



Request for Proposals (RFP) For Business Mentor NY Platform Redevelopment

Addendum #1 – Questions & Answers

Release Date: November 7, 2018

The following is a list of responses to questions submitted by prospective respondents (“Respondents”) to the Request for Proposals (RFP) For Business Mentor NY Platform Redevelopment

A copy of the RFP is available at: <https://esd.ny.gov/doing-business-ny/requests-proposals>

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- Responses to Questions

No.	Question	Answer
1	Can companies from Outside USA can apply for this?	Yes, companies outside the USA are free to bid. NYS Retaliatory Jurisdictions and the Iran Divestment Act do apply. All vendors are encouraged but not required to use NYS based vendors and businesses.
2	Do we need to come over there for meetings?	The design and review process can be completed in any mutually agreed upon format that need not necessarily include in person meetings. Any live, in-person training, must be conducted at an Empire State Development office. The bidder is free to submit the training plan of their design that will satisfy the requirements outlined under Section III (pages 10-11).
3	Can we perform the tasks (related to RFP) outside USA?	Yes. NYS Retaliatory Jurisdictions and the Iran Divestment Act do apply. All vendors are encouraged but not required to use NYS based vendors and businesses.
4	Can we submit the proposals via email?	No. Submissions must be submitted in compliance with the guidelines listed under Section VI.
5	Are you using a preferred vendor list?	No.
6	Are there a set number of content deliverables you’re looking for?	No, however the deliverables need to satisfy all the requirements outlined under Section III of the RFP.



No.	Question	Answer
7	Is the content you’re looking for focused on “how to be a mentor” or resources the mentors can provide the mentees?	The tools and content should be related to fostering successful mentor/mentee relationships. Primarily as it pertains to interactions on site, but also to all such relationships in general.
8	Do you have any feedback on existing platform functionality and content from mentors and mentees?	Any new platform should retain the capabilities of the current platform. The bidder is free to propose modifications in functionality and content provided those changes still incorporate the minimum functionalities outlined in Section III of the RFP. Those modifications will be considered under the Approach and Execution Plan portion of the selection criteria.
9	What resources do your current mentors use to educate their mentees?	Current resource offerings are the proprietary properties of the current vendor and would not be available for re-use by a different organization without license. A new vendor should have the ability to generate their own resources based upon their own skills and knowledge in the mentoring field and be able to provide that support. ESD program staff will ultimately work with the selected vendor to refine those resources and ensure their compliance with program and NYS standards.
10	Does ESD have specific industries they’d like to prioritize mentorship opportunities in? If so, how accurately do the current mentors/mentees on the platform and available content reflect this priority?	No, there are no targeted industries currently.
11	Do you have specific industries you are supporting with the online and in-person implementation content?	No, there are no targeted industries at this time.



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12	Are there considerations for functions connecting mentors and mentees by geographic region and/or producing region specific content?	There is currently no region-specific content. Member location should be a searchable data field. The bidder is free to propose modifications in functionality and content provided those changes still incorporate the minimum functionalities outlined in Section III of the RFP. Those modifications will be considered under the Approach and Execution Plan portion of the selection criteria.
13	We understand it to be three audiences for the content of this program. One is the NYS employees who will be trained on this content constituting professional training. The second is content for mentors on the platform who can utilize content to me a more effective mentor. The third is content for mentees that can used to supplement mentorship. Is this accurate?	Training content and materials should be provided for NYS program staff on the operation of the site and its contents. That content does not necessarily need to be incorporated into the website itself but is an additional deliverable. Training content that targets mentor and mentee platform users should be incorporated into the site.
14	Who are your current partners for the platform, is have there been additional strategic partners or partner classifications identified?	There are no current strategic partners, however the ability to foster those partnerships will be considered under the Approach and Execution Plan portion of the selection criteria.
15	Are there any special considerations or processes to follow not listed for joint bids?	No, the qualifications of all partners will be considered under the Qualifications of Firm and Team portion of the selection criteria.
16	Please confirm or clarify the April of 2024 date is accurate for the commencement of licensing and hosting fees.	Yes, the bid should include any licensing and hosting fees required until April 2024.
17	What is the average number of incident calls that are currently received by the help desk each month?	Current incident call figures equate to roughly 12 technical support calls per month. A help desk must be maintained as outlined in Section III Appendix B – Technical Requirements. The bidders plan and capabilities to offer that service should be part of the Project Plan and Approach of their proposal.



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18	How many mentor & mentee accounts are currently on the platform (total)? Approximately how many users are active?	There are approximately 8,400 accounts at this time. All users should be considered active for the purposes of this proposal. There should be no limitations on the size of the userbase or number of interactions and any system should full scale as the membership grows.
19	Which technology stack is being used for the current platform? What type of database structure is being used?	The current site technology is proprietary technology of the existing vendor which is a custom application built on PHP with a database in MySQL.
20	How much traffic is generated on the site each month (number of hits)?	Current traffic data is not available. Any proposal should comply with Section III Appendix B – Technical Requirements. That capability should be part of the project plan and approach of your proposal.
21	How are mentors matched with mentees?	An outline of the proposed system to facilitate matches should be part of the project plan and approach.