

NASWA UI ITSC AI Project - RFP Questions and Responses

2/19/2025

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#	Category	Vendor Question	UI ITSC Response
1	General Requirements	To help us understand the scope, we'd like to understand how you define a prototype for the chatbot under Task 1. For instance, what features or functionalities would you expect in a prototype version of the chatbot? Do you envision the prototype as fully functional, or is it okay if it demonstrates just a few core features?	The chatbot developed under this RFP will have a text-based interface capable of receiving user prompts and generating responses based on available training data. It will support multiple languages, with the vendor proposing the number of languages feasible beyond English. While the primary expectation is for a text-based chatbot, if the vendor's solution allows, it should also support non-text inputs such as images, videos, diagrams, and audio without additional development costs. If initially limited to text, the vendor must outline how it can be expanded in the future.
2	General Requirements	What are the other aspects the chatbot should handle besides question answering?	Additionally, the chatbot should be capable of generating responses in various formats, including images, videos, audio, and diagrams, or at least be upgradable to do so. It must also support document processing by allowing users to populate provided templates, and also generate templates based on free-form text prompts. The prototype must demonstrate core capabilities with a clear roadmap for enhancements. Vendors should specify which features can be integrated at no extra cost and provide a structured plan for future expansion.
3	General Requirements	Should we include Optical Character Recognition (OCR) for processing scanned documents or image-based data?	OCR can be left out of scope for the prototype to reduce cost/scope.  Implementation of image analysis is in scope for the prototype if this does not increase cost of the vendor solution, or may be proposed as an extension.
4	General Requirements	Clarification on RFP Goals: To ensure alignment with NASWA's objectives, we'd like to confirm if the RFP seeks a comprehensive playbook and training protocols for developing LLMs using UI data, with the goal of establishing a foundational UI LLM model.	Yes
5	Agentic AI Question	Could you elaborate on the expected outcomes and use cases for "Agentic AI systems"? - How are they envisioned to complement the LLM for the use cases proposed?	If agenentic functionality is included or upgradable to, it would complement all future LLM based use cases by potentially asking questions of the user for further information, suggesting next steps to take, or integrating with other components in a UI system, for example, updating a claim reviewers schedule.
6	Agentic AI Question	Could you elaborate on the expected outcomes and use cases for "Agentic AI systems"? - Or is the intention for the vendor to recommend use cases were Agentic AI could be useful? Will these recommendations take priority over simpler architectures that accomplish the same goals?	The vendor should bid to be as cost effective as possible on the RFP goals, however if it is possible to propose an approach that can be upgraded to include agentic assistance to staff users at no cost, then vendors should propose what can be included. Vendors may also indicate what the additonal cost may be for such an approach, as a future upgrade to the solution proposed. If describing a future approach, vendors should indicate if the same LLM could be used, or how if it would need to be changed.
7	Budget	Is there a defined budget range for development, deployment, and maintenance of the solution?	The budget for this project is not specifically defined. We are seeking to evaluate a broad range of potential solutions.
8	Budget	Does NASWA have a designated budget for this project? If so, what is it?	
9	Budget	Is there a budget range or limit that we should consider when developing pricing proposals?	
10	Budget	Are there specific budgetary limits or cost-saving measures CESER prefers?	
11	Budget	Is there a ballpark budget range for this project, or should pricing prioritize value over cost-effectiveness?	
12	Budget	What is the budget for this bid? OR the estimated annual spending in the past under this contract for similar services?	
13	Budget	What is the budget range for this project?	
14	Budget	Does NASWA have a budget range or cap for this project to guide vendors in structuring their proposals appropriately?	
15	Budget	Is the budget approved?	
16	Budget	Are you able to provide what the budget and the budget source is for this project?	The budget for this project is not specifically defined. We are seeking to evaluate a broad range of potential solutions. The budget source is federal grant funds.
17	Budget	Should vendors propose pricing models for different scaling scenarios (e.g., multiple states adopting the solution)?	No, vendors should provide a pricing model solely for up to 10-20 concurrent users during development (for each of the two solutions requested) and up to 100 concurrent users in the 1 year support period, based on a single deployment of the solution for each task for use by NASWA and its partners. Any future additional deployments or increased user load would be in addition to the costs covered by this RFP.
18	Budget	Is there a template for providing cost details?	No; vendors must provide a breakdown of each item proposed.
19	Budget	Should pricing include costs for third-party tools and cloud consumption, or will the client procure such services separately?	Proposed vendor pricing should include all costs for any third party tools and cloud consumption.  Deliverables described for the development phase must be fixed price, but the one year maintenance period can be bid to be based on consumption, to minimize costs.  Open Source and other 'no-cost' license solutions should be considered, however NASWA does not want to preclude paid licenses if the vendor can show the benefits they may provided over 'no-cost' licensed tools.
20	Budget	The RFP's proposal pricing mentions fixed-price pricing model. Are cloud consumption costs (hosting, compute) included in the fixed bid, or will they be billed separately?	Deliverables described for the development phase must be fixed price, but the one year maintenance period can be bid to be based on consumption, to minimize costs.
21	Budget	Please share the incumbent vendors and their pricing.	N/A

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

22	Budget	What is the spending to date against each of the incumbent vendors?	N/A
23	Budget	Should licensing fees for recommended tools or AI frameworks be included in the pricing breakdown?	Yes
24	Budget	Should the cost include infrastructure and software license costs?	Yes, or any cloud consumption if no on-prem infrastructure is proposed.
25	Capacity and Scalability	How many concurrent users should the system handle initially and in future expansions?	We expect 10-20 users/testers during development and vendors should estimate for 10-100 users in the 1 year maintenance period.
26	Capacity and Scalability	The RFP mentions that response times should be on par with those typically available from commercial online LLM-based chatbots. What is the anticipated user load and are there any scalability requirements that should be considered?	
27	Capacity and Scalability	Do you have estimates of the number of users and frequency of usage to assist with the estimation of cloud consumption costs in production? Or is the expectation that this can be excluded from the proposal and developed as part of the vendor’s implementation?	
28	Capacity and Scalability	Does ITSC have a preference for AI platforms with a fixed cost of ownership, or AI platforms for which cost scales with utilization?	NASWA requests a fixed cost during development phase, but is open to a cost based on consumption in the one year maintenance phase.
29	Capacity and Scalability	What is the anticipated growth in data volume and user base over the next 3-5 years?	TBD
30	Capacity and Scalability	Is there an anticipated need for scalability testing to simulate higher usage or multiple states adopting the system?	No. Stress Testing is out of scope for this prototype. We expect that vendors will develop on modern enterprise level platforms that can be scaled to and tested for possible future production needs at a later date.
31	Chatbot Requirements	Are there any specific performance requirements for the LLM (e.g., speed, memory usage, latency)?	1-5 seconds for initial response for the majority of queries
32	Chatbot Requirements	Are there any specific latency requirements for different types of queries (e.g., simple questions vs. complex requests)?	1-5 seconds for initial response to standard queries. 5-10 seconds is acceptable in more complex cases.
33	Chatbot Requirements	What is the process for evaluating and mitigating potential biases in the system?	At this stage, we are developing a prototype rather than a full deployment, so the process for evaluating and mitigating bias is still being explored. However, our approach will include fairness assessments, algorithmic adjustments, and continuous monitoring. Bias evaluation will involve auditing data sources, applying fairness metrics, and using explainability tools to detect disparities. Mitigation strategies may include data balancing, algorithmic refinements, and human-in-the-loop validation. Additionally, continuous monitoring through real-time auditing and user feedback mechanisms will help ensure fairness over time. These efforts will inform future iterations of the system.
34	Chatbot Requirements	How do you expect users to utilize images, videos, and speech when interacting with the system? Could you provide details about the multimodal data sources (text, images, video, speech) that might be used in the project?	At this stage, we are working on a prototype rather than a full deployment. The specific technical requirements for each modality (images, videos, speech) are still being explored as part of this phase. While we aim to define foundational parameters, aspects such as file formats, resolution, and audio quality will be further refined in future iterations as the framework develops.
35	Chatbot Requirements	There are two main approaches for the chatbot under Task 1 - one is a custom-built solution with flexibility to tailor to specific needs, and the other is using an off-the-shelf platform, which can be faster to implement but may have some limitations in customization. What is NASWA’s preference factoring the timeline and budget?	We are currently planning a prototype, which involves building a solution from the ground up. This initial phase will lay the foundation for developing a more comprehensive framework in future iterations. Vendor should propose the most cost effective approach that meets the description in the RFP.
36	Chatbot Requirements	Does ITSC/NASWA have a preference for the use of proprietary (Gemini, Bedrock, etc.) vs. open-source (Llama, Deepseek) AI models, and how will licensing considerations impact evaluation?	We are currently planning a prototype, which involves building a solution from the ground up. This initial phase will lay the foundation for developing a more comprehensive framework in future iterations.  Vendors are requested to include any licensing costs in their proposal.
37	Chatbot Requirements	For each use case (e.g., RFP interrogation, ETA report processing, BAM rules staff training) What are the specific desired outputs (e.g., draft RFP responses, summaries of ETA reports, personalized training modules)?	The example future use cases are TBD in terms of detail, but the overarching purpose for each would be for the chat bot to be trained in each business area and be able to answer detailed questions when prompted. It should also be able to generate documents (and/or images, diagrams, video and audio), either from provided templates or those of its own generation. See also question on Agentic AI.
38	Chatbot Requirements	What are the expected use cases for each modality (e.g., image analysis for document classification, video transcription for training purposes)?	
39	Chatbot Requirements	Can you elaborate on the future use cases the system should be expandable?	
40	Chatbot Requirements	When you discuss additional use cases of the “UI IT Modernization LLM” beyond the Guidebook, is the expectation that document interrogation (Modernization Guidebook, RFP Interrogation, Benefit Accuracy Measurement rules staff training) and document generation (RFP Creation, ETA Report Processing) are the two most important outputs of the UI IT Modernization LLM? If not, what other use cases are relevant?	For this RFP, the Modernization Guidebook is in scope for consumption training and interrogation by the chatbot. The other documents are for future use cases beyond the initial scope of this project. However, those use cases and documents are identified only as a small number of examples within the broader UI domain.
41	Chatbot Requirements	How should users interact with the system? Should it be query-based, form-driven, or conversational?	LLM: Conversational, but should also be able to accept forms, templates, images, videos, audio, diagrams, or be upgradable to that (vendor to explain how if not already included in initial solution) Prediction prototype: The prototype shall accept training data and data for analysis in a file format TBD. Depending on use case selected for the data may be a mix of structured and semi or unstructured data.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

