discussed during negotiations; vendors should propose a cost‑effective solution.

## Q7. Budget subject to expiration.

Same as Q6 – not applicable for vendor response.

## Q8. Budget for ongoing support, hosting, licensing.

Same as Q6 – not applicable for vendor response.

## Q9. Does the Commission want staff trained for system administration?

Yes. Two Commission staff will be trained as administrators; the vendor will manage major upgrades and optional consulting services.

## Q10. Number of system administrators to be trained.

Two.

## Q11. Approximate number of email/letter templates to be automated.

Support at least 40 configurable templates.

## Q12. Number and list of license application types.

Three: Licensed Social Worker (LSW), Certified Social Worker (CSW), and Licensed Clinical Social Worker (LCSW).

## Q13. Systems that must integrate with the new solution.

Phase 1: REST API integration with member‑state licensing systems.  
Phase 2/3: Payment gateway, ASWB exam verification, national data banks.

## Q14. Is the vendor expected to include a payment processor or just recommend one?

Provide a complete PCI‑compliant payment solution: either embed an existing processor or propose one‑to‑two vetted processors you can integrate. The solution must collect a single payment, split funds between the Home State and the Commission, and provide real‑time reporting/ACH settlement.

## Q15. Breakdown of Commission employee roles.

Administration & Governance – 4 users  
Project & IT – 3 users  
Operations & Support – 3 users

## Q16. Opportunity to propose contract exceptions.

Include any requested exceptions or alternative language in your proposal; final terms will be negotiated post‑award.

## Q17. Inventory of reports required.

Provide 25 standard operational reports plus an ad‑hoc query builder.

## Q18. Does referencing RFP requirements count toward the 20‑page limit?

No. Cite RFP section numbers; do not embed the full RFP text.

## Q19. Commission’s intended revenue model.

Not required for vendor response.

## Q20. Will application/renewal fees fund setup and support?

Not required for vendor response.

## Q21. Projected volume and fees for multistate licenses.

Not required for vendor response.

## Q22. Who will onboard states into the new system?

The Commission will manage policy and coordination; the vendor will provide technical onboarding tools and support.

## Q23. Must states conform to a specific interface format?

Yes. States must use the standard REST API or the vendor’s batch‑file template.

## Q24. Will CDS push updates to state systems and/or provide dashboards?

Both. CDS will push status updates via API and offer secure dashboards with optional email alerts.

## Q25. Number of reports to be delivered?

25 standard canned reports plus ad‑hoc capability.

## Q26. Clarify "verify or respond to the updated license status".

Remote states acknowledge receipt of status updates via API, creating a synchronization audit record.

## Q27. Clarify "upload details" for disciplinary actions.

Remote‑state staff will submit disciplinary actions via secure UI or API; CDS will then push alerts to all states.

## Q28. What changes are tracked in the audit trail?

All additions, edits, or deletions to license, status, fee, or disciplinary records, whether by API or UI, with user ID and timestamp.

## Q29. How should vendors cross‑reference the RFI?

Cite the RFI section and page number and, if needed, attach the original RFI response as an appendix.

## Q30. Should pricing include five years of maintenance?

Yes. Price five (5) years of post‑go‑live maintenance and support.

## Q31. Will the Commission provide a pricing template?

Follow the structure in RFP §4.X; no additional template will be issued.

## Q32. Schedule for milestone and retainage payments.

90 % payable upon Commission acceptance of each milestone; remaining 10 % within 30 days of final Phase 1–2 acceptance. Phase 3 payments per the negotiated support agreement.

## Q33. Evaluation criteria.

See RFP Section 5 (technical approach, staffing, experience, price).