

**Questions and Answers: Louisiana Volunteer Management System &
Opportunity Data Aggregator
Bid Number 261000-RFP-VOL-LA-06/13-01**

1. What database does the legacy system reside in?

The legacy system was 1-800-volunteer and was a proprietary system offered by Points of Light Foundation (now Points of Light Institute). The only data we have are the volunteers and the organizations that registered with the system. This data was downloaded to an Excel file and resides with the Volunteer Louisiana Commission.

2. Can your IT resources provide the legacy data in our staging table format?

The volunteer and organization data can be provided in an Excel file.

3. How many Volunteer Louisiana staff will need to be supported/trained?

Two staff members will be trained to use the system.

4. Could you elaborate on what Type of Volunteer Service is? For example, are these individual categories such as Crisis Support and Community? Or is this something else?

The volunteer needs to be able to search by area of interest or skill. In the past, these were:

- Animal Protection and Welfare
- Arts and Culture
- Civic/Social
- Action/Advocacy
- Community/Organizational Development
- Crime/Legal
- Disaster/Emergency
- Drug/Alcohol Abuse
- Education
- Employment/Work
- Environment
- Health
- Homelessness
- Housing
- Human Services
- Hunger/Nutrition
- Immigration
- Literacy
- Mental Health/Crisis Intervention
- Mentoring
- Recreation
- Senior Citizen
- Special Events
- Teen Pregnancy

Youth Development

5. Should the registration of volunteers support OAuth Registrations? That is, allowing volunteers to register and log in using their existing Facebook, Twitter, Google Apps or other OAuth providers?

It is not required in the Scope of this RFP.

6. Are the organizations registering validated in some way? For example, are they validated by an EIN or Tax ID, checked against the Louisiana Corporations Database at the Secretary of State, or 501(c)3 status or is this handled by the existing approval process?

Organizations must be 501c3 to register on the database. This is done through the existing approval process. Volunteer Louisiana must have the ability to authorize or decline an organization before they appear on the database.

7. How many email broadcasts may an Organization send within, say, a 30-day period to notify matching volunteers of opportunities? Additionally if a Volunteer unsubscribes from further notifications, is the volunteer unsubscribed from all Volunteer Louisiana broadcasts? There are CAN-SPAM Act issues at play.

There is no limit to how many email broadcasts an organization may send in a 30-day period to notify matching volunteers of opportunities. The volunteer can choose to receive or not receive notifications from an organization. In other words, they will opt-in to proactively receive notifications. Otherwise the volunteer will use the database to search for opportunities when it suits him/her. If they opt-out or unsubscribe, they will no longer receive any Volunteer Louisiana broadcasts.

8. Is there a master list of Skills and Interests defined by the state and/or is the Organization able to define their own list or add custom Skills or custom Interests?

There is a master list of Skills and Interests pre-defined by the state. The Organization may add a custom Skill but not custom Interests. The custom Skill would be added to an individual Opportunity if there were a particular skill set needed. For instance, "must be able to lift 50 pounds" would be an example of a special skill that could be added to a single Opportunity.

The list of skills is:

- Administrative/Organizational Support
- Animal Services
- Arts/Culture
- Civic Participation/Political
- Communication/Marketing
- Construction/Home Maintenance
- Counseling/Information Support
- Criminal Justice/Legal Services
- Disaster/Emergency Services
- Education

Environment
Family Services Related
Food Preparation/Delivery
Health/Substance Abuse
Interpretation/Translation
Recreation Activities/Sports
Special Event Support
Transportation

9. Who tracks volunteer hours and how are they attributed to a given Campaign, Event or other Opportunity? How is this managed? By the state, organization, the volunteer or some combination?

Volunteer hours can be verified by the state or organization if it comes from one of the opportunities listed on the database. There will be a form that is accessible to the state or organization that lists all volunteers from the campaign, event or opportunity with a way to enter the number of hours served. A volunteer will be able to add hours and type of volunteer activity for another service that was not a database Opportunity. This way, a volunteer can have a complete record of his/her service in the community.