42	Chatbot Requirements	Are there any existing tools or processes that the LLM should integrate with?	No, however, please see question regarding Agentic AI.
43	Chatbot Requirements	Are there specific LLMs (e.g., OpenAI, Google Bard) you prefer or have experience with?	No
44	Chatbot Requirements	What specific types of biases are most concerning in the context of UI (e.g., gender, race, socioeconomic status)?	Race, gender, sexual orientation, age, disability, national origin, religion, genetic information.  Training data will not include any of the following areas - Race, gender, sexual orientation, age, disability, national origin, religion, genetic information.
45	Chatbot Requirements	How will the vendor identify and mitigate potential biases in the training data, model architecture, and LLM outputs?	Vendor is requested to propose how its system will minimize and eliminate system bias.  Training data will not include any of the following areas - Race, gender, sexual orientation, age, disability, national origin, religion, genetic information.
46	Chatbot Requirements	What additional functionalities should the chatbot provide beyond question answering?	The chat bot developed under this RFP shall have a text based chat bot interface capable of receiving user prompts and providing text based answers based on its NASWA provided training data. The chat bot shall be multi-lingual with the vendor proposing how many languages that can be supported (training data will be provide in English as that is what NASWA has currently available). The chat bot shall also permit the input of non-text based inputs, such as images, videos, diagrams and audio files, be directly upgradeable to support that in the future, or the vendor must explain how their solution could be modified to support that. Similarly, the chat bot must be able to output responses in the form of generated images, videos, audio and diagrams, or be upgradeable to do that. The chat bot must also be able to accept and populate document templates provided by the user, and also be able to generate a document template specified by a free form-text prompt.
47	Chatbot Requirements	What are the expected levels of automation for each use case?	The prototype chat bots developed under this RFP shall allow context based chat, there is no integration with other systems within the scope of this RFP. However, please see question on Agentic AI to input on how the proposed solution may assist users in that area.
48	Chatbot Requirements	What kind of user authentication or role-based access controls are expected for the interface or is it going to be open for all.	Vendor is requested to propose the role based authentication system to be used. System will be available to NASWA staff and its select partners. System will not be open to all.
49	Chatbot Requirements	What are the performance expectations for each modality (e.g., accuracy, speed, robustness)?	Vendor is requested to propose what their solution can achieve, or what a future upgrade would be able to achieve.
50	Chatbot Requirements	What level of transparency is required for LLM decisions and outputs (e.g., rationale for recommendations, identification of sources)?	Vendor is requested to provide information on the proposed XAI techniques to be used in their proposal. NASWA is interested in business user level explanations of how predictions and LLM outputs were achieved, confidence levels, and the underlying data used. Technical documentation is also requested to include explanation of the algorithms, networks, and weightings used to obtain results.
51	Chatbot Requirements	Should we build the system to allow plug-and-play compatibility with multiple LLMs in the future?	Yes. Ideally we would like to be able to explore the performance of different LLMs against the same guidebook data, for both response quality, explainability, image creation etc. Vendors should identify any additional costs associated with Training and testing of multiple LLMs (this may be done as a future project if the vendor solution supports multiple LLMs).
52	Configuration Requirements	Could you clarify the requirements for components that are made available to states as reference versions? We would like to know if the sharing of components would take, for example, the form of documentation of tools, configurations, and specifications used, or as fully exportable, self-contained deployments of tools needing minimal additional configuration.	This is currently a working prototype rather than a full deployment. At this stage, our focus is on validating key concepts and building foundational components. While we may share deployable prototypes for further post-project analysis by NASWA partners, these will not be shared as productized components nor with any support or warranty. We will also share documentation and tools, configurations, and specifications. The sharing of components will primarily serve as a reference rather than fully exportable, self-contained deployments. This initial phase will help shape the framework for more comprehensive implementations in future iterations.
53	Design	How will the connection be made to fetch the data?	The vendor should address this as part of their technical design.
54	Design	How is data management handled? Is entire data available under centralized control?	LLM and historical training data will be provided for hosting within the system proposed by the vendor.
55	Ethical Considerations	Are there any ethical considerations regarding the use of specific LLM providers (e.g., data residency, transparency, responsible AI practices)?	At this stage, we are focusing on a working prototype rather than a full deployment. The primary goal is to validate key concepts and build foundational components that will inform future iterations. While ethical considerations such as data residency, transparency, and responsible AI practices are important factors, they are not the primary focus of this initial phase. These aspects will be further evaluated as the framework evolves. Additionally, access and availability of data is not a point of discussion for the RFP.
56	Ethical Considerations	Are there specific biases or ethical concerns you want the solution to address?	
57	General Requirements	Would NASWA be open to a modern platform as a services that does not require a coding language?	Yes. Vendors should describe the value proposition of such an approach for NASWA consideration.
58	General Requirements	Are there additional legal or compliance considerations that vendors should address beyond bias mitigation, such as compliance with emerging state or federal AI legislation?	No
59	General Requirements	Will vendors need to comply with state-specific laws or guidelines in addition to those outlined for the federal level?	

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

60	General Requirements	Should the interface integrate accessibility standards (e.g., WCAG compliance)?	At this stage, we are developing a prototype rather than a full deployment. While accessibility is an important consideration, specific requirements for integrating accessibility standards, such as WCAG compliance, have not yet been fully defined.
61	General Requirements	Are there accessibility standards (e.g., WCAG compliance) that the system must meet?	Additionally, since this AI system is being used internally as a prototype, WCAG compliance may not be immediately applicable unless the interface directly interacts with end users. Future iterations will further assess and address accessibility needs as the framework develops.
62	General Requirements	Are there specific NIST AI security standards or federal requirements we must adhere to?	At this stage, we are developing a prototype rather than a full deployment. While specific NIST AI security standards or federal requirements are not the primary focus of this phase, compliance considerations will be assessed as the framework evolves. Future iterations may incorporate relevant NIST guidelines and federal security requirements to ensure robust AI governance, risk management, and compliance with industry best practices.
63	General Requirements	Should the system be built for integration into existing UI systems, or will it operate independently?	The trained prototype is expected to be standalone, however please see answer to questions on agentic AI for possible future upgrade.
64	General Requirements	Can you provide details about the systems or platforms (e.g., claims adjudication systems, workforce systems) that the AI solution must integrate with?	
65	General Requirements	Are these modules expected to interface with any external systems?	
66	General Requirements	Should the solution integrate with existing platforms or tools? If so, which ones?	
67	General Requirements	What existing IT systems (e.g., UI systems, CRMs, analytics tools) must the AI solutions integrate with?	
68	General Requirements	Are there preferred programming languages or APIs for integration with CESER's existing systems?	
69	General Requirements	What existing systems should the proposed solution integrate with? Are there specific API or interoperability requirements we need to consider?	
70	General Requirements	Should the solution support integration with external APIs (e.g., other government systems) in the future?	
71	General Requirements	Should users interact with the LLM system in a query-based, form-driven, or conversational manner?	Conversational, but should also be able to accept forms, templates, images, videos, audio, diagrams, or be upgradable to that (vendor to explain how if not already included in initial solution)
72	General Requirements	What specific data fields or attributes are critical for the LLM and prediction prototypes?	LLM: The prototype will be trained on UI IT modernization guidebook data. Prediction prototype: This depends on use case chosen.
73	General Requirements	Perform the configuration and set-up of selected AI tool(s) currently in the marketplace" what tools and marketplace is being referred here?	NASWA has no preferred tools or approaches beyond the ideas as expressed in the RFP.
74	General Requirements	The solution is required to implement or be extensible to use multimodal foundation model(s), whereby being able to process images, videos, speech, etc., in addition to text."...Does this mean the user will be providing images, videos and using speech to ask questions?	NASWA is interested in an Enterprise LLM system design that can be extended to include processing and analysis of, for example, zoom recordings of technical and business level presentations.
75	General Requirements	Beyond the initial prototypes, are there specific use cases or future applications CESER envisions for these AI systems?	NASWA is interested to hear vendor ideas.
76	General Requirements	Do you have any preferred tools or techniques for implementing Explainable AI in this context?	NASWA is interested to learn what vendors propose in this key area.
77	General Requirements	The vendor should incorporate Explainable AI (XAI) techniques in LLM configuration and training"... What level of transparency is expected in the AI models? could be traceable outputs where RAG retrieved documents are highlighted, confidence scores, attention heatmaps to show words or sections the model focused on etc.	NASWA is seeking vendor input on best approaches in this key area.
78	General Requirements	Does NASWA already has a inbuilt LLM to be used?	No
79	General Requirements	Are there preferred LLMs (e.g., closed source vs. open source) that NASWA recommends or prefers for this project?	No
80	General Requirements	Are there specific data retention policies or guidelines that need to be adhered to for both the LLM and predictive systems?	No. The prototypes developed under this RFP would only be subject to data retention policies and guidelines if/when deployed for production use by a NASWA partner, extra to the scope of this RFP.
81	General Requirements	Shall the company be GDPR or ISO certified?	No
82	General Requirements	Are there predefined SLAs for latency (e.g., 1–5 seconds per prediction) that we need to meet?	No, however 1-5 second performance is requested so that the prototypes can be used in production later if needed.
83	General Requirements	What are the target response times for queries in the prototype phase?	1 to 5 seconds for initiation of response.
84	General Requirements	Are there existing UI adjudication systems the AI tool must integrate with? If so, what are the APIs or interfaces?	No, in order to keep project scope as small as possible, while still delivering on the major objectives of the RFP.
85	General Requirements	Are there any specific requirements for hosting the system beyond the one-year period described in the RFP?	No. It is anticipated that the prototypes developed will continue to be hosted beyond the initial year maintenance period, subject to available budget, but that is beyond the scope of this RFP.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

