



Date: October 2, 2025

ADDENDUM NO: TWO

TO ALL OFFERORS:

REFERENCE: RFQ No: **2026-RFQ-3100810**
Commodity: **Data Warehouse and Analytics Tool**
RFQ Closing On: **October 8, 2025, at 1:00 pm**

Please note the clarifications and/or changes made to this solicitation attached:

1. Please see attached Addendum Two, which includes questions and answers.
2. All other terms and conditions of the solicitation remain unchanged. Quotes must be received in accordance with the solicitation requirements by **1:00 pm on Wednesday, October 8, 2025**. Late quotes will not be considered.
3. A **signed acknowledgement of this addendum** must be received by this office attached to your quote document. Signature on this addendum does not constitute your signature on the original quote document. The original quote document must also be signed.

Sincerely,
Vidhi Danak

Procurement Manager
Albemarle County

Name of Firm

Signature/Title

Date

Printed Name

Questions and Answers

1. Software/Platform Flexibility

- Will the County accept the use of multiple software platforms or tools to deliver the proposed solution, provided that integration and data interoperability requirements are met? No, we wish for one system.
- If a preferred or incumbent platform exists, may vendors propose alternatives that demonstrate equal or enhanced capability?

As noted in Addendum 1 or RFQ document

2. Data Hosting & Security

- Is the County requiring all data to remain on-premises, or will cloud-hosted solutions (FedRAMP/StateRAMP compliant) be acceptable? As noted in addendum 1 or RFQ document
- Are there specific cybersecurity standards (e.g., NIST, CMMC) beyond those stated in the RFQ that vendors should address?

Yes, all applicable cybersecurity standards are expected to be followed.

3. Project Management & Delivery

- Does the County have a preferred project management framework (e.g., Agile, Hybrid, Waterfall) for deliverables, or should vendors propose their recommended methodology? No
- Are interim deliverables (such as prototypes or pilot phases) expected, or will all deliverables be final at project completion?

As noted in Addendum 1 or RFQ document

4. Integration with Existing Systems

- Can the County clarify which existing systems, databases, or tools the solution must integrate with (and the availability of APIs/interfaces for these)? As noted in addendum 1 or RFQ document
- Will the County provide technical documentation for existing systems during project initiation?

As noted in Addendum 1 or RFQ document

5. Licensing & Ownership

- Should software licenses be procured in the County's name at project closeout, or will vendor-managed licensing be acceptable? As noted in addendum 1 or RFQ document
- Who will retain ownership of developed code, configurations, or intellectual property at the conclusion of the contract?

As noted in Addendum 1 or RFQ document

6. User Training & Support

- Are vendors expected to provide on-site training, virtual training, or both? As noted in addendum 1 or RFQ document
- What is the anticipated post-implementation support window (e.g., 90 days, 1 year)?

Support is expected throughout the contract engagement.

7. What is the total employee population (enrolled ee's) that Albemarle would be putting on an analytics platform?

Approximately 3,300.

8. Cost – Budget Limits

Is there a budget range or ceiling for this project?

As noted in Addendum 1 or RFQ document

9. Cost – Pricing Structure

Will pricing be evaluated only on total fixed cost, or are optional/variable components (e.g., training, integrations, future enhancements) allowed?

As noted in Addendum 1 or RFQ document

10. Cost – Solution Components

Should costs be split between base data warehouse and predictive analytics tool(s)?

As noted in Addendum 1 or RFQ document

11. Cost – Ongoing Expenses

Are ongoing support, upgrades, and licensing to be included in the lump sum or priced separately?

As noted in Addendum 1 or RFQ document

12. Cost – Invoicing & Payment

What is the invoicing/payment structure (milestone, monthly, or deliverable-based)?

Monthly

13. Scope – System Integration

Which exact systems must the solution integrate with (HRIS, plan administrator, benefits consultant, others)?

As noted in Addendum 1 or RFQ document

14. Scope – Analytics Models

Should vendor supply prebuilt AI/ML models or only provide integration capability?

As noted in Addendum 1 or RFQ document

15. Scope – Reporting Expectations

What is meant by “real-time reporting” (true real-time vs. scheduled refresh)?

As noted in Addendum 1 or RFQ document

16. Scope – Data Normalization

Will the vendor handle cleansing/normalization of legacy data or will this be provided?

As noted in Addendum 1 or RFQ document

17. Scope – Data Governance

Who owns and enforces data governance rules — County or vendor?

As noted in Addendum 1 or RFQ document

18. Scope – Training

Is training of County staff part of scope? If so, what depth (end-users, administrators, developers)?

Yes, end users and administrators

19. Scope – Change Management

Does the County require ongoing change management support?

No

20. Timeline – Delivery Date

The RFQ specifies delivery by November 30, 2025 — is this a hard go-live deadline?

As noted in Addendum 1 or RFQ document

21. Timeline – Phased Delivery

Can the project be delivered in phases (e.g., warehouse first, analytics later)?

As noted in Addendum 1 or RFQ document

22. Timeline – Milestone Detail

What is the expected timeline for each milestone (data discovery, migration, validation, UAT, production)?

As noted in Addendum 1 or RFQ document

23. Timeline – Third Party Agreements

How quickly can the County and third parties (e.g., consultants, administrators) execute required data-sharing agreements?

