



Questions and Answers

RFQ #2019-100 Appointment Software

Please be advised all questions are keyed as submitted.

1. Whether companies from Outside USA can apply for this? (like,from India or Canada)
A. No.
2. Whether we need to come over there for meetings?
A. No.
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
A. No, tasks must be completed within USA.
4. Can we submit the proposals via email?
A. Yes to RFQ@ELCMDM.org
5. Do you have an existing application in use? If so, can you share the product name?
A. Yes however, we will not be disclosing that information at this time.
6. Are you looking to take calls and make calls directly from the web-based system?
A. No
7. We currently have a solution in place with you. One of the benefits we see here is that we can leverage our FLEX platform to provide this service. Are there objections to building this tool onto an existing platform utilized by ELC?
A. Not in principle.
8. Is there a budget you can share for this project?
A. Budget information is not available at this moment, the process of competitive solicitation is being conducted to determine this information.
9. Is preferable to provide a one-time cost or would it be okay to quote this as a SaaS model, meaning a fixed monthly fee.
A. Monthly billing is acceptable.