

Questions & Answers

Project Name: Digital Government RFI
 Project Number: 1806012
 RFI No. STA18001-DIGITALTRANS

RFI Opening: 4/9/2018
 Response Deadline: 5/15/2018

Question #	Date Submitted	RFI Question	Category	RFI Answer
1	4/9/18	Could you expand upon what is exactly meant by transactions? The RFI mentions paying tickets, filing taxes, and applying for permits. Are there any other specifics that will be made available as to what sort of transactions/interactions will be under consideration?	Scope	The RFI is calling for an inventory of our transactions, so we do not yet have a total count. The most frequently accessed transactions will be most important - so the kinds of transactions that the public are using the most are the transactions we are first most interested in improving for the greatest number of people. We assume there are hundreds of transactions offered by Executive Branch agencies online today. Also see answer to number 9.
2	4/9/18	Are these current functions parts of separate systems? Are they managed/oversaw by separate government agencies as well? If there is such a system(s) in place, is there a vendor(s) that provided the system, or any related services, that is still currently under contract? <i>[The state asked a clarifying question about what "current functions" meant, here is the response]:</i> ...I was originally inquiring about existing functions that are currently in place, those functions that the proposed solution could possibly replace. I understand it may be broad, depending on the situation in place, but any insights would be very helpful.	Existing Infrastructure	The current transactions offered online today are mostly in separate systems, managed by separate agencies. A subset of these are managed by vendors.
3	4/9/18	Does the State at this time have information on the phased implementation approach? Is there an estimated timeline and duration of this project?	Timeline	Part of the reason we are doing this RFI is to help us estimate the timeline and duration of the project and the various phases. We expect this to be a multi year effort, and are hopeful that the first year would have early successes to help us build momentum into later phases.
4	4/9/18	Has funding been secured? If so, will it be available in FY 2019? Does the GIC have an estimated total spend for this project?	Cost	Another reason for doing this RFI is to understand the range of costs that might be expected for such a project. We do not expect <i>all</i> funding to come from GIC (this effort is a partnership with DTI and other agencies, as well). For future fiscal years, this project may require additional funding requests from the legislature. Other agencies may be able to put forward additional funding. Exact amounts have not been finalized. In responses to the RFI, we are hoping to get more information from vendors on what kind of range of cost such a project would entail. See the other answers in the "Cost" Category (particularly answer 11).
5	4/9/18	For the subsequent RFP, will this likely be awarded to a single vendor? Or is it possible that State will contract with multiple vendors to fulfill different elements of the overall project?	RFP	We hope that the responses to this RFI will give us better insight into whether we should be looking for different vendors for different elements, one vendor, or for one vendor to act as a 'general contractor' to other vendors. See the other answers to the questions under the category "RFP" for more.
6	4/9/18	Is it likely that this overall project will be the result of a single RFP? Or might the GIC release multiple RFPs in the future for different project needs?	RFP	It is unclear whether we will release a single RFP or multiple RFPs for a future project. We hope that responses to this RFI will help us make that decision. See the other answers to the questions under the category "RFP" for more.

7	4/13/18	I also noticed your request for information about design thinking driven digital government initiatives. I was wondering if this is a call for a solution recommendation/implementation initiative or just a preliminary information about what possibilities exist out there.	Background	We are looking for both - we are interested in solution recommendation and implementation, and we are interested in understanding what possibilities exist out there (i.e. what have other organizations done with design thinking to drive digital government?)
8	4/23/18	On bottom of page 1 and top of page it reads like the State would like to be mentored on Design Thinking methodologies. Does the State expect the vendor to train State employees to be Design Thinking/Human Centered Design facilitators to allow the State to be self-sufficient post contract for the implementation?	Training	Yes, the state wants to incorporate design thinking methodologies into our regular course of business - particularly in technology that is public/citizen facing. We would like to be self-sufficient in design thinking methodologies after the contract for implementation.
9	4/23/18	On the bottom of page 4 can you provide some metric on what the State mean's by "a complete inventory of Delaware's existing digital transactions"? This would help us in providing a range of cost for the level of effort. Will this include all of the Digital Transactions provided by the State's various agencies and departments? As we inventory your current online transactions, are we focusing strictly on Executive Agencies? What about the Judicial and Legislative branches? Will K-12 be in scope?	Inventory	The Inventory request will extend to just the executive branch agencies. However, if other branches are willing to partner in a future project, then we will explore other branches of government. Also see answer to number 1.
10	4/23/18	On the bottom of page 6 you reference a "master data management (MDM) schema". Implementation of a MDM can drive significant cost to the State. For this RFI, is the State more interested in how to organize the departments to gain consensus on a statewide MDM, or information on best practices for implementation of an MDM to avoid major disruptions, risk and cost or both?	Scope	Both - a master data management should be considered for risk and scope. We are interested in how to organize/gain consensus on a statewide master data management schema, and information on best practices.
11	4/23/18	In the middle of page 7 the State requests a best estimate for cost. Is the State only referring to the planning, summary reports, roadmaps etc. or is the State expecting implementation ranges for all of the 16 cabinet agencies? Would the State be open to multiple cost ranges based upon assumptions of complexity (i.e. 'Typical Complexity' or 'High Complexity')?	Cost	We would like to know the range of cost for planning and implementation across executive branch agencies. Yes, we are open to various cost ranges based on assumptions of complexity. Also see answer to number 4.