As noted in Addendum 1 or RFQ document

24. Timeline – Data Delays

What happens if third-party data providers delay cooperation?

We will address delays from third-parties as they arise.

25. Quality – Data Integrity

What are the acceptance criteria for data integrity validation?

99.9% accuracy

26. Quality – Service Levels

Are there defined SLAs (uptime %, query response time, dashboard refresh times, data load windows)?

Not at this time.

27. Quality – Testing & UAT

How will UAT be managed — who signs off on success/failure?

We do not plan to have UAT, the program should be delivered fully tested.

28. Quality – Penalties

Will there be penalties for missing quality thresholds (e.g., audit errors, SLA breaches)?

Yes

29. Quality – Audit Frequency

How often will the County require audits for compliance, security, and data quality?

Quarterly

30. Quality – Benchmarking

Does the County expect performance benchmarking before final acceptance?

Yes

31. Technical – Tech Stack

What are the County's preferred technology stacks (cloud providers, database engines, analytics platforms)?

No preference

32. Technical – Software Choice

Are there restrictions on using proprietary vs. open-source technologies?

Only proprietary is allowed, no open source technology.

33. Technical – Integration Methods

Should the solution support API-based integrations, flat-file transfers, or both?

No preference

34. Technical – Mobile Access

Are mobile reporting/dashboards required to be native apps, web apps, or responsive portals?

No

35. Technical – Multi- Tenancy

Is multi-tenancy needed for future scalability (County vs. other public entities under cooperative procurement)?

No

36. Technical – Cybersecurity

Are there any County-mandated cybersecurity frameworks (e.g., NIST, FedRAMP, SOC 2)?

Yes, all are required.

37. Infrastructure – Hosting Model

Does the County prefer on-premises, cloud, or hybrid hosting?

Cloud-based

38. Infrastructure – Data Residency

If cloud, are only U.S.-based data centers permitted?

Yes, as noted in Addendum 1 or RFQ document

39. Infrastructure – Disaster Recovery

Should the vendor provide DR/BCP (disaster recovery/business continuity), or will County handle infra redundancy?

Yes, the vendor should provide this.

40. Infrastructure – Recovery Objectives

What are the required RPO/RTO objectives for disaster recovery?

7 days

41. Infrastructure – Monitoring

Does the County require vendor-managed infrastructure monitoring, or will County provide oversight?

Vendor managed.

42. Infrastructure – Connectivity

Should vendor include costs for networking, VPN, MFA, and secure connectivity?

Yes

43. Data – Historical Migration

How many years of historical data need to be migrated into the new warehouse?

9 years

44. Data – Volume & Size

What is the expected volume/size of data (records, TBs, sources)?

As noted in Addendum 1 or RFQ document

45. Data – De-Identification

Will the County provide clean/de-identified data upfront, or must vendor handle de-identification?

As noted in Addendum 1 or RFQ document

46. Data – Data Formats

What data formats will be received from third parties (claims, pharmacy, dental, actuarial files)?

As noted in Addendum 1 or RFQ document

47. Data – Update Frequency

How frequently will data feeds be updated (daily, weekly, monthly)?

Monthly

48. Data – HIPAA Compliance

Who is responsible for ensuring ongoing HIPAA compliance — vendor or County?

Vendor

49. Data – Metadata & Cataloging

Will County require metadata management, data lineage, and cataloging as part of scope?

Yes

50. Data – AI/ML Ownership

How will data ownership and rights be enforced when vendors provide AI/ML models trained on County data?

As noted in Addendum 1 or RFQ document

51. Delivery Team – Delivery Model

Does the County prefer onsite, nearshore, offshore, or hybrid delivery teams?

Virtual teams, U.S. based

52. Delivery Team – Offshore Restrictions

Are there restrictions on offshore resources handling data or code?

Yes

53. Delivery Team – Onsite Presence

For onsite presence, how many locations and what % of team time is required?

No onsite presence is required.

54. Delivery Team – County Engagement

What level of County staff engagement is expected (dedicated project team vs. part-time SMEs)?

2 FTE

55. Delivery Team – Subcontractors

Are subcontractors permitted, and if so, what approvals are needed?

No

56. Delivery Team – Security Checks

Are background checks/security clearances required for vendor staff?

No

57. Delivery Team – Support Model

Should the vendor propose a managed services model post-implementation?

Yes

58. Governance – Scope Refinement

Will there be a pre-award or post-award negotiation phase for scope refinement?

No

59. Governance – Intellectual Property

How will intellectual property be handled for custom dashboards, models, or connectors built during the project?

As noted in Addendum 1 or RFQ document

60. Governance – Change Control

What process will be followed for handling disputes, change orders, or scope creep?

We will address issues if they arise.

61. Governance – Knowledge Transfer

Does the County require knowledge transfer and documentation before project closure?

Yes

62. Governance – Cooperative Procurement

How will cooperative procurement (other public bodies using the contract) affect vendor obligations?

VAAP regulations apply

63. Governance – Communication

What is the County's preferred communication cadence (weekly status, steering committee updates, etc.)?

Weekly status, monthly leadership updates, and daily check ins on issues.