



**List of Questions Received for
Invitation for Proposal 2026-AS-9400
Access to Services through Knowledge (ASK) Web-based Platform**

1. Will the Florida Developmental Disabilities Council, Inc. (FDDC) provide and maintain the website domain name, hosting environment, SSL certificates, and related infrastructure? Or should respondents include these services as part of their proposed solution? If respondents are expected to provide hosting, please indicate any required hosting, security, compliance, availability, or cloud platform standards.

Answer: Offerors should include the recommended website domain name, hosting environment, SSL certificates, and related infrastructure as part of their proposed solution, along with recommended hosting, security, compliance, availability, or cloud platform standards.

2. Are hosting costs included in the \$300,000 per year budget? Or will FDDC pay for that separately?

Answer: Any required hosting costs for this 12-month proposal should be built into the budget of up to \$300,000. Funding allocations per year for anticipated annual continuation beyond this 12-month proposal have not yet been designated or approved. It is anticipated that additional funding will be available beginning October 1, 2027, for annual continuation, pilot testing, maintenance, updates, and evaluation activities through the end of the Council's 2027-31 state plan on September 30, 2031. Should the selected offeror recommend hosting, these costs would be built into annual continuation.

3. After the initial one-year project period and completion of the required deliverables, who is expected to host and maintain the ASK web-based platform, particularly if continuation funding is not awarded?

Answer: It is anticipated that the recommendations for hosting and maintenance made by the selected offeror will be implemented after the one-year project period. Should continuation funding not be available or awarded, the Council will work toward identification and implementation of alternatives prior to the end of the one-year project.

4. For the required sample of previous work, what is the preferred format? For example, would a brief written description of comparable prior work be sufficient, or should proposers include screenshots, links, or other visual examples? If screenshots or other visuals are permitted, may they be included in an appendix? If so, would the appendix count toward the proposal page limit?

Answer: Screenshots, links, or other visual examples that convey comparable work described in this IFP are preferred. No, the appendix does not count toward the proposal page limit. The appendix will only be used to support the IFP requirements.

5. The IFP indicates that proposers may either utilize an existing platform or develop a new platform. If a proposer elects to use and configure an existing proprietary platform as the foundation for the ASK initiative, would the proposer retain ownership of its pre-existing software, technology, and intellectual property, while granting the Council appropriate rights to use the ASK implementation and related project deliverables?

Answer: The Council's contract with the selected offeror will include specific provisions related to ownership that may be negotiated.

If the offeror elects to use and configure an existing proprietary platform as the foundation for the ASK initiative, the Council anticipates that a supplemental agreement would need to be developed and signed by all parties regarding ownership and granting rights.

6. Are there any restrictions on the proposer's ability to continue enhancing, licensing, or commercializing its underlying platform for use with other customers or in other states following completion of the project?

Answer: The Council's contract with the selected offeror will include specific provisions related to ownership that may be negotiated. The Council has previously approved provisions on a case-by-case basis for Contractors to enhance and widely use other Council-developed products.

7. Does the FDDC require a pre-built COTS product, or is a fully managed, services-led solution built on commercial cloud infrastructure also acceptable?

Answer: The FDDC has not developed requirements for this facet of work and expects the proposer to recommend the best solution for the web-based platform.

8. Who is the incumbent vendor currently providing similar services?

Answer: There is no incumbent vendor currently providing similar services.

9. Is the incumbent vendor allowed to participate in this RFP?

Answer: There is no incumbent vendor currently providing similar services.

10. What are the current limitations and challenges that you are facing?

Answer: Creating a usable system that families and individuals with intellectual and developmental disabilities (I/DD) will be able to navigate to access increased knowledge of, and expanded access to, comprehensive and high-quality community resources, services, and supports across the lifespan.

11. Who will be responsible for hosting?

Answer: This decision needs to be recommended by the offeror and decided in conjunction with Council staff and input from the ASK Advisory Committee after contract execution and completion of the first phase of work culminating in recommendations for identifying and updating a web-based platform or developing a web-based platform.

12. What is the hosting preference - Cloud vs On-prem?

Answer: The FDDC has not developed requirements or established preferences for this facet of work and expects the offeror to recommend the best solution for the web-based platform.