86	General Requirements	Are there specific data retention policies or guidelines that need to be adhered to for both the LLM and predictive systems?	No. The prototypes developed under this RFP would only be subject to data retention policies and guidelines if/when deployed for production use by a NASWA partner, extra to the scope of this RFP.
87	General Requirements	NASWA RFI: "Areas in-scope for this project include: 1. The configuration and ‘training’ of select AI tool(s) currently in the marketplace, specifically for the UI domain", Question: Does NASWA already have a list of select AI tools in the marketplace it prefers to utilize?	No. Vendor is free to propose the best value proposition for functionality vs cost.
88	General Requirements	The desired outcome is a ‘UI IT Modernization LLM’ which can be interrogated by user prompts and generate responses using natural language text, images, video and speech"...Can you give examples of video and speech-based responses that UI ITSC Modernization Guidebook can help make?	<p>An LLM trained on the The UI Modernization Guidebook can support video and speech-based responses by transforming its technical and domain knowledge into dynamic, interactive formats. The system should be designed for extensibility, allowing future enhancements to support video and speech-based outputs. For example, it could generate presentation-style videos explaining key modernization concepts, such as best practices for implementing cloud-based UI systems or an overview of the recommended logical application architecture, with voice-over narration summarizing critical aspects of modernization strategies, compliance requirements, or CI/CD design principles.</p> <p>Additionally, the system should be capable of generating business process diagrams, logical application architecture diagrams, and CI/CD design workflows based on user prompts, enhancing visualization. As part of its extensibility, future enhancements could enable speech-based responses, providing audio summaries of guidebook sections for quick insights into topics like system integration, security frameworks, or process automation. These capabilities, whether included in the initial implementation or as planned upgrades, would improve accessibility and make complex information more digestible for diverse stakeholders. Additionally, speech-based responses could provide audio summaries of sections from the guidebook, offering quick insights into topics like system integration, security frameworks, or process automation. Interactive voice-based explanations could walk users through the development of business process diagrams, helping them understand workflows and dependencies in UI modernization efforts. This multi-modal approach enhances accessibility and ensures that complex information is more digestible for diverse stakeholders.</p>
89	General Requirements	Can you expand on the mentioned future use cases and how the same solution can be used to achieve them...	The intent behind the list of future use cases is to indicate the types of materials that the solution will be trained on and the types of output that would be required, document drafts based on input templates, etc.
90	General Requirements	a. RFP interrogation and creation	
91	General Requirements	b. Employment and Training Administration (ETA) report processing	
92	General Requirements	c. Benefit Accuracy Measurement (BAM) rules staff training.	
93	General Requirements	d. State specific experiences and interactions.	
94	General Requirements	Should the model prioritize explainability or accuracy in cases where trade-offs are necessary?	The answer to this question will depend on the exact context under consideration, however, as the prototypes are making suggestions to human staff, explainability should be emphasized over accuracy, so that human staff have best information available to correct the predictions as needed.
95	General Requirements	The solution is required to implement or be extensible to use multimodal foundation model(s), whereby being able to process images, videos, speech, etc., in addition to text" Can you clarify if multi-modal input is a mandatory requirement to have in the initial system OR just that the system should be extensible for addition of inputs other than text, such as video, picture and speech?	The design for the system must be extensible to a multi-model solution, and if this is not included in the initial design, the vendor must explain how that could be done in the future.
96	General Requirements	What is the expected level of multimodal support for the Enterprise LLM (e.g., text, video, images)?	The Enterprise LLM shall be able to support image and video/audio inputs, and provide text based outputs, providing analysis of the inputs. However, to keep the scope and cost of the project a low as possible, it is acceptable for the vendor to propose a text based solution and provide an explanation in their response how the solution could be modified in the future to analyze non-textual inputs.
97	General Requirements	Is the assumption that all document generation use cases for the “UI IT Modernization LLM” will have a standard template provided as part of that workflow?	The example future use cases are TBD in terms of detail, but the overarching purpose for each would be for the chat bot to be trained in each business area and be able to answer detailed questions when prompted. It should also be able to generate documents (and/or images, diagrams, video and audio), either from provided templates or those of its own generation. See also question on Agentic AI.
98	General Requirements	Where does the "guidebook" live? What external integrations need to be considered?	The Guidebook data will be provided to the vendor for prototype training.
99	General Requirements	For Task 1: Could you please provide clarity on whether the expectation is for the vendor to fine-tune a Language Learning Model (LLM) with internal data, or if the preference is to leverage an already pre-trained LLM?	The NASWA Enterprise LLM will need to be trained with NASWA data as part of this project, but the vendor is free to propose a starting point foundational LLM that best meets the RFP goals should they choose to.
100	General Requirements	Should the predictive AI prototype include dashboards or reporting features for management-level insights?	The prototypes must provide data in a human readable format (for example Excel, CSV, XML) that can be used to create management-level dashboards. Dashboards to display this data may be proposed so long as they do not increase the cost of the project.
101	General Requirements	For Task 2: The document mentions neural networks on page 15. Is this a strict requirement or would there be flexibility to explore and utilize various machine learning algorithms that may be equally or more effective for the specified tasks?	The vendor is free to propose the best approach they believe will best meet the RFP goals. The vendor should explain the benefits of the chosen approach, and why it is better than other possible approaches that may be considered, such as neural networks.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

102	General Requirements	How do you envision balancing open-source vs. proprietary AI tools in the solution?	The vendor is free to propose the best approach they believe will best meet the RFP goals. The vendor should explain the benefits of the chosen approach, and why it is better than other possible approaches that may be considered.
103	General Requirements	Are there preferred LLM vendors (e.g., OpenAI, Google, Microsoft) or would you like vendors to suggest potential options based on specific criteria such as cost, scalability, or explainability?	There is no preferred LLM vendor. RFP respondents should propose which LLM(s) they choose to use, including criteria such as cost, scalability, explainability and multimodality.
104	General Requirements	The RFP makes mention of commercial LLM models (e.g., GPT-4, Gemini). Can the proposed solution leverage open-source LLMs (e.g., LLAMA), or is there a preference for commercial models?	There is no preference between commercial or non-commercial. Vendor should propose the most cost effective approach that meets the description in the RFP. Vendor is free to propose the best value proposition for functionality vs cost.
105	General Requirements	What specific mechanisms are envisioned for human review of predictions?	Vendor is free to propose review mechanisms for NASWA consideration.
106	General Requirements	What specific AI tools or platforms does CESER prefer or recommend for this project (e.g., specific LLMs or predictive AI tools)?	Vendor is free to propose the best value proposition for functionality vs cost.
107	General Requirements	Are there any preferred frameworks for Explainable AI integration?	No
108	General Requirements	How will human reviewers interact with AI outputs? Are there defined workflows to ensure human oversight in AI-based decision-making?	Vendor is free to propose workflow approaches for the training and subsequent post training use of the predictive prototype. It is expected that the workflows will include human review on all results both, with the results provided back to the prototype to improve future results, in both the training and post-training phases.
109	General Requirements	What is the preferred mechanism for gathering and acting on user feedback post-launch?	Vendor is requested to propose the approach for this as part of their proposal.
110	General Requirements	Is vendor expected to use their own ML infrastructure, tools and processes for gathering, preprocessing, cleaning of data and training, evaluating and tuning the models OR would they be supplied by UI ITSC? If its later, can you please share details of infrastructure, tools, processes that you would like vendor to employ?	Vendor is requested to propose their own.
111	General Requirements	Are there specific analytics or monitoring tools CESER expects us to deploy (e.g., logs, prompt usage stats, error rates)?	Vendor should propose tools for NASWA agreement.
112	General Requirements	What kind of performance analytics and user activity data should the vendor provide during the maintenance period?	Vendor should propose approach for NASWA agreement.
113	General Requirements	How will system monitoring and error handling be managed during the hosting phase?	
114	General Requirements	Are there specific LLMs or AI frameworks (e.g., OpenAI, Azure, AWS) CESER prefers, or should we provide recommendations based on cost/performance?	
115	General Requirements	Are there any specific XAI techniques CESER expects (e.g., SHAP, LIME), or should we propose options?	
116	General Requirements	What level of explainability is required for end users versus technical staff?	Vendor should propose approach for NASWA agreement. NASWA is primarily interested in 'lay-user' understandable reasoning behind each prediction or LLM output, along with sources, however system technical documentation should include as much information as possible for technical staff to understand the system configuration.
117	General Requirements	What is ITSC's definition of Explainable AI in this context? Do you need visibility into model weights, or factors of a given recommendation / prediction, etc.?	
118	General Requirements	Are there expectations for uptime (e.g., 99.5%) during the prototype and production phases?	Vendors should state the expected uptime of their proposes solution, as applicable. Generally, the solutions should be always available apart from during agreed to maintenance windows, but as these are prototype systems there are no SLA requirements for guaranteed uptime. NASWA is interested in what uptime would be possible if the prototypes were used in a production setting in the future.
119	General Requirements	Are there existing UX/UI standards or guidelines we should follow for the chatbot and other interfaces?	We aim to develop a configurable UI/UX that allows for easy rebranding, enabling its use by other departments within NASWA and member states.
120	General Requirements	Should the system maintain logs or provide audit trails for its outputs and predictions?	Yes
121	General Requirements	Are there preferred predictive AI use cases besides the UI Adjudication Desk Aid, or if additional exploratory use cases are encouraged?	Yes, as the purpose of the prototype is to explore if predictive UI has utility to assist staff users in the UI space. However vendor suggestions for other use cases must be at the same effort and cost level for comparison purposes.
122	General Requirements	However, it is an objective of the project that any prototype components developed under this project may be made available to states as reference versions for learning purposes and possible later state adoption.". In what format would NASWA make prototype components available to states (e.g. documentation, configurations, code)?	Yes, NASWA partners will have full access to any developed prototype and associated source code, documentation and training data. NASWA partners will in principle be able to access the NASWA instances of the prototypes or deploy their own instances (at additional cost).
123	General Requirements	NASWA RFI: "The LLM shall be provided along with full documentation of how LLM configuration was conducted to serve as an 'example approach' for states interested in creating their own similar Enterprise LLMs." 1/29/2025 Question: Will states or NASWA partners (e.g. US DOL) need to be given access to the LLM and LLM configuration directly?	Yes, NASWA partners will be able to install instances themselves and have all of the same accesses available to NASWA. NASWA partners may also have role based access the NASWA instances too, but not if this adds complexity and associated cost.
124	General Requirements	Should the tool allow users to override predictions and provide feedback to improve the model?	Yes, users shall be able to override predictions and there must be an agreed to mechanism to provide feedback to improve the model.
125	General Requirements	Does CESER prefer a specific cloud provider (AWS, Azure, GCP), or should we recommend one?	No preference.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

