**Pennsylvania Public Utility Commission**

**Questions & Answers for**

**FRQ for PAPowerSwitch and PAGasSwitch Websites**

1. Whether companies from Outside USA can apply for this? (From India or Canada)

Answer: Any vendors listed on the ITQ contract are eligible to bid and the bid is restricted to only approved vendors, as noted in the RFQ Cover Letter:

This Request for Quotation 6100034401 is a restricted solicitation. Only those contractors qualified in the designated categories under Contract #4400008677 known as the Commonwealth of Pennsylvania’s Creative Advertising and Audio Visual – Interactive Production Services Invitation to Qualify (ITQ), may submit a proposal in response to this RFQ.

1. Whether we need to come over there for meetings?

Answer: Yes, there will be times that in-person meetings would be required.

1. Can we perform the tasks (related to RFP) outside USA? (From India or CANADA)

Answer: Yes, if the contractor is qualified in the designated categories under Contract #4400008677 known as the Commonwealth of Pennsylvania’s Creative Advertising and Audio Visual – Interactive Production Services Invitation to Qualify (ITQ), may submit a proposal in response to this RFQ.

1. Can we submit our proposals via email?​​​​

Answer: Attachments and the Bid must be submitted through the PA Supplier Portal.

1. If we do not have previous experience with PAPowerSwitch and/or utility shopping website does that make us ineligible to be rewarded the project? Or significantly lessen our chances?

Answer: It would lessen your chances.

1. Is the current PAGasSwitch.com website built in a content management system? Is the new PAPowerSwitch.com website built in a content management system?

Answer: PAGasSwitch = Yes
 PAPowerSwitch = A PHP framework called CodeIgniter.

1. What server language is the PAPowerSwitch.com built in?

Answer: PHP

1. Can you please explain in further detail what you are looking for in regards to training?

Answer: If any training is required for the new extranet, the vendor is willing to train PUC staff to make updates to the website.

1. Do you need on-site support for the setup of the laptops, printer and monitors for your events?

Answer: Yes

1. We have already completed the registration process to access the supplier portal and have been assigned Business Partner Number: 0000491767.  However, when we attempt to access the "Enterprise Applications" section under the Bidder tab, there is nothing displayed/listed.  If I select the "Bid Processing" instead, I see a blank spot in the list where this RFQ should be.

Answer: You can’t bid because you are not already approved on the ITQ contract.  It is “restricted” to vendors already on the contract.  Here is the ITQ link where the vendors can learn more so you can possibly get on the contract for next time. <http://www.dgs.internet.state.pa.us/ITQ/Default.aspx>.

As noted in the RFQ Cover Letter:
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1. On the PUC website the deadline for bid submissions is listed as "Proposals must be received by July 15, 2015 at 8:50 a.m." We had been using this deadline in our planning, specifically in getting our ITQ qualification completed that we submitted today. We were a little surprised when we found in the proposal document "RFQ-PAPS\_PAGS-Bid\_No\_6100034401.pdf"  "Appendix's B thru F must be completed by the bidder and returned with their electronic bid submission via the PA Supplier Portal before the closing of the bid on June 15, 2015 at 8:50 a.m." First, is the bid closing July 15th or June 15th. We'd obviously like to request a July 15th date since that was the date we'd been going off in good faith since it was the one published on the PUC web site and we had no reason to doubt its accuracy.

Answer: The due date is JUNE 15, 2015.  Our contract ends on June 30, 2015 so we need to have a new vendor by July 1, 2015 to continue the work on PAPowerSwitch.  The date on the website has been updated.  It was an oversight by us. I apologize for the inconvenience.

1. Second, we were only able to find Appendix A and B. Can you point us to the location where we can download Appendix C-F?

Answer: All Appendices are attached to the RFQ in the Marketplace.

1. We wanted to clarify the statement that the state owns PAPowerSwitch.com and PAGasSwitch.com. Does the state own both the domains and the code, and will both be available to the winning bidder?

Answer: The PUC owns the domains and the code for both [www.PAPowerSwitch.com](http://www.PAPowerSwitch.com) and [www.PAGasSwitch.com](http://www.PAGasSwitch.com) and will be available to the selected vendor.

1. Can you expand on the winning bidder’s responsibility at the PAPowerSwitch.com consumer events. Is it only to provide 10 working computers, or also to provide internet service where those computers are located, provide help to consumers accessing the website, assist with the promotion...?

Answer: It is expected that the vendor will provide the computers, Internet service and technical/technology support throughout the event. PUC staff will assist consumers and plan the promotion of the events.

1. Is a private company providing this service now? If so, is it possible to get a copy of that contract, or at least the price they are being paid, and the name of the company?

 Answer: Pavone and a copy of the contract is available at the Pennsylvania Treasury at [www.patreasury.gov](http://www.patreasury.gov) at PO # 4300361732.

1. Who is the subcontractor the winning bidder will have to use for campaign monitoring/email notifications, what platform do they use, will they provide API access to the winning bidder, and will the winning bidder be able to use their own campaign monitoring software if they prefer at no cost to the state?

Answer: Campaign Monitor is currently used, but Listrak would be acceptable too.

1. The cost spreadsheet has a column labeled "cost per hour". It appears that you are looking for a "cost per month", is that what should go in that column?

Answer: It could be per month depending on the task.

1. Is total cost the only selection criteria, after determining that bidders are responsive, responsible, and capable. i.e. Bidder A and Bidder B both have the technical capability to perform the work and are determined responsible and capable. Bidder B provides a much more comprehensive proposal, has conducted much higher quality work in the past, and is a minority, woman, disabled veteran owned business but bid $5 more than Bidder A. Does bidder A win?