12	4/23/18	<p>Submitted 2Xs:</p> <p>In the middle of page 7 the State requests a best estimate for cost. Is the State only referring to the planning, summary reports, roadmaps etc. or is the State expecting implementation ranges for all of the 16 cabinet agencies? The scope of the effort, a fuller understanding of the various stakeholder's expectations (future vision and requirements), as well as each agency's current state of Digital maturity and readiness, and the degree of change management effort required will all impact the overall cost to the State. Would the State be open to multiple cost ranges based upon assumptions of complexity (i.e. 'Typical Complexity' or 'High Complexity')?</p>	Cost	See answer 11.
13	4/23/18	What is the motivation behind this project? Why now?	Background	Government needs to meet rising citizen expectations online. We often hear, "why can't state government be more like (enter name of major online private sector businesses)". User needs do not always match agency goals, and this lack of congruence is frustrating for both citizens and government employees. Technology in the state is decentralized, despite moving towards more centralized services - yet citizens only see "the government" as one organization, and not the disparate parts/divisions. GIC has spent 2 years implementing an updated web platform across the state and while this effort is ongoing, together with the Department of Technology and Information we need the next level of building blocks for a truly digital experience (payment portals, one single sign on, CRM, master data management, etc).
14	4/23/18	Who are the key sponsors and what are their roles? Who are the key personnel in this initiative?	Background	Key personnel for this RFI are: Dana Rohrbough, Director of the Government Information Center at DOS, Karen Esposito, Director of Application Delivery at DTI, Chris Cohan, Chief of Policy and Communications at DTI, Courtney Stewart, Deputy Secretary at DOS, Greg Lane, Chief Technology Officer at DTI, Jennifer Jarrell, Senior Project Management Specialist. The implementation phase will include more key personnel from the agencies (from both business and technology).
15	4/23/18	Why did you think to approach IDEO? What is it about IDEO in particular that you think would make us an ideal partner?	Background	GIC is familiar with IDEO's work with Boston.gov. This RFI is open to any vendor, however. We let specific vendors know about this RFI opportunity who would have familiarity with similar projects. Since this is not an RFP, we are permitted to reach out to specific vendors.
16	4/23/18	What is the budget for this piece of work?	Cost	See answer 4.
17	4/23/18	Your procurement process: will there be a master services agreement, and a scope of work?	RFP	After we evaluate the responses to this RFI, we will decide on a path forward and expect to issue an RFP with specifics. We expect the RFP to result in a master services agreement and scope of work. See the other answers to the questions under the category "RFP" for more.
18	4/23/18	How do you anticipate decisions will be made around choosing a partner? Do you have scoring criteria?	RFP	At this stage, we are gathering information with this RFI to help us plan for an expected future RFP. We do not yet have a scoring criteria for the RFP, but when we release the expected future RFP, we plan to include scoring criteria. See the other answers to the questions under the category "RFP" for more.