126	Hosting	Are there restrictions or preferences regarding cloud regions (e.g., U.S.-only hosting for data compliance)?	At this stage, we are developing a prototype rather than a full deployment. While specific cloud region restrictions are not the primary focus of this phase, compliance considerations, including data residency and security, will be assessed as the framework evolves. The solution should be cloud vendor-agnostic to ensure flexibility and scalability across different cloud environments. If vendor must use a particular cloud vendor, the vendor is requested to explain the services that will be used from the cloud.
127	Hosting	Existing cloud environment: Does NASWA have an existing cloud environment, and could you describe its maturity level? On a related note, are there specific cost constraints or tolerances that we should be aware of, especially considering certain operations like language translation can incur significant cloud computing costs depending on data volume?	At this stage, we are developing a prototype rather than a full deployment. NASWA does not have a preferred environment. The solution should be cloud vendor-agnostic to ensure flexibility and scalability across different cloud environments. If vendor must use a particular cloud vendor, the vendor is requested to explain the services that will be used from the cloud. Vendor may deploy the prototypes to the UI ITSC AWS cloud, so long as costs for this are covered by their proposal.
128	Hosting	What are the requirements for incident response and data breach notification?	As these are prototype systems, there are no SLA requirements for incident response or data breach. In the event of an issue, vendor must notify NASWA immediately.
129	Hosting	Is the solution going to be hosted in UI ITSC infrastructure or vendor's?	It can be hosted on UI ITSC infrastructure so long as the cost of hosting is paid by the vendor.
130	Hosting	Is all NASWA data in a cloud platform today? If so what platform? If not, where does the data live?	LLM data is currently held on UI ITSC website and will be provided to the vendor. Predictive tool data will depend upon the use case agreed to for prototyping, but the agreed to data will be provided to the vendor.
131	Hosting	What guidelines or preferences does ITSC/NASWA/CESER have regarding ownership or hosting of the components of the application?	NASWA shall own all software and IP developed under this RFP. Any built out prototype components may be hosted on vendor or cloud hardware with the relevant agreements made in writing between all parties.
132	Hosting	After the one-year hosting period, will NASWA or states be responsible for maintaining and scaling the system?	NASWA will evaluate future steps at a later date.
133	Hosting	Will you be giving us access to data on your cloud or you expect us to use our environment?	NASWA will provide all data to be hosted for the prototypes in the vendor proposed environment.
134	Hosting	Compliance frameworks: Could you please elaborate on the compliance frameworks that are applicable to the cloud environment and data handling? Are there specific certifications such as GCC or FedRAMP that we need to adhere to?	No
135	Hosting	Is there a preferred cloud provider? AWS, Azure, etc.	
136	Hosting	Is it going to be hosted in Government Cloud?	
137	Hosting	Will this solution be hosted on Gov Cloud environment?	
138	Hosting	Should the one-year hosting include high-availability options or disaster recovery capabilities?	
139	Hosting	What is the hyper scaler cloud preference? Do you expect resources to have cloud AI certification?	No preference. Vendors should provide details of any AI certifications held in their proposals.
140	Hosting	The RFP includes one year of hosting and maintenance. Can NASWA provide details about service level agreements and system uptime requirements?	No SLA for uptime. Service level for maintenance support will be agreed to within the boundaries described in the RFP. Vendors should include what they propose for this, along with pricing, in their RFP response.
141	Hosting	Will NASWA procure the licenses for cloud hosting environment and LLM models?	No, vendor should include these costs in their proposal. However, NASWA will own all licenses.
142	Hosting	Is there any cloud preference for deployment of the system?	No. NASWA prefers a cloud-vendor agnostic system. If vendor must use a particular cloud-vendor, the vendor is requested to explain the services that will be used from the cloud-vendor.
143	Hosting	Is there a preference or constraint regarding cloud hosting providers (AWS, Azure, GCP), or is this entirely at the vendor's discretion?	
144	Hosting	Will Prototypes be hosted on NASWA's Cloud environment?	Vendor is required to propose a cloud solution. Vendor is free to use the existing UI ITSC AWS cloud, so long as their proposal covers the costs for this.
145	Hosting	What are the requirements for system monitoring and proactive maintenance to ensure high availability?	None required for the initial prototype developed under this RFP.
146	Hosting	Is there a requirement or preference for on-premise deployments for states that may not adopt cloud solutions due to regulations?	Not in scope of this RFP.
147	Hosting	Can the prototypes developed under this RFP be entirely cloud-based, or should they also support on-premise deployment options?	
148	Hosting	Will CESER require proactive monitoring and maintenance during the one-year hosting period, or will this be reactive support only?	Proactive to the level defined in RFP.
149	Hosting	Is NASWA planning to productize this solution?	Productizing of the prototype is out of scope for this RFP, however prototype components and other software artifacts may be shared with state partners.
150	Hosting	What is the anticipated growth in user base or data volume that the system should support?	TBD
151	Hosting	Is the entire application on intranet such that the application can be accessed by within the organization only? Or offline ? if yes then what will be the system configurations	The application should be hosted so that it can be accessed from the NASWA intranet by assigned users based on role-based authentication.



## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

152	Hosting	Section 3, Project Scope, states that "Creation of production tools for use outside of NASWA is outside of the scope of this project (and therefore any continued production support or maintenance.)" However, the Task 1 Deliverable described in the Attachment A SOW calls for a "One year maintenance and operations period, including ongoing evaluation of performance and adjustments for performance improvement." Task 2 also requires a one year maintenance period. Please clarify your expectations for the continued engagement of the successful contractor after October 31, 2025.	The prototypes will be developed through October 31, 2025, then hosted in the cloud for 1 year, for use by NASWA and its partners, with an agreed to level of vendor provided support and system maintenance.
153	Hosting	What are the expectations for post-implementation support beyond the one-year maintenance period mentioned in the RFP?	This is TBD. It is anticipated that any prototypes developed will remain available internally at NASWA and to its state partners, but this will depend upon available budget beyond the one-year post implementation support requested in the RFP.
154	Hosting	What is the acceptable level of system downtime?	Vendors should state the expected uptime of their proposes solution, as applicable. Generally, the solutions should be always available apart from during agreed to maintenance windows, but as these are prototype systems there are no SLA requirements for guaranteed uptime. NASWA is interested in what uptime would be possible if the prototypes were used in a production setting in the future.
155	Hosting	Are you expecting any warranty period?	Yes - 1 year of maintenance support to the level defined in RFP
156	Hosting	Is it the intent that the solution will be vendor hosted?	Yes, or vendor may deploy the prototypes to the UI ITSC AWS cloud, so long as costs for this are covered by their proposal.
157	Hosting	Can the solution be hosted on NASWA/ITSC owned cloud infrastructure? If yes, should we cost the infrastructure use?	Yes to both.
158	Hosting	Will ITSC require a sandbox or development environment? Should the vendor account for configuring these resources?	Yes
159	Hosting/Ownership	Is there a preference for owning specific components of the solution internally versus utilizing third party or cloud vendors?	NASWA shall own all software and IP developed under this RFP. There is no preference on whether the vendor utilizes third party or cloud vendors.
160	Instructions	RFP Section 6 (page 10) provides that the "CESER General Contract Terms and Conditions shall be the basis for any and all contracts arising from this RFP." If NASWA has an existing agreement with an offeror, can the offeror propose those terms as the basis for any resulting contract?	Contractual terms shall be addressed at the time of an award.
161	Instructions	Section 7 (Proposal Pricing) of the RFP states that proposals shall be for a fixed price deliverables-based contract. However, the RFP also states that the CESER General Contract Terms and Conditions (Attachment / Exhibit B) shall be the basis for any and all contracts arising from this RFP. The terms in Attachment / Exhibit B contain several terms that seem applicable to a cost-reimbursement type contract or intended for a grant sub-recipient (see, e.g., Financial Record Keeping and Inspection; Audit; Allowable Costs; Compliance with Applicable Laws). Please confirm the RFP seeks a fixed price deliverables-based proposal and that cost-reimbursement type contracting clauses in Attachment / Exhibit B will not be included in a contract resulting from this RFP.	
162	Instructions	Many large vendors choose to self-insure for certain categories of liability. Please confirm that offerors may fulfill insurance requirements with a mix of self-insurance and insurance coverage.	
163	Instructions	RFP Attachment B Section 17 requires the Contractor to obtain permits, licenses, and consents necessary for this work. Please clarify what licenses, permits, and consents are required if work is performed remotely.	
164	Instructions	RFP Attachment / Exhibit B Sections 29 and 30 requires Contractors to comply with additional flow-down provisions. Please confirm that the successful awardee(s) would not be considered a subcontractor under a government contract and would not be subject to these flow-down provisions. Or, if it is your intent that successful awardee(s) would be a subcontractor, please identify the relevant FAR clauses.	
165	Instructions	Clarify/Expand on what a response to attachment B entails or is necessary for the "Terms and Conditions" section our RFP response requires.	
166	Instructions	The RFP (Attachment / Exhibit B (CESER General Contract Terms and Conditions)) includes several citations to 2 CFR Part 200 (Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards). Please confirm whether it is your intent that successful offeror(s) under this RFP will be a subrecipient of a federal award or otherwise subject to the requirements of 2 CFR Part 200.	No
167	Instructions	Are costs like training sessions, knowledge transfer, or additional documentation expected to be bundled or itemized?	A breakdown to the level where it is clear what is included for the price proposed will aid the evaluation team.



## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

168	Instructions	Are vendors encouraged to propose alternative approaches or solutions, and if so, how should these be framed relative to the primary objectives?	Frame any alternatives proposed with reference to RFP item proposed to be changed, for example, consider X instead of RAG because Y.
169	Instructions	Can NASWA share the weighting of the evaluation criteria?	NASWA evaluations are internal, however most value is given to Evaluation Criteria Section 3 - Solution.
170	Instructions	Can you provide more details on the relative weighting of evaluation criteria such as technical approach, experience, cost, and project management?	
171	Instructions	RFP Attachment B Section 16 indicates that a state(s) are involved with this project and may have separate nondisclosure requirements. Please explain the role of these state entities and how they will be leveraging the resultant contract.	NASWA partner states are not party to the contract, but it is possible that partner state staff may assist NASWA with the requirements finalization with the vendor and the testing and use of the developed prototypes.
172	Instructions	RFP Sections 2, 2.3 refer to your reservation of right to negotiate with successful offeror(s). Please clarify whether negotiations may address scope, price, and/or terms in Attachment/Exhibit B (CESER General Contract Terms and Conditions).	NASWA will negotiate a contract in its best interests within the overall scope of the vendor proposal and the best interests of NASWA and its members.
173	Instructions	In Section 4.2 “Required Response Outline” the “Executive Summary” section content instructs us to “Summarize the RFP response: limited to three pages”. The other sections to not include a page limit. Can you clarify if there is a total page limit for the whole proposal, or if each section has its own limit?	No page limit, but please be concise as possible, to aid evaluation team.
174	Instructions	Is there a maximum page number for the response?	No, but please be concise as possible, to aid evaluation team.
175	Instructions	Will you please consider answering vendor questions on a rolling basis, prior to February 14? Earlier clarifications will equip vendors to provide the most thorough and accurate responses.	Not possible due to NASWA commitments.
176	Instructions	What level of detail is expected in vendor-provided examples of similar AI projects, particularly within the UI domain?	Please provide as much detail as possible.
177	Instructions	Please clarify the contract period and alignment with required deliverables. Section 5 of Attachment A SOW states that the contract term is 6 months. However, Attachment A SOW Section 4 Task 1 Deliverable asks for “One year of hosting, including backup and any development environments, including rates for cloud consumption costs in production. (Training consumption to be covered under development costs)” and "One year maintenance and operations period, including ongoing evaluation of performance and adjustments for performance improvement. Vendors must provide analytics giving details of the user prompts used and the corresponding results generated by the system at a frequency to be determined." A similar ask is made in Task 2 for one year of hosting and one year of maintenance.	The prototypes will be developed through October 31, 2025, then hosted in the cloud for 1 year, for use by NASWA and its partners, with an agreed to level of vendor provided support and system maintenance.
178	Instructions	Attachment A SOW Section 4 Task 1 Deliverable asks for “One year of hosting, including backup and any development environments, including rates for cloud consumption costs in production. (Training consumption to be covered under development costs)." and "One year maintenance and operations period, including ongoing evaluation of performance and adjustments for performance improvement. Vendors must provide analytics giving details of the user prompts used and the corresponding results generated by the system at a frequency to be determined." A similar ask is made in Task 2 for one year of hosting and one year of maintenance. However, in Attachment A SOW Section 5 Period of Performance, the contract term is indicated to be 6 months.	
179	Instructions	Within the response, should Task 1, Task 2, and Task 3 along with its corresponding deliverables be placed below the Solution section: How well the proposed deliverables meet requirements described in RFP and SOW, including the types of data that can be both input to and output from the system (text, images, video, speech, etc.)?	Yes, within Response Section 2, RFP Response.
180	Instructions	Within the response, should project management be its own section as the evaluation criteria suggests, or should it be placed within Task 3 section of the solution section since Task 3 is the project management component of the SOW?	
181	Instructions	Within the response, should cost summary section be placed within the solution section as the evaluation criteria suggests, or should it be placed within section 4. Pricing?	Pricing should be placed in Section 4, Pricing.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

182	Instructions	Within the response, Task 3 contains deliverables; however, the evaluation criteria suggests a List of Deliverables to meet all Requirements below the project management section. Is this list of deliverables in reference to the task 3 deliverables or should the vendor include additional deliverables?	The deliverables for this RFP are given for each Task 1, 2, 3 in Section 4, Task Description and Deliverables.
183	Instructions	Can vendors bid on only one task (e.g., Task 1 or Task 2)? If so, will proposals addressing a single task be evaluated equally to those covering both tasks, or will preference be given to full-scope proposals? How will coordination between vendors be managed if multiple vendors are selected for different tasks within this project?	Vendors can bid one task, as this increases chance of NASWA being able to select the two best solutions. Vendor instances would be kept separate and the two tasks are distinct with no overlap. In the situation there was a technical difficulty with two different vendors NASWA would make the best decision possible in good faith.
184	Instructions	Section 4.3 Evaluation Criteria 3)e requests from vendors an “itemized breakdown of all direct and indirect costs; FTEs by skill set needed for the project, and hourly rate and the total hours by skill set” but section 7 Proposal Pricing requests “vendor price proposal shall be for a fixed price deliverables-based contract.” Please clarify whether offerors should provide their professional services price proposals in rates and hours or as fixed price, milestone-based deliverables. A fixed price services contract offers cost certainty, while a time and materials based contract can potentially reduce overall project costs.	Vendors should provide their bids as fixed price for each deliverable. We are open to cost by consumption for the maintenance phase, if this is more cost effective. Staffing breakdown is requested so we understand the vendor level of effort underpinning the proposed pricing.
185	Instructions	Will offerors be evaluated on only the price of the 6 month period to design and develop the two prototypes outlined in the RFP? Or will offerors be evaluated on the price of the 6 month design and development period and the one year of maintenance, operations, and hosting costs?	Vendors will be evaluated on combined cost for the 6 month development period plus the 1 year maintenance period. The prices for each phase must be broken out separately.
186	Instructions	Can we submit the proposals via email?	Yes - Please address to rfp_reponses team (rfp_responses@itsc.org).
187	Instructions	Who or What department/team should we address this proposal to/for?	
188	Instructions	Could you confirm the one year of hosting and maintenance would begin at or near the project’s conclusion (October 31 2025) and if the price proposal should include the year of maintenance and hosting?	Yes to both.
189	Knowledge Transfer	Is there an expectation for ongoing training support for states after the project concludes?	No, training support is not mentioned in the maintenance description in the RFP.
190	Knowledge Transfer	Are there specific formats (e.g., live sessions, recorded videos, step-by-step guides) CESER prefers for knowledge transfer?	RFP requests knowledge transfer sessions. These are anticipated to include live 2-way discussion to ensure all questions are answered. Vendor should propose the most cost effective approach that meets the description in the RFP.
191	Knowledge Transfer	How many training sessions are expected, and what is the format (virtual, in-person, or hybrid)?	Vendor is free to propose based on their knowledge of what needs to covered.
192	Knowledge Transfer	Are there specific topics or skills that should be covered in the knowledge transfer sessions for UI ITSC staff?	Vendor should propose topics to ensure that per the RFP, that staff have knowledge to configure and expand the system, add use cases, and have the necessary underlying knowledge of AI concepts.  AI concepts can include, but not be limited to, creating and training models, improving by adding more data, prompt engineering techniques, etc.
193	Knowledge Transfer	Knowledge transfer sessions to ensure UI ITSC understanding. In your response to this RFP, please include a detailed explanation of the skills and knowledge areas covered, along approach to transfer" Can you specify what level of knowledge and training is expected for the internal staff (e.g., advanced technical skills that help them create and train ai models, improving ai models with more data, general AI concepts, prompting techniques etc.)?	
194	Languages	The solution is required to be Multi-lingual, with supported languages specified by the vendor"...is this applicable on user's question/prompt or the answer system generates or both?	Both. Vendor should specify which languages are supported and to what level.
195	Languages	In which languages will the documents for the LLM Enterprise be available?	The Guidebook training data will be provided in English. For the purposes of the prototype, translation provided by the selected LLM(s) will be acceptable.
196	Languages	Which languages need to be supported beyond English, and is the primary requirement translation or natural understanding in multiple languages?	Vendor is requested to provide which languages their solution supports. Vendor is requested to describe how their solution supports both of these items.
197	Languages	What languages will the documents for the LLM Enterprise and the Predictive AI system support?	The Guidebook training data will be provided in English. For the purposes of the prototype, translation provided by the selected LLM(s) will be acceptable.  Data for the predictive prototype is TBD based on use case to be determined.
198	Languages	For both tasks: With regard to the language translation requirement mentioned on page 13, could you specify the nature and extent of the data available, as well as the languages anticipated to be encountered? Additionally, will there be access to call logs and, if so, will these logs already be transcribed?	The Guidebook training data will be provided in English. For the purposes of the prototype, translation provided by the selected LLM(s) will be acceptable.  No access to transcribed call logs - out of scope.
199	Languages	In order to confirm robustness of the prototype, can you confirm if 10 or more foreign languages are expected to be supported for the diverse array of UI constituents?	