10. What national databases will the aggregator need to support in the first year.

The list is found on pages 45-46 of the RFP:

The eight (8) volunteer opportunity databases that will be included in this database aggregator are:

1. AmeriCorps <http://www.americorps.gov/>
2. Citizen Corps <http://citizencorps.gov/>
3. HandsOn Connect <http://www.handsonnetwork.org/>
4. Idealist <http://www.idealists.org/>
5. National Mentoring Partnership <http://www.mentoring.org/>
6. Peace Corps <http://www.peacecorps.gov/>
7. Serve.gov <http://www.serve.gov/>
8. Volunteer Match <http://www.volunteermatch.org/>

11. The system implementation date of October 7, 2013 is less than a month from the Anticipated Contract Start Date. Given the scope of the required integration with non-incentivized third parties, and the normal application development requirements, the time frame is very aggressive for firms without existing solutions in place. Is there an existing vendor with whom the State already has a relationship? Can you please provide insight into the time constraints? Does the system have to be completely configured (customized) and implemented in product less than a month after contract award?

The State does not have an existing relationship with a vendor. The previous vendor no longer has a product (1-800-volunteer). Work with the State cannot begin until a contract is in place. This is why we ask for a realistic Work Plan to understand the timeline required for any contractor. The system does not have to be completely configured (customized) and implemented in product less than a month after contract award.

12. Does the Commission or the State have relationships with the national databases in which the referenced volunteer opportunities are stored? Put simply, what if they don't want to give us the data?

We do not have relationships with the national databases. Three years ago the Commission had a data aggregator box with these national databases aggregating to it. Some do not have a fee, but some may charge a fee to use. It will be up to the contractor to negotiate as part of the system.

13. Can you provide more information as to the nature of the data to be converted from legacy systems into the proposed new software. Is it Organizations? Volunteers? How much? Data elements? How many files? This is needed to determine the work required.

The only data we have from the legacy system is an Excel file with Volunteer names and contact information, as well as Organizations that were previously registered on the system. There are approximately 18,000 volunteer names and contact information and 450 Organizations with contact information.

14. Are there any vendors with whom the Commission or State has worked with on this project prior to the issuing of the RFP?

Network for Good provided a custom data aggregator box from 2008 to 2010. 1-800-volunteer was the volunteer management system from 2007-2010 (it is no longer a product). Our current web host is High Power Consulting, dba Envoc in Baton Rouge, LA.

15. Have any demonstrations of the required functionality been done?

No. We have not had this functionality since 2010 when 1-800-volunteer ceased and when the contract for the custom data aggregator box expired.

16. Is there a budget for this project? Can the State share the budget amount?

RFPs must be issued when the expected cost of a project exceeds \$150,000 over three years. We are looking for the most cost-effective, efficient solution to meet our needs.

17. It looks like volunteerlouisiana.com (sic) is currently working. Why is the existing VolunteerMatch application on the VolunteerLouisiana.gov website being replaced?

Volunteer Louisiana used to have a custom data aggregator search box that aggregated 16 national volunteer registries. That contract ceased in 2010. VolunteerMatch is only one of eight volunteer registries that we want to aggregate on our website to give volunteers access to the broadest number of opportunities to serve.

18. The RFP refers to a previous system. Who provided the system? What was it?

Points of Light Foundation (now Points of Light Institute) offered a volunteer management system called 1-800-volunteer. It ceased as a product in 2010.

We had a custom data aggregator box under contract with Network for Good that ceased in 2010.

19. Is the Commission expecting the vendor to periodically obtain updates from the eight listed national Volunteer Databases to populate Louisiana's Volunteer Opportunity Database or is the Commission expecting the system to perform live searches against the eight national Volunteer Databases in realtime when a user requests a search?

The data aggregator is a realtime system that gives the most up-to-date information anytime a search is performed.

20. Are there vendors who developed, supported or currently support the Volunteer Louisiana website? If so, can you identify these vendors?

1-800-volunteer provided by the Points of Light Foundation (now Points of Light Institute) provided the volunteer management system. It is no longer offered. Network for Good provided a custom data aggregator box but that contract expired in 2010. Our current web hosting is provided by High Power Consulting, dba Envoc in Baton Rouge, LA.

21. Has the commission established a budget for each of the three components? If so can you provide those budgets?

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