May 17, 2022

To: All Interested Vendors

Re: Request for Quote #22- AmeriCopr-001
Web-Based management System for AmeriCorps Progams

Request for Quote Submission Date: May 23, 2022 (2:00 p.m. Eastern Time)

Amendment #2

The following constitutes Amendment #2 to the above referenced RFQ:

- This Amendment is to provide answers to the questions submitted.

It is the sole responsibility of the Vendor to be knowledgeable of all of the additions, deletions, clarifications, and modifications to the Request for Quote.
## Web-based management System for Americorps

### Answers to Questions

Where applicable, each question references the appropriate Engagement Request section.

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| 1  | Section 4.1.2 – Time Record System #2 | How is mileage tracking used in your AmeriCorps timesheets? What data needs to be rolled up in reports at the program and commission levels?  
Mileage is tracked via Expense Report. Members can claim travel time from site to site but they are not reimbursed for commuter mileage; nor can they claim time for commute between home and site. |
| 2  | Section 4.1.2 – Time Record System #13 | Who completes and approves the volunteer mobilization report? Is that report embedded in the timesheets? Is the report at all customizable for each program’s unique structure? Can you share a copy of the report and an example of how you need it aggregated so what needs to be tracked is clear?  
At this time the Commission does not track Volunteer Mobilization in our web-based system; however, programs are required to track and report the number volunteers and volunteer hours (via Sub Grantee Progress Report). The ability to track volunteers & volunteer hours would be helpful to the Commission and our subgrantees. |
| 3  | Section 4.1.2 – Time Record System #15 | Do you have a required response time for tickets? How valuable would it be for on-demand phone support to be included at no additional charge for commission and subgrantee staff?  
Response is expected within 4 hours. On-demand phone support included at no additional charge for commission and subgrantee staff would be valuable. |
| 4  | Section 4.1.2 – Time Record System #15 | Are there any assumed time record-related requirements for mobile responsiveness or mobile app availability?  
Many AmeriCorps members record hours using their mobile phones. We need the mobile app to be as robust as possible. Our programs are currently experiencing problems with timekeeping because there is no app and internet interface is problematic. |
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| 5  | Section 4.1.2 – Time Record System #15 | Are there any assumed requirements of this portion of the platform being friendly for AmeriCorps members with a range of physical and/or intellectual disabilities? If so, where can we find them?  
While we do not have requirements for accessibility for mobile or mobile app, the ADA requires that we must provide accommodations. Additionally AmeriCorps State and National has mandated increasing Diversity Equality Inclusion and Accessibility to the program and services provided. |
| 6  | Section 4.1.3 – Program Management/Recording | Do the requirements in this section include the ability for the commission to create its own custom reports, or use only standard fields pre-built into the platform?  
The Commission would appreciate the ability to customize reports. |
| 7  | Section 4.1.3 – Program Management/Recording | Should the data that needs to be tracked in #2 - #7 also be accumulated across program years (not just within a single program year)?  
Yes. |
| 8  | Section 4.1.3 – Program Management/Recording - #8 | Should the financial reporting forms include the abilities to customize budget forms, collect receipts, general ledgers, and/or other attachments?  
Yes. |
| 9  | General | Is live, one-on-one training for commission staff and with staff from each program required?  
Live group training is fine for the move to the new platform and once a year for programs. However, one-on-one training should be available for new hires. |
| 10 | General | Is the production of customized training materials for commission staff and for each program required  
Not sure what this question means. We need training materials for the system as customized for our needs. All programs use the same features so we do not anticipate the need for customized training materials. |
| 11 | General | Would it be worthwhile to include features and services not included in the requirements list (such as AmeriCorps member file management with electronic commission reviews), or are you looking strictly for the items listed?  
Yes, please include features & services not include on the requirements list. |
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| 12 | General                           | Is there any value in sharing how the platform can also support grant monitoring and reporting for non-AmeriCorps programs, such as Volunteer Generation Fund or other streams if there will not be any additional cost involved? If so, what are those other streams, and are there any additional requirements tied to them?  
Yes, please share information on monitoring and reporting for VGF and Foster Grandparents—we are not aware of additional requirements tied to these programs. |
| 13 | General                           | Approximately how many AmeriCorps programs will be in your 2022-23 portfolio (minimum and maximum)?  
For FY22.23, we will have approximately 19 Formula (2 fixed amt grantees) and 2 Public Health AmeriCorps programs. We may also request a placeholder for possible 1-2 Planning grants. So max 23 programs with minimum of 22. |