19	4/23/18	How do agencies collaborate today, are they incentivized to do so? Are they incentivized to be autonomous?	Background	There is a range of collaboration happening among agencies -some agencies collaborate, some prefer to stay in their own lane. There are some common systems for executive branch agencies (email, a few different single sign on systems, and some other examples). Because each agency has their own budget, this seems to incentivize autonomy. Designing a platform, process, and/or funding mechanism that would incentivize collaboration would be very welcomed.
20	4/23/18	How literate is your organization when it comes to user-centered design and design processes?	Background	There are pockets of state government that are using user-centered design and design thinking methods. The overall organization of state government is not versed in these processes, however. There are initiatives such as the Government Efficiency and Accountability Review (GEAR) board created by the Governor to improve government processes using lean methods (see https://gear.delaware.gov/). The Department of Natural Resources and Environmental Control are using similar methods (https://dnrec.alpha.delaware.gov/expanding-lean/). GIC works with other Delaware state agencies to introduce user centered design practices for website redesigns and enhancements, but we have just started scratching the surface.
21	4/23/18	What does user citizen centeredness mean to you and what are your hypotheses about how the current set up makes it harder for them to get what they need?	Background	Citizen centered design means understanding user needs/goals and prioritizing them over agency needs/goals. To understand those needs, we feel strongly that we need to get authentic feedback from users. Some of our users might be state employees, but we need to get wider input from those not familiar with the organization charts within state government. We expect that using design thinking as a method in designing public-facing technology will result in faster, happier, and even delightful experiences for users. Citizen (or user) centered design will give us the opportunity to rethink how we are designing and building technical systems. Across the state, agencies are currently trying to anticipate user needs, but often do not have the tools or knowledge of how to validate those needs. Hypotheses: 1) Design thinking/user centered design will result in better outcomes for users, agencies, and stakeholders than traditional methods, 2) government transactions are not always easy for citizens/users, 3) when state agencies employ user centered design they will see measurable outcomes in customer experience and agency time, 4) the current set up of transactions and information still requires some knowledge of how government is organized (i.e. if you get a boat license from DNREC, you also may need a trailer permit from DMV to transport your boat), 5) agencies want to retain their own uniqueness to separate themselves into recognizable silos, 6) agencies sometimes prefer to work without collaborating because it may be faster (although may not result in better outcomes), and 7) some agencies are more "ready" for new technology.
22	4/23/18	Tell us more about how your organization is structured? What gets in the way of citizen-centeredness?	Background	Within state government, there are separate agencies with separate funding sources. Technology is still mostly decentralized with individual agency controls. There are legacy systems that are challenging to innovate around. Some agencies have buy-in from the 'business' side of things, whereas some do not.
23	4/23/18	Could you tell us about the broader ambition behind "digital government"? Will this extend to other services in the end? E.g. Estonia – voting.	Background	We need a roadmap/strategy to provide the direction for all future digital services available to Delaware citizens. Then, we need to consistently implement that strategy. We have been watching the progress of Estonia, and others leading digital government. We may need to follow "crawl, walk, run" - where Delaware needs to crawl first. In this example, Estonia is running a marathon.
24	4/23/18	Is the website the primary touchpoint?	Background	Delaware.gov is the main website for the state, but there are hundreds of subdomains/URLs to differentiate each agency or division. Subdomains may be the primary touchpoint for certain transactions (for example, a user searches for "pay Delaware taxes" and ends up on Division of Revenue's website directly - bypassing Delaware.gov). A future Delaware.gov can be the primary touchpoint.