Answer: Total cost is not the only criteria for the winning bid.

1. Is it possible to see the codebase behind the [PAPowerSwitch.com](http://papowerswitch.com) website? There is a tremendous difference between upgrading well written and well documented code and trying to understand and fix code that has been put together by several developers over several years with perhaps less than stellar documentation. Without seeing the code, all bidders are going to have to assume that they will have to basically rewrite it from scratch and price according to that risk. By providing access to the code, bidders will be able to take into account the value of the already written code.

Answer: The code will be shared with the winning vendor.

1. What is the anticipated volume and magnitude of changes, i.e. 1-2 small changes per month and 1 major change per year?

Answer: There will be small changes, possibly 1-2 per month, and possibly 1 to 2 major changes per year.

1. Do you have a preference for what technology is used to manage the content of the PAGasSwitch website?

Answer: No, though it has to be intuitive. If for some reason the website reverts back to the PUC for maintenance purposes, and a third-party product is used, support is important for the PUC to have.

1. We understand content entry users (suppliers, brokers) use [PAPowerSwitch.com's](http://papowerswitch.com) extranet to enter rates. Are you comfortable with any off-the-shelf content manager like Drupal or WordPress being used instead? Is there a content management system that is more familiar to the users who enter content on PAGasSwitch?

Answer: We would be comfortable with an off-the-shelf content manager that offers support. If any extra or ongoing costs are associated with using an off-the-shelf product, that needs to be included in the bid.

1. How important is having a standard interface for the area where users (suppliers, distributors) enter rates on PAGasSwitch? Does it need to match PAPowerSwitch?

Answer: It is important to use a standard interface.  We do state the system should mirror the PAPowerSwitch site.

1. Does PUC have any other information systems that connect to the PAPowerSwitch data store? This would include any systems like a CRM, another website or a reporting tool that pulls, pushes, or points to data.

Answer**:** There are no PUC systems that connect to the PAPowerSwitch data store for any purpose.

1. Does the site need to couple with a particular email monitoring system like Campaign Monitor or Listrak? What is the system called?

Answer: Yes, we currently use Campaign Monitor, but Listrak would be acceptable too.

1. What will the new website URL be? Will it be a .com like PA Power Switch or will it be .net as it currently is?

Answer: The URL for PAGasSwitch is currently [www.PAGasSwitch.com](http://www.PAGasSwitch.com) and will remain the same.

1. For the Social Media services, we understand the deliverable of Social Media recommendations but can we have more clarity on how PUC would like this deliverable to be tangibly handled? For example, is PUC asking for specific content creation or overall directional recommendation? Also, will the account login information be accessible for analytical reporting?

Answer: The PUC creates its own content for Social Media, and is looking for overall direction and any latest changes to Social Media that we should be aware of. The login information will be available to the selected vendor.

1. Can we have access to the Google Analytics on the PAPowerSwitch site prior to make more informed suggestions?

Answer: Google Analytics will be made available to the selected vendor.

1. Is the $240,000 over the 4 year period or for each year of the contract?

Answer: The contract is for only one year: July 1, 2015 to June 30, 2016, and is for maintenance of PAPowerSwitch and building PAGasSwitch website as stated in the RFQ.

1. Will we have access to the PA Power Switch web files to use any existing applications and functions?

Answer: Yes, the selected vendor will have full access to the PAPowerSwitch website and PAGasSwitch websites.

1. Are the fees that are listed under Task Deliverables C. Campaign Monitor Fees to be a part of the agency’s overall budget (i.e. included in the $240,000)? Or will this be above and beyond?

Answer: These fees are included in the overall budget of $240,000.

1. Can you please provide more detail regarding the events mentioned in Task Deliverables G. Logistical Services? Can you share the scope/location of these events?

Answer: In the past we have hosted shopping events throughout the state, usually at shopping malls to teach consumers how to shop for electricity. The PUC may be hosting similar events throughout the state and it is expected that the vendor will provide the computers, Internet service and technical/technology support throughout the event. PUC staff will assist consumers and plan the promotion of the events.

1. Regarding the translation services required, is there a specific dialect of Spanish that’s preferred or required?

Answer: No specific dialect is required or preferred.

1. Who is currently hosting [www.pagasswitch.com](http://www.pagasswitch.com) and [www.papowerswitch.com](http://www.papowerswitch.com)?

Answer: Currently the PAGasSwitch website is part of the PUC’s website at [www.puc.pa.gov](http://www.puc.pa.gov) and is hosted by the Office of Administration. The PAPowerSwitch website is hosted by our current vendor, Pavone.

1. Who is currently maintaining [www.pagasswitch.com](http://www.pagasswitch.com) and [www.papowerswitch.com](http://www.papowerswitch.com) content?

Answer: Current content on PAGasSwitch is maintained by the PUC staff. On PAPowerSwitch, the content is maintained by the current vendor and PUC staff.

1. Are there any technical requirements beyond what was stated? Will there be integration with certain software languages, platforms, databases, etc.? If so, can you offer specifics?

Answer: For PAPowerSwitch, the selected vendor will have full access to the code and databases, etc. For PAGasSwitch, the selected vendor will be able to build the website and current database information will be given to the vendor from the current website. See answers to Question 21-24.

1. Are the videos and fact sheets mentioned to be created by the agency or will they be provided by PUC for inclusion in the website(s)?

Answer: The videos and most fact sheets are currently created by the PUC.