13. What is your preferred hosting service provider (AWS or Azure)?

Answer: The FDDC has not developed requirements or established preferences for this facet of work and expects the offeror to recommend the best solution for the web-based platform.

14. The IFP states that the selected vendor must determine whether to use an existing platform or develop a new platform. Has FDDC already identified any preferred platforms, technologies, CMS solutions, or hosting environments that should be evaluated as part of the technology review?

Answer: No.

15. Is the selected vendor expected to create or edit content, or is the scope limited to structuring, integrating, and presenting content provided by FDDC?

Answer: No, this scope of work is strictly limited to identifying or developing the platform for housing existing content and populating the content into the selected and approved platform.

16. Does FDDC have any requirements regarding AI transparency, explainability, human review, or content validation before information is presented to users?

Answer: The IFP requires that the offeror integrate artificial intelligence (AI)-supported search, chat, or content navigation features into the platform that are suitable for potentially vulnerable families seeking services for individuals with I/DD.

17. Could you please confirm if there are any restrictions regarding the use of third-party AI services or Large Language Models (LLMs)?

Answer: No; however, the IFP requires that the offeror integrate artificial intelligence (AI)-supported search, chat, or content navigation features into the platform that are suitable for potentially vulnerable families seeking services for individuals with I/DD.

18. Is FDDC open to an offshore-blended delivery model, and are there any data residency or US-only staffing restrictions?

Answer: No. No data or information will be stored in, processed in, or shipped to offshore locations or outside of the United States of America, regardless of method, except as required by law.

19. Is hosting & maintenance expected within the \$300,000 budget?

Answer: All costs associated with the 12-month scope of work described in this IFP are expected to be performed within the offeror's budget not to exceed \$300,000.

20. How many content modules will be delivered at project start?

Answer: All content modules developed and approved through September 30, 2026, will be delivered at project start.

21. What is the estimated total content volume?

Answer: Examples were provided for 5 different types of content modules that vary in length. In total, there will be 62 files.

22. In what format will content be delivered? Word, PDF, Excel, CMS Export

Answer: It is anticipated that all content will be delivered in PDF and Figma formats.

23. Are content modules already approved?

Answer: Yes.

24. Will additional content be created during the project?

Answer: We do not anticipate that additional content will be created during the 12 months of this project. The selected offeror will only be responsible for populating content developed through September 30, 2026, under the auspices of this 12-month scope of work.

25. Who is responsible for content updates?

Answer: The Council and/or the original developer of the content.

26. Is content available in multiple languages?

Answer: No.

27. Is multilingual support required?

Answer: No.

28. Is translation required?

Answer: No.

29. What AI functionality is expected? (Search only, Chatbot, Conversational Assistant, Recommendation Engine)

Answer: Integrate artificial intelligence (AI)-supported search, chat, or content navigation features into the platform that are suitable for potentially vulnerable families seeking services for individuals with I/DD.

30. Should AI generate answers only from approved ASK content?

Answer: Yes.

31. Is public internet search permitted?

Answer: Yes, but only through external links limited to approved domains or official sources, clearly cited, logged for quality review, and subject to safeguards against presenting unverified information.

32. Must AI responses be citation-based?

Answer: Yes, AI responses should be generated only from approved ASK content.

33. Is Human-in-the-Loop review required?

Answer: Yes.

34. Are there restrictions on Generative AI usage?

Answer: Yes, Generative AI usage should be generated only from approved ASK content.

35. Are chat transcripts required?

Answer: Yes, but not for routine public use.

36. Are analytics required for AI interactions?

Answer: Yes. The platform should include analytics, aggregated where possible, to protect sensitive user information.

37. Is Azure OpenAI acceptable?

Answer: The FDDC expects the offeror to recommend the best solution for the web-based platform.

38. Is OpenAI API acceptable?

Answer: The FDDC expects the offeror to recommend the best solution for the web-based platform.

39. Are open-source LLMs acceptable?

Answer: The FDDC expects the offeror to recommend the best solution for the web-based platform.