**NASWA UI ITSC AI Project - RFP Questions and Responses**  
**2/19/2025**

200	Languages	The solution is required to implement or be extensible to use multimodal foundation model(s), whereby being able to process images, videos, speech, etc., in addition to text.” – Are foreign language requirements expected for this feature?	Vendor is requested to proposed the languages supported by their solution.
201	Languages	What are the primary languages to be supported for multilingual capabilities?	
202	Languages	What are the different languages you are aiming for in a multilingual system?	
203	N/A	Which database are you using for storing data for these use cases?	Vendor is free to propose database/storage approach as part of their proposed solution.
204	N/A	a. RFP interrogation and creation.	These are future use cases, but vendor is free to propose database/storage approach as part of their proposed solution.
205	N/A	b. Employment and Training Administration (ETA) report processing.	
206	N/A	c. Benefit Accuracy Measurement (BAM) rules staff training.	
207	N/A	d. UI program guidebooks interrogation.	
208	N/A	e. State specific experiences and interactions.	
209	Off-shoring	Based off the language requirements, can teams deliver in a hybrid format with a combination of US based and global team members to most effectively steward resources and support the robust foreign language requirements?	Yes
210	Off-shoring	Can the work be offshored (India)?	
211	Off-shoring	Can resources working on the project sit offshored (India) and work on the cloud which is in the USA?	
212	Off-shoring	Can the project be done with onsite (USA)-offshore (India) model?	
213	Off-shoring	Whether companies from Outside USA can apply for this? (like, from India or Canada)	
214	Off-shoring	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No - live remote meetings are acceptable.
215	Off-shoring	Whether we need to come over there for meetings?	
216	Off-shoring	Do resources engaged in project have to be onshore or vendor can use mix of onshore and offshore resources to provide cost benefits?	Off-shore/Mix is acceptable.
217	Predictive Tool Requirements	For predictive AI, what specific insights or actions should the system recommend or automate?	Depends upon use case selected.
218	Predictive Tool Requirements	What level of interpretability is needed to understand the factors driving the predictions? Additionally, do you require detailed insights to explain the outcomes to stakeholders or support decision-making?	Depends upon use case selected.  Regardless of use case chosen we would like as much explanation and transparency as possible on how the AI made its prediction.
219	Predictive Tool Requirements	What format should input and outputs be for a predictive AI system (e.g., reports, charts, dashboards)?	Report data containing detail of the prediction, confidence level and to the greatest extent possible using XAI techniques, explanation of how achieved.
220	Predictive Tool Requirements	Can you elaborate on what UI Prediction Prototype that you are looking for? What is the deliverables expected here?	
221	Predictive Tool Requirements	Functionality of UI Prediction Prototype: To meet specific user needs, we seek to clarify the desired functionality of the UI Prediction Prototype. Should it focus on predicting UI eligibility, providing guidance to adjudicators on next steps based on given input, or encompass both functionalities?	To keep the prototype as simple as possible, focus on a suggested determination with a percent confidence level to a staff user, with explanation as to why.
222	Predictive Tool Requirements	Should the predictive AI focus solely on UI adjudication (as outlined), or are there alternative use cases CESER would like to explore?	Vendor is free to propose an alternative use case if the vendor feels that there may be a better alternative to explore the potential use of predictive AI staff aids in the UI space.
223	Predictive Tool Requirements	Should users have the ability to customize outputs or workflows?	Yes, at end of the project technical users should know how, and have the accessed to do this.
224	Predictive Tool Requirements	For the “UI Adjudication Desk Aid”, the goal is to predict whether a claim is likely to be approved or denied, correct?	Yes, with a confidence level, based on similarity with historical data and determinations, for human review.
225	Predictive Tool Requirements	Should we assume that the Aid should provide a rationale for its decision? Is this what is intended by the use of “Explainable AI”?	Yes
226	Project Requirements	Should we prepare test cases to allow for human review for the predictions and outputs	Approach to system testing should be specified in vendor proposals.
227	Project Requirements	Please share the type of background check and drug test required.	None
228	Project Requirements	How will the project handle scope changes, especially with open-ended objectives like extensibility to future use cases?	Changes beyond the tasking agreed to in the vendor proposals will be out of scope. Future use cases would be handled as follow-on projects, budget allowing.
229	Project Requirements	Are there mandatory client references or examples of successful UI domain projects?	Client references are specified in the RFP but the vendor is free to choose the most relevant references that they would like to share.
230	Project Requirements	Are there safeguards to prevent cross-vendor exposure of proprietary solutions (e.g., separate NDAs, compartmentalized tasks)? Will vendors be required to collaborate directly, or will tasks remain siloed?	If more than one vendor is selected they will remain siloed for this RFP.
231	Project Requirements	Will active candidates under the incumbent vendors be transitioned to the new vendors if the same incumbent vendors are not awarded the contract this time?	N/A

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

232	Project Requirements	How will past performance in similar projects be weighted against other criteria?	NASWA does not share its evaluations or weightings but values the proposed solution most highly. Vendors with past experience should show in their proposal how this experience informs the solution proposed for NASWA.
233	Project Requirements	Will NASWA own all intellectual property, or can the vendor retain reusable components for other projects?	NASWA shall own all software and IP developed under this RFP. Any built out prototype components may be hosted on vendor or cloud hardware with the relevant agreements made in writing between all parties.
234	Project Requirements	How frequently will SMEs be available for review cycles, and will they actively contribute to iterative testing and refinement?	NASWA SMEs will be assigned to the project and available to assist through-out its duration.
235	Project Requirements	What is the level of AI specific training, expertise or experience does current UI ITSC SMEs and staff who will participate in testing to improve results?	NASWA staff likely to work on this project have basic AI/chat bot background, and '101' level exposure to neural network concepts.
236	Project Requirements	Will you be taking interviews of the team members deployed on the project?	No, but vendors should provide the staff that they propose in their bid for the full length of the project.
237	Project Requirements	If multiple vendors are awarded tasks under this RFP, will CESER or NASWA share proprietary data, methodologies, or deliverables (e.g., code, models, training data) between vendors? If so, under what conditions?	No, the awards would be discrete independent contracts, managed as separate projects.
238	Project Requirements	Are there specific dependencies (e.g., state IT teams, data availability) that might impact timelines?	No
239	Project Requirements	Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?	
240	Project Requirements	Is there any preference for the local vendor?	
241	Project Requirements	How many resources/candidates are currently active at this time under incumbent contracts? Please provide the breakdown of numbers under each incumbent vendor.	None
242	Project Requirements	Is there an expectation to deliver sample templates or prototypes to state partners for feedback before the final project review?	Not for broad feedback, but will be shared amongst project team members which may (TBD) contain a small number of staff from states.
243	Project Requirements	How frequently are project status meetings and demonstrations expected?	TBD. Expect approximately weekly for status meetings and weekly or bi-weekly for progress demonstrations.
244	Project Requirements	If multiple vendors are selected for different tasks, how will CESER ensure collaboration and alignment across all parties	The 2 tasks in the RFP are discrete and would be handled as separate projects.
245	Project Requirements	How will CESER manage multiple vendors if they are awarded separate tasks? Will there be collaboration requirements among selected vendors	
246	Project Requirements	The RFP mentions that finalized project deliverables, deliverables acceptance criteria, and payment schedule shall be agreed upon with the selected vendor upon contract award. Can you provide additional information on the process for finalizing deliverables and acceptance criteria?	The vendor is requested to address each RFP deliverable as clearly as possible in its proposal, so that the process of converting the proposed work into a contract with winning vendor(s) is as smooth as possible.
247	Project Requirements	In evaluation criteria : What is the minimum expected size of the company? Minimum revenue requirement? Minimum length of time in business?	There is no minimum for responses.
248	Project Requirements	Is any in person engagement required? Or can work be performed virtually?	Work can be performed virtually, with the use of MS Teams/Zoom meetings as required.
249	Project Requirements	Does CESER welcome alternative solutions or enhancements (e.g., additional use cases, features) not explicitly outlined in the RFP?	Yes, especially ideas for the predictive prototype.
250	Project Requirements	Will there be opportunities for iterative feedback during the contract to refine deliverables based on ITSC/NASWA's evolving needs?	Yes, one of the intentions of the project is to refine the training data to improve performance over the course of the development phase.
251	Project Requirements	Will there be a kick-off meeting once the contract is awarded?	Yes
252	Schedule	What is the expected go live date (or duration from start of the contract) for Prototype Enterprise LLM and UI Prediction Prototype?	10/31/2025
253	Schedule	SOW RFP Attachment A Section 5.Period of Performance states “The project will start on April 28, 2025, and will be completed by October 31, 2025” which is 6 months, however Task 1 Deliverables include “One year of hosting, including backup and any development environment...” and “One year maintenance and operations period...”. Can you clarify a. What is the period of performance of this contract?	April 28, 2025 - October 31 2026 Development through 10/31/25, plus one year maintenance through 10/31/26
254	Schedule	Are there any critical milestones within the six-month performance period that vendors should prioritize?	Milestone schedule can be proposed by the vendor for NASWA agreement.
255	Schedule	Are there critical milestones or deadlines we need to align with?	NASWA expects a functional UI LLM prototype and an accompanying user interface to be delivered by the end of October 2025, AND a functioning predictive prototype by the same date, including knowledge transfer for both. Both prototypes would then enter their 1 year maintenance periods.
256	Schedule	What are the expected delivery dates (or duration from start of the contract) for each of the Tasks and their deliverables identified in SOW?	
257	Schedule	Deliverables Expectation: To define the project scope accurately, we request clarification on whether NASWA expects a functional UI LLM prototype and an accompanying user interface to be delivered by the end of the pilot project timeline.	The interim milestones for each deliverable can be proposed by the vendor for NASWA agreement.