25	4/23/18	What other touchpoints do you think will need to be considered in order to make most impact at a systemic level?	Background	Major subdomains and separate URLs of state agencies that have the most accessed transactions - such as applying for business licenses, professional licenses, recreational licenses/permits, paying taxes, paying tickets, applying/renewing drivers licenses and vehicle registration, registering to vote, and payment portals - to name a few. Part of the RFI includes an inventory of transactions, which would also give us more insight into what are the transactions online today? Further, we would like to understand what transactions are not fully optimized online (i.e. you can download a PDF but cannot fill it out online, you need to physically sign something before sending it in, or you can fill out a webform but it is not mobile responsive). We also want to know what are the transactions/information that users are looking for online but are not yet available in any format online.
26	4/23/18	The website and its connected services: How would you describe the top issues today? Where would you start? What is it most important that you feel we address when we create a proposal? Are there areas to avoid?	Background	Users are not directed to connected transactions. For example, you might need to apply for multiple licenses/permits from different agencies but neither agency tells you this information. Agencies are not finding out users needs in a systematic way. A new Delawarean might not know how to get 'set up' here. A business is likely unaware of other licenses/permits they need to be in compliance. We want to make it easy for people to interact with government. To the question of where to start - this likely is the inventory first, to better understand the full picture. At the same time, understanding citizen/customer needs/expectations is equally as important. For areas to avoid - we are not interested in moving away from our current Content Management system that many of the newer websites are using.
27	4/23/18	Tell us more about what you would expect or want to see in a Vision document? What components would it feature? Who will be seeing it? When?	Background	In the RFI responses, we hope to see benchmarking (timelines/range of cost) from other projects that have tackled similar issues and themes. The full digital strategy will likely be a deliverable of an expected future RFP. In the RFI response, it would be helpful to understand how each vendor would approach a project like this, and that may touch on vision/methods/strategy. The RFI responses will be reviewed by the team outlined in question 14, and they will be assessing the direction and inputs (time, funding, scope) of this project based on the RFI responses.
28	4/23/18	What are your thoughts on receiving "vision" in other forms? E.g. workshops and immersions/exhibitions can be much more powerful ways to rally people around a vision and purpose than a presentation.	Background	We are very open to other forms rather than a presentation. Interactive, participatory, and collaborative formats are welcomed and encouraged.
29	4/23/18	Boston.gov is one example of our work in this space – what resonated with your team in particular about this experience?	Background	Boston.gov is a great example of citizen centered design in our opinion. Content/pages are organized in a similar format/design based on type. Branding is consistent. Search is intuitive. Transactions are upfront. Information on basic services is up front. The design and structure makes us think that a lot of data was gathered on customer experience and expectations - rather than focusing on the agency perspective first. Information about transactions are explained in human language and displayed in a pleasing design - however, when you leave to go to the transactional site, it sometimes does not have the same pleasing experience.
30	4/23/18	What are websites or digital experiences that are aspirational to your team (either other state or city sites, or totally analogous)?	Background	https://www.pa.gov/ , https://beta.phila.gov/ , https://alpha.nyc.gov/ , https://login.gov/ , https://designsystem.digital.gov/ . Non government: https://www.amazon.com/ (the idea of one place to purchase things/services), https://www.usaa.com/ (a transactional site that I can get car insurance, life insurance, credit card, loans, and see it all in one portal), https://www.mint.com/ (see all of my activity in an aggregated format).

31	4/23/18	Tell us more about the challenge of getting agencies to agree on the "Same look"?	Background	GIC is in charge of the State's Common Look and Feel, a branding guideline for state agency websites. Developers of transactional applications want a bare-minimum branding/styling requirement to follow that does not specify a technology or platform (i.e. Bootstrap or Angular Material for responsive design). Vendors that have off-the-shelf products often do not have flexibility to make transactional sites look similar. Agencies sometimes do not value having the same look (they want to stand out/be unique). The state wants to develop mobile-first, but not every technical department is ready.
32	4/23/18	What had to happen in order for that to come to fruition?	Background	Common Look and Feel started in early 2000, and was a result of a working group set up by the legislature on creating web standards. This was around the same time that GIC was established by the legislature.
33	4/23/18	What was the biggest challenge or barrier to success in that piece of work? Who was involved?	Background	GIC updates the Common Look and Feel every 3-4 years, to keep the design modern and fresh. Agencies with their own web development staff will sometimes work independently from us on a new design. Many agencies rely on our design and build assistance to take their site into the latest Common Look and Feel (CLF). The most challenging part continues to be getting applications into Common Look and Feel, and keeping applications updated when a new version of CLF is released.
34	4/23/18	How well do agencies collaborate with one another? What is the general sentiment?	Background	Delaware is a small state, so the environment for collaboration is easier than a large state. Agencies do collaborate in groups, but enterprise wide examples are harder to find. The Government Accountability and Efficiency Review Board (GEAR) is encouraging new techniques in areas of government.
35	4/23/18	Are specific demographic study reports or raw data be available to the project team for reference?	Getting public feedback	Not at this time. There are not major demographic studies or raw data that has been collected about the citizen/customer experience.
36	4/23/18	Has the State undertaken any citizen experience research (primary and secondary) in the past, and if so will the report(s) be available for reference to the project team?	Getting public feedback	On specific projects, the project workers will "put on the user" hat while in testing, making our own assumptions about expectations and use cases. The state has not engaged citizens for experience research in regular course of business/process.
37	4/23/18	Our initial exploration suggests that are close to 20 service categories offered to the citizens by the State of Delaware. Is our estimates accurate, and if its incorrect, can you provide us with the current and a complete list of services?	Scope	In the RFI, we outline the need for an inventory for transactions that currently exist. We anticipate it to be hundreds. There is not an existing list, it needs to be built. However, you can find many (but not all) services listed on the following pages: https://delaware.gov/citizen_services.shtml , https://delaware.gov/business_services.shtml , https://delaware.gov/topics/
38	4/23/18	The RFI document encourages the aspiring partners to engage the citizens through conversations, interviews, focus groups, or surveys. Will the consulting partner be allowed to officially quote the engagement with the state to solicit participation by the citizens and other legal entities?	Getting public feedback	In the RFI response, since this is not an RFP, we are not looking for public feedback in your RFI response itself (that will likely be a deliverable for a forthcoming RFP). We are looking for an outline and description of how you would collect, solicit, and gather public feedback. What are the methods? What mediums (surveys, interviews, focus groups, round tables, after-transactions, before-transactions, etc) for what purpose?
39	4/23/18	Are there any specific guidelines from the State on demographic sampling, given the need to determine sample sizes for a given confidence interval and confidence level to yield statistical significant results?	Getting public feedback	There are not guidelines for demographic sampling at this time.