40. Will FDDC require third-party accessibility certification?

Answer: The offeror must ensure the platform meets federal accessibility standards (Section 508 and WCAG 2.1/2.2, Level AA) and accessibility testing methods and expects the offeror to make recommendations. Specific requirements will then be addressed during contract negotiation.

41. Is VPAT documentation required?

Answer: The offeror must ensure the platform meets federal accessibility standards (Section 508 and WCAG 2.1/2.2, Level AA) and accessibility testing methods and expects the offeror to make recommendations. Specific requirements will then be addressed during contract negotiation.

42. Will FDDC conduct independent accessibility testing?

Answer: The offeror must ensure the platform meets federal accessibility standards (Section 508 and WCAG 2.1/2.2, Level AA) and accessibility testing methods and expects the offeror to make recommendations. Specific requirements will then be addressed during contract negotiation.

43. What user groups are expected? (Parents, Caregivers, Self-advocates, Case workers, Providers)

Answer: Families (e.g., parents, siblings, guardians) and caregivers are expected to be the primary audience with people with intellectual and developmental disabilities/self-advocates expected to be the secondary audience. While the platform may be used by others, development should be based upon the unique needs of the primary and secondary intended audiences.

44. Expected number of users? Expected monthly visitors?

Answer: The number of expected users and monthly visitors is unknown.

45. Are integrations required with: Medicaid, State Agencies, APD, Provider Directories

Answer: No.

46. Are SSO requirements expected?

Answer: No.

47. Must source code be transferred?

Answer: The FDDC expects the offeror to make recommendations. Specific requirements will then be addressed during contract negotiation.

48. Is there an expectation for maintenance after Year 1? Will FDDC issue a separate maintenance contract?

Answer: It is anticipated that additional funding will be available beginning October 1, 2027, for annual continuation, pilot testing, maintenance, updates, and evaluation activities through the end of the Council's 2027-31 state plan on September 30, 2031.

49. Is maintenance included in the \$300,000?

Answer: Any maintenance requirements during this 12-month scope of work must be included in the proposal up to the \$300,000 available for award.

50. Does FDDC currently maintain, or anticipate providing, a platform, CMS, hosting environment, or preferred technology stack that the selected provider is expected to use or integrate with, or is the modality fully open to proposer recommendations?

Answer: The modality is fully open to proposer recommendations with final selection contingent upon approval of Council staff and input from the ASK Advisory Committee.

51. Are there any requirements or restrictions regarding cloud providers, data hosting locations, or the use of third-party AI services (e.g., commercial language model APIs) for AI-supported search, chat, or navigation capabilities?

Answer: Yes, no data or information will be stored in, processed in, or shipped to offshore locations or outside of the United States, regardless of method, except as required by law. In the case of AI, offerors must describe how user data, prompts, search queries, chat interactions, analytics, and resource data will be protected, whether any data will be transmitted to or retained by third-party AI providers, and whether such data may be used for model training. Offerors must provide options for limiting, disabling, or replacing third-party AI services if required by agency policy or privacy requirements.

52. For the Artificial Intelligence (AI) Development Costs budget category, may offerors include reasonable AI-related operating expenses incurred during the project period (e.g., model usage, inference, hosting, or subscription costs), or should proposed costs be limited to development and implementation activities only?

Answer: Yes, all reasonable AI-related operating expenses incurred during the project period (i.e., 12 months) may be included in the offeror's budget.

53. Beyond compliance with Section 508 and WCAG 2.1/2.2 Level AA, does FDDC anticipate requiring independent third-party accessibility validation, or will documented testing methodologies and remediation processes provided by the contractor be sufficient?

Answer: The offeror must ensure the platform meets federal accessibility standards (Section 508 and WCAG 2.1/2.2, Level AA) and accessibility testing methods and expects the offeror to make recommendations. Specific requirements will then be addressed during contract negotiation.

54. Beyond initial platform development and content population, does FDDC anticipate that the selected provider will be responsible for ongoing verification, curation, updating, and maintenance of external resource listings and linked community resources during the contract period?

Answer: No, however, should any content changes need to be made prior to the end of the 12-month period, the selected offeror may be asked to implement them (e.g., replace links or content provided by the FDDC).