

# Questions and Answers regarding Request for Proposals for Apricot™ Programming Service Provider (RFP No. Apricot™ 2021)

The following questions were posed to ACAM regarding this RFP. ACAM's answers are in red.

Question 1 received January 30, 2021

**Wesley Community Center (WCC), Epiphany Community Health Outreach Services (ECHOS), and Humble Area Assistance Ministries (HAAM)** are users of our Apricot software, however not all organizations listed in the RFP are. **Catholic Charities of the Archdiocese of Galveston-Houston (CC)** uses Efforts To Outcomes (ETO) software, and **Ambassadors for Christ Youth Ministries Inc (AFC)**, is not current user of Apricot or ETO.

- We would like to gain a better understanding of what **ACAM** is looking for, how would you prefer that we respond to the RFP?
- Since the RFP is for support/services and all the orgs are separate, would you like for us to provide 4 recommendations for each organization separately?
- How would you like for the organization, **AFC**, who is not a current user of either of softwares, including Apricot, to be addressed in the RFP?
- We want to make sure we are addressing your Request For Proposal accurately, however this RFP is different than others that our team has seen before, is there anything else that you may recommend?

## Answer to Question 1

As stated in the RFP, these are the elements that should be included in a complete RFP:

### **“Proposals will include:**

- a cover letter signed by a person authorized to enter into contracts on behalf of the company
- Statement of Qualifications (see detail below)
- Client list (see detail below)
- 3 references including names and contact information (see detail below)
- 2 examples of a Scope of Work performed for previous clients (see detail below)
- An all-inclusive hourly rate for service(s) (see detail below)”

More detail is provided in the RFP regarding the Statement of Qualifications, Scope of Work and Proposed Rate of Services. Two (2) examples of a Scope of Work your firm has performed for current or past clients will provide sufficient information for ACAM to select a contractor we feel comfortable working with.

The specific non-profit agencies you list in your question may or may not be agencies that will be affected by this RFP. They are listed as conditional awardees for an Emergency Solutions Grant that ACAM offered in a separate and distinct RFP.

Question 2 received February 1, 2021

We just wanted to confirm that these services are being contracted for support for both the overall collaborate as well as the individual sites within it. Also we wanted to confirm that the services to be included in the scope would be discovery, configuration, custom reporting, and project management. Are there any others I haven't mentioned?

Lastly, we would like to know if it would be considered a conflict of interest if we provided a reference from one of the sites contained within the collaborate umbrella for whom we have previously provided support services. Our other references utilize ETO but are also collaborates and we thought the structure similarities were useful.

#### Answer to Question 2

The services being contracted for support both ACAM as a management service organization (although ACAM does not have its own Apricot account) and the individual social service agencies that we collaborate with. The services to be included in a contract entered into with a winning contractor will most likely be discovery, new content building, custom reporting and project management. All proposers are welcome to provide references that can best speak to experience, dependability, work style and other questions. These references may include customers that use Apricot and customers that use other similar programs or platforms.