40	4/23/18	Can the consulting partner use the State Resources, such as self-service and staff-assisted touchpoints, for executing citizen surveys for data collection?	Getting public feedback	Yes, in the RFI we want to see a methodology for collecting this input (but the input itself is not part of the RFI response).
41	4/23/18	Are there any timelines for this stage that the State considers reasonable given the broader roadmap delivering the digital transformation agenda?	Timeline	See answer 3.
42	4/23/18	Will the State be open to option of offering a co-created variant (instead of a from-the-scratch-approach) of the framework fine-tuned to the specific requirement of the State of Delaware?	Scope	The state would entertain information regarding a co-created variant.
43	4/23/18	Does the State, also expect as part of the deliverable for this stage, a target state enterprise architecture model to drive an integrated digital service delivery model for the State?	Scope	The architecture must be designed and approved in partnership with the Department of Technology and Information. The RFI is seeking methods and information on comparable projects, so not the actual enterprise architecture model itself in the RFI response (this will likely be a deliverable in a future RFP).
44	4/23/18	Is an overall digital strategy (which may include the overall vision, design principles, goals and objectives, engagement model, prioritization rules) expected to be part of the deliverable for the 3rd stage of the engagement?	Scope	<i>(State asked a clarifying question: "please clarify what you mean by "3rd stage of the engagement". Vendor responded, "We mean the details in point C – Develop a Roadmap for Implementation of Digital Government").</i> In this RFI, we're looking for a sense of timeline and cost - so, yes, we would be looking for an understanding of time and cost to develop the roadmap (or, overall digital strategy). This would be a deliverable for an expected future RFP.
45	4/23/18	Can the State indicate the number of staff (and other stakeholders) to be addressed through the train-the-trainer program?	Training	At this point, we can only estimate a number of staff to be trained - and that number may change in the future. A range would be 50-100 people.
46	4/23/18	What are some of the major challenges that the State is currently facing in serving its citizens?	Background	See answer 22.
47	4/23/18	What are some of the analytics tools that the State is currently familiar with or using?	Background	We use Google Analytics for most public facing websites (but there are limited tools for understanding use of transactional web applications).
48	4/23/18	Are we to assume some global audience (in addition to within state) to be included as part of the design research?	Getting public feedback	Our audience is diverse; local, regional, national, and global - for different purposes (different transactions that they are looking for). Yes, we can assume there is a segment of our audience that is global.
49	4/23/18	Can we propose different rates for in-office research vs field research activities?	Getting public feedback	Yes.

50	4/23/2018	Does the state believe it is necessary to meet with all digital/online IT business leads from each state department either for technical and practical reasons or for buy in reasons?	Background	Yes.
51	4/23/2018	How is the State's current online/digital presence delivered and managed e.g., what components are federated, centralized, distributed?	Existing Infrastructure	The Department of Technology and Information is currently moving from a decentralized technology environment to a more centralized model but it will take time. GIC sets the online branding guideline called Common Look and Feel; and GIC helps agencies convert to the new design and a new CMS. Agencies manage their own transactional web applications separately (there are only a few examples of multi-agency collaborations in transactional web applications).
52	4/23/2018	Does the State currently have a digital focused organization and leadership function?	Background	GIC is the lead agency for design and user experience. DTI is the lead agency for infrastructure, security, enterprise architecture, data, and is the policy setting body for technology.
53	4/23/2018	How involved do you foresee the State's departments in developing the digital government framework? Will this be a bottom up or top down approach?	Background	All levels will provide input to the digital government framework. We envision that design thinking methods will give us a bottom up approach, and will also inform us what needs to be top down.
54	4/23/2018	Can we propose a different grouping and order of scope components in our response, so long as all the scope components are covered and mapped to the RFI requirements?	Scope	Yes, definitely.
55	4/23/2018	In the future initiative will the State be seeking a framework for comprehensive business transformation in the end to end value chain through the various new technologies listed in the RFI (e.g., automation, AI, blockchain, etc.)? If so, would the initiative entail looking at detailed impacts to people, process and technology at the agency level? If not, we assume that the framework sought should be considered as a high-level framework with the details to be worked out through multiple future initiatives. Please clarify.	Scope	Yes, the framework is considered a foundation for on-going transformation into various technologies.
56	4/23/2018	Does the State have a planned budget for the future digital government initiative? If so, please provide it if you can.	Cost	See answer 4.
57	4/23/2018	Will there be any requirements or special selection considerations given to local firms, small or minority owned firms?	RFP	For the expected RFP, we will follow the procurement rules and process for professional services.
58	4/23/2018	Will there be a cap on the internal costs for the applicant?	Cost	There is currently no cap set. A cap may be set in a future RFP.
59	4/23/2018	How many properties are involved in this initiative?	Scope	There are likely hundreds of URLs that would be included in this project - informational websites, transactional web applications. See answer 1.

60	4/23/2018	Do intranet experiences need to mirror the public facing experience?	Scope	The public facing experience is the priority for this project and therefore, the intranet experience does not need to mirror the public. Intranet may be a future phase focused on internal state users (state employees)
61	4/23/2018	Will there be various tiers of users?	Background	Part of the user research we hope to gain out of such a process will help us determine how to define users and user groups.
62	4/23/2018	Are there any metrics for mobile usage?	Background	Yes, most public facing websites are using Google Analytics - transactional websites are not capturing usage data though.
63	4/23/2018	How important is a mobile strategy?	Background	Very important. The state is prioritizing mobile first design and development.
64	4/23/2018	Are we considering an app version of the experience?	Scope	While not considered at the time of the RFI publication, the State will consider vendor proposals. The State prioritizes mobile first design and development.
65	4/23/2018	Is there a personalization strategy currently in place?	Background	Not at this time - most agencies are at the beginning stages of thinking about personalization.
66	4/23/2018	What segments/audience should we consider?	Background	See answer 48 and 61.
67	4/23/2018	What is currently being used for analytics?	Background	See answer 62.
68	4/23/2018	What testing is currently in place? A/B, Multivariate?	Background	The state uses traditional UAT testing, but not A/B, multivariate, or user centered testing.
69	4/23/2018	What kind of transactions will be available to users?	Background	See answer 1 and 9.
70	4/23/2018	What kind of documents and records will be available to users?	Background	See answer 1 and 9.
71	4/23/2018	What are the top tasks for users to complete?	Background	We want to better understand the top tasks for users to complete. We feel that is best understood through getting user feedback/using design thinking methodologies.
72	4/23/2018	What 508, ADA compliance should we focus on?	Background	We want the foundational building blocks to be accessible to the widest possible audience. Someone with visual impairments should be able to easily navigate a transaction. Physical impairments also present barriers. The building blocks should be "off-the-shelf" accessible.
73	4/23/2018	Who will be administrators of the new digital experience?	Background	The target solution would be administered by GIC, DTI, and impacted agencies.
74	4/23/2018	Who will be responsible for creating content?	Background	Today, agencies create and maintain their own content. GIC helps agencies identify content for rewriting or reorganizing. In the future, agencies may need more guidance for content.
75	4/23/2018	Is the state open to cloud solutions? SaaS, PaaS?	Background	Yes, the state is open to cloud solutions.
76	4/23/2018	Has any work been done related to citizen sentiment today? If so, what KPI's were defined?	Getting public feedback	See answer 35, and the other answers in the category "Getting Public Feedback"
77	4/23/2018	Has this initiative been funded for FY19?	Funding	See answer 4.
78	4/23/2018	Can the state provide an estimate timeframe for the release of an RFP?	Timeline	See answer 3.

79	4/23/2018	Are there any considerations that should be taken for the current and scheduled projects listed on the GIC website?	Background	Not at this time.
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