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

258	Schedule	Is the contract intended to be (1) a 6 month design and development period followed by a 12 month maintenance and operations period with cloud hosting costs, with those prices as optional, (2) a contract duration of 18 months with 6 months of design and development followed by one year of hosting, maintenance and operations or (3) should offerors include Task 1 Deliverables 7 & 8 and Task 2 Deliverables 6 & 7 to be included in the price for the 6-month period?	<p>The prototypes will be developed through October 31, 2025, then hosted in the cloud for 1 year, for use by NASWA and its partners, with an agreed to level of vendor provided support and system maintenance.</p> <p>Vendors are requested to bid for the development and maintenance phases for both of the Enterprise LLM, the predictive prototype, or the development and maintenance phases for either.</p>
259	Schedule	Section 5 states that the project will start on April 28, 2025 and complete by October 31, 2025. Is the expectation to finish all development and deployment during this period followed by 1 year of maintenance and support?	Yes
260	Schedule	Does one year of hosting on Page 15 and 17 under Task Deliverables start after go-live?	
261	Schedule	Does the one year of maintenance start after go-live?	
262	Schedule	You stated the period of performance ends on October 31st 2025. Is October 31st 2025 the anticipated go-live date?	
263	Security and Data Sharing	Are there any confidential or sensitive data restrictions that must be considered?	No
264	Security and Data Sharing	How will we gain secure access to the UI ITSC data?	<p>We are currently planning a prototype, which involves building a solution from the ground up. This initial phase will lay the foundation for developing a more comprehensive framework in future iterations. Access and availability of data is not a point of discussion for the RFP.</p> <p>NASWA will provide anonymized data for the vendor to format for training.</p>
265	Security and Data Sharing	What are the data sharing agreements and security protocols in place?	We are currently planning a prototype, which involves building a solution from the ground up. This initial phase will lay the foundation for developing a more comprehensive framework in future iterations. Access and availability of data is not a point of discussion for the RFP.
266	Security and Data Sharing	How will the vendor ensure the confidentiality and security of sensitive data throughout the project lifecycle?	
267	Security and Data Sharing	Are there additional constraints or guidelines for implementing NIST AI security standards?	At this stage, we are developing a prototype rather than a full deployment. NIST AI security standards or federal requirements will be assessed as the framework evolves. Future iterations may incorporate relevant NIST guidelines and federal security requirements to ensure robust AI governance, risk management, and compliance with industry best practices.
268	Security and Data Sharing	Are there specific NIST standards or other compliance requirements that must be prioritized?	
269	Security and Data Sharing	Can you provide more details on the types of data available for the project, and what specific security or compliance requirements (e.g., NIST AI security standards) we need to adhere to?	
270	Security and Data Sharing	Meet applicable NIST AI security standards." What specific NIST AI standards are being referred here? Beyond NIST AI security standards, are there additional cybersecurity measures required?	
271	Security and Data Sharing	Will the data include Personally Identifiable Information (PII), and if so, what anonymization or obfuscation requirements must be met?	No. Anonymized data will be provided.
272	Security and Data Sharing	Are there specific data privacy measures, such as anonymization or pseudonymization, that the system must support? If there are any Security Policy and Standards that solution must comply to?	
273	Security and Data Sharing	What specific NIST AI security standards will the prototypes need to comply with, and are there additional security certifications or constraints required?	Security standards are not a primary concern in the initial stages of the prototype effort. Appropriate security standards to be determined at a later date if the prototype components are deployed into production.
274	Security and Data Sharing	Are there any restrictions or data security compliance requirements (e.g., PII, HIPAA, GDPR)?	No
275	Security and Data Sharing	Are there any specific data privacy regulations or compliance requirements that must be adhered to (e.g., HIPAA, GDPR, state-level regulations)?	
276	Security and Data Sharing	Beyond SOC 2, NIST compliance, and the listed encryption standards, are there any additional security certifications or compliance protocols required for this project?	
277	Security and Data Sharing	Will the solution have access to any PII data?	
278	Security and Data Sharing	Will CESER provide access to any security infrastructure (e.g., IAM systems, VPNs)?	
279	Security and Data Sharing	How is data management handled? Is the entire data available under centralized control?	LLM and historical training data will be provided for hosting within the system proposed by the vendor.
280	Stakeholders	Who are the key stakeholders, and how will they be involved in decision-making?	NASWA staff, management and executive team shall sign off on all decisions.

NASWA UI ITSC AI Project - RFP Questions and Responses

2/19/2025

281	Success Criteria	Are there specific key performance indicators (KPIs) we should track (e.g., accuracy, response time, user adoption)?	<p>Accuracy - Predictive Prototype: It is accepted that there is a 'research element' to this project and NASWA will work together with the vendor to achieve the best accuracy possible using the available training data and within the time and cost constraints of the project. There are no pre-determined accuracy scores that vendor deliverables must achieve. However, vendors should provide accuracy scores for any similar systems they have developed in the past in their proposal.</p> <p>Response time: 1-5 seconds for the majority of initial responses. 5-10 seconds for more complex queries or predictive analysis.</p> <p>User adoption: While NASWA intends to share the artifacts developed as an outcome of this RFP for the benefit of its partners, user adoption measures of the prototypes are not in scope for this project.</p>
282	Success Criteria	What accuracy thresholds are required for LLM responses and predictive AI outputs?	<p>Accuracy - Predictive Prototype: It is accepted that there is a 'research element' to this project and NASWA will work together with the vendor to achieve the best accuracy possible using the available training data and within the time and cost constraints of the project. There is no pre-determined accuracy scores that vendor deliverables must achieve. However, vendors should provide accuracy scores for any similar systems they have developed in the past in their proposal.</p> <p>LLM+Predictive Prototype: The prototype system functions in line with the goals laid out in the RFP.</p> <p>LLM: Provides sensible and complete answers that satisfy business and domain area SMEs to their prompts, with no hallucinations, with the speed of performance specified in the RFP.</p>
283	Success Criteria	Are there acceptable error margins for predictive AI outputs during the prototype phase?	<p>Accuracy - Predictive Prototype: It is accepted that there is a 'research element' to this project and NASWA will work together with the vendor to achieve the best accuracy possible using the available training data and within the time and cost constraints of the project. There is no pre-determined accuracy scores that vendor deliverables must achieve.</p>
284	Success Criteria	How will ITSC/NASWA prioritize between functional breadth (e.g., multiple use cases) versus depth (e.g., high performance on fewer use cases)?	<p>High performance on fewer use cases.</p>
285	Success Criteria	Do you have any evaluations planned for determining response accuracy, transparency, and bias? Do you have any evaluations planned for determining the effectiveness of converting documents between languages and reading levels? Is it expected that these evaluations are included as part of the proposal?	<p>LLM: Provides sensible and complete answers that satisfy business and domain area SMEs to their prompts, with no hallucinations, with the speed of performance specified in the RFP.</p> <p>Predictive Prototype: Provides predictions with a confidence level for the selected use case, along with business level explanations of how the prediction was arrived at and justification for the confidence score.</p> <p>Bias: Training data will not include any of the following areas - Race, gender, sexual orientation, age, disability, national origin, religion, or genetic information, so the prototype should not be subject to bias.</p> <p>Multilingual: In order to keep costs down for the prototype, the outputs of the LLM will be accepted 'as-is'. For prompt inputs, the system must respond in the language used. Translation quality will be assessed in a future project should the prototype be prepared for production use.</p> <p>Plain Language Conversion: This is a possible future extension to the system under this RFP; if the vendors solution already supports this that would be useful, but there is no specific assessment for this currently planned.</p>
286	Success Criteria	What are the specific, quantifiable performance metrics (e.g., accuracy, response time, user satisfaction, cost savings)?	<p>LLM: Provides sensible and complete answers that satisfy business and domain area SMEs to their prompts, with no hallucinations, with the speed of performance specified in the RFP.</p> <p>Predictive Prototype: Provides predictions with a confidence level for the selected use case, along with business level explanations of how the prediction was arrived at and justification for the confidence score.</p> <p>As this is a prototype, there are no metrics for accuracy, user satisfaction, cost savings.</p>
287	Success Criteria	How will the success of each use case be measured?	<p>LLM+Predictive Prototype: The prototype system functions in line with the goals laid out in the RFP</p>
288	Success Criteria	Are there specific metrics or key performance indicators (KPIs) that the prototype LLM and predictive AI systems must achieve during evaluation?	<p>LLM+Predictive Prototype: The prototype system functions in line with the goals laid out in the RFP.</p> <p>LLM: Provides sensible and complete answers that satisfy business and domain area SMEs to their prompts, with no hallucinations, with the speed of performance specified in the RFP.</p> <p>Predictive Prototype: Provides predictions with a confidence level for the selected use case, along with business level explanations of how the prediction was arrived at and justification for the confidence score</p>
289	Success Criteria	What success criteria does CESER use to evaluate the effectiveness of both the LLM and predictive AI prototypes?	
290	Success Criteria	How will the performance of the prototypes (Enterprise LLM and predictive AI) be evaluated?	
291	Success Criteria	What specific metrics or benchmarks will determine project success?	
292	Success Criteria	How will the success of the predictive AI model be measured?	

## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

293	Success Criteria	What specific evaluation criteria will be applied to assess the effectiveness of multilingual, multimodal, and plain-language conversion features?	<p>Multilingual: In order to keep costs down for the prototype, the outputs of the LLM will be accepted 'as-is'. For prompt inputs, the system must respond in the language used. Translation quality will be assessed in a future project should the prototype be prepared for production use.</p> <p>Multimodal: If the vendors solution supports multimodal within the development phase, then the performance of these features will be assessed for utility, but will be accepted 'as-is'. The system is a prototype and the most cost effective solution demonstrating these system capabilities is sort.</p> <p>Plain Language Conversion: This is a possible future extension to the system under this RFP; if the vendors solution already supports this, then that would be useful to NASWA, but there is no specific assessment for this currently planned.</p>
294	Success Criteria	Are there metrics CESER uses to measure adjudication performance that we should optimize for (e.g., accuracy, speed, user confidence)?	Response time: 1-5 seconds for the majority of initial responses. 5-10 seconds for more complex queries or predictive analysis. Scalability tests out of scope for the prototype developed under this RFP.
295	Success Criteria	Are there any specific requirements for deliverables like prototype performance metrics or scalability tests?	
296	Success Criteria	Is there a preferred methodology or framework for bias assessment and resolution during AI training and evaluation?	
297	Target for Training	Should training materials target non-technical users, technical staff, or both?	Both, technical and user documentation is required for Knowledge Transfer.
298	Target for Training	What is the preferred format for technical and user documentation?	MS word, with MS PowerPoint for presentation material, and meeting / presentation recordings .
299	Target for Training	Can you provide an example format or template for the technical and user documentation?	Vendor is free to propose format in their proposal.
300	Technology	What is your current technology stack?	N/A
301	Training Data	How will data quality and completeness issues be addressed, especially if the NASWA-provided data is inconsistent or outdated?	As this is prototype, the vendor and NASWA will make a good faith 'best effort'. See Acceptance Criteria questions.
302	Training Data	For each modality (images, videos, speech): What are the specific technical requirements (e.g., file formats, resolution, audio quality)?	At this stage, we are working on a prototype rather than a full deployment. The specific technical requirements for each modality (images, videos, speech) are still being explored as part of this phase. While we aim to define foundational parameters, aspects such as file formats, resolution, and audio quality will be further refined in future iterations as the framework develops.
303	Training Data	How will volunteer states deliver this data and what methods of sharing large datasets have they been comfortable with in the past?	Depends on the state, but a secure electronic transfer mechanism would be utilized. Also, any PII will be removed before providing to vendor.
304	Training Data	Will the predictive AI model need to process historical data only, or should it also incorporate real-time inputs?	For this RFP, it will retain on explicitly provided updated training data, unless vendor solution provides this at no additional cost.
305	Training Data	Can NASWA provide de-identified data in the relevant datasets for any work performed under a resultant contract or does NASWA anticipate providing PII data?	Ideally anonymized data from a partner state will be used. Else, NASWA will provide manufactured data. No PII will be used within the scope of this RFP.
306	Training Data	What contingency plans are in place if volunteer state partners cannot provide the necessary support or data?	
307	Training Data	Will historical data from a partner state or synthetic data be used for training?	Ideally NASWA will provide anonymised data from a partner state will be used. Else, NASWA will provide manufactured data.
308	Training Data	Will NASWA provide datasets for training the LLM and predictive AI models, or should vendors include data sourcing and preparation in their proposals? If datasets will be provided, can you share details about the type and volume of historical data that will be made available?	Ideally NASWA will provide anonymized data from a partner state. Else, NASWA will provide manufactured data. It is anticipated that the vendor may need to format the provided data as needed.
309	Training Data	Will ITSC/NASWA provide test data sets for development and evaluation, or is the expectation that the vendor will provide such data where necessary?	
310	Training Data	Data Access and Utilization: To assess data availability and requirements for model training, we ask if NASWA can provide the necessary data corpus in advance. Additionally, we inquire about the permissibility of utilizing other relevant data, subject to NASWA's approval, to augment the training process.	Data will be provided by NASWA following the start of the project.
311	Training Data	How much of video, speech and image data exists that can be shared for this project? also mention the nature of that data?	<p>LLM: ~1000 pages of static text files (HTML, Word , Excel, CSV, PDF), plus potentially a small number (approximately 10-100) Teams/Zoom recordings. The HTML and other formats also include some images and diagrams for consumption, if the vendor solution can process.</p> <p>Predictive Prototype: Depends on use case, but could be up to approximately 100 structured data points with up to 100 unstructured data questions, in the form of free form question/answer pairs.</p>
312	Training Data	Beyond the 1,000-page UI IT Modernization Guidebook, what other datasets or sources will be provided?	
313	Training Data	Can NASWA provide a list of data sets available to train the model?	
314	Training Data	Are there any known constraints on the type or amount of data available for training of the LLM?	
315	Training Data	What is the current format of UI ITSC-provided data (e.g., CSV, JSON, raw text)?	
316	Training Data	What is the size in GB/TB of each historical dataset? What format is the data? If there is a relational schema, can you give us a description of its structure?	
317	Training Data	What is the size/volume of the historical data?	
318	Training Data	What is the nature of this data? and what form this data is in? documents, images, video, xml, json etc.	



## NASWA UI ITSC AI Project - RFP Questions and Responses

**2/19/2025**

319	Training Data	What is the size and type of the data that is expected for the prototype and any subsequent project?	
320	Training Data	Beyond the 1000-page Guidebook, are there other critical sources of UI ITSC data (e.g., policy documents, regulations, training materials, case studies, etc.)?	
321	Training Data	Are there any existing data repositories or knowledge bases that can be leveraged?	LLM: See above answers. Predictive prototype: NASWA will provide anonymized state or manufactured data.
322	Training Data	What historical data will CESER provide for training? Are these anonymized records or do we need to synthesize data?	
323	Training Data	Do you have example questions or workflow patterns that you expect users to submit to the "UI IT Modernization LLM"?	
324	Training Data	What volume and types of historical data will be available for training and/or validating the predictive AI system (e.g., claim adjudication data)?	NASWA expects the interrogation of the Enterprise LLM to be 'ad-hoc' within the scope of this RFP. Although it would make sense to create test scripts in a logical order with drill down based on context. NASWA will provide as much data as possible that can reasonably be use to iteratively train the predictive prototype within the development period. Vendor is requested to suggest the range for the amount of data that would be required.
325	Training Data	How many records and features are available in the dataset, and are there specific challenges with data quality (e.g., missing data, bias)?	NASWA will provide as much data as possible that can reasonably be use to iteratively train the predictive prototype within the development period.  Vendor is requested to suggest the range for the amount of data that would be required. Vendor is requested to propose how its system will minimize and eliminate system bias.  Training data will not include any of the following areas - Race, gender, sexual orientation, age, disability, national origin, religion, genetic information.  It is not expected that missing data will be an issue in the data sets provided. However, treatment of any missing data will be handled as part of the project. Vendors are requested to explain how their proposed system may behave when data is missing.
326	Training Data	Which database are you using for storing historical data ?	NASWA will provide data for hosting in the vendor environment.
327	Training Data	Are there any specific guidelines for managing and anonymizing sensitive data during training?	No PII will be provided.
328	Training Data	How does ITSC/NASWA plan to address the integration of sensitive personally identifiable information (PII) within the AI systems while maintaining compliance with data privacy regulations?	No PII will be used under this RFP.
329	Training Data	Do you provide transcripts for video content?	No
330	Training Data	Can a public link be provided to the "UI ITSC Modernization 'Guidebook'"?	
331	Training Data	The RFP references the UI IT Modernization Guidebook. Can access to this guidebook be provided to interested vendors before the submission deadline?	
332	Training Data	Can NASWA share the UI ITSC Modernization 'Guidebook'?	
333	Training Data	Are there existing API documentation or data formats that vendors should follow to ensure compatibility with state systems?	
334	Training Data	Would you be willing to share a section, or the entirety, of the UI ITSC Modernization Guidebook prior to RFP submission for clarity regarding the use case? If not, what information does the UI ITSC Modernization Guidebook contain that users would want to interrogate?	
335	Training Data	Do you have examples of high quality answers that you would want users to receive in response to example questions or queries?	
336	Training Data	Will the training data provided by CESER/UI ITSC require preprocessing, and if so, what specific format is preferred?	Pre-processing may be necessary, depending upon vendor solution. Vendor is free to propose most appropriate format(s).
337	Training Data	How likely is the anonymized historical data from a volunteer partner state to be acquired?	TBD
338	Training Data	What is the format of these additional data sources?	Teams/Zoom recordings.
339	Training Data	What types of multimodal inputs (e.g., videos, images, speech) will be prioritized initially?	
340	Training Data	Are the multimedia assets (e.g., videos, images) annotated, or will annotation be required as part of the project?	The Team/Zoom recordings are currently unannotated.
341	Training Data	What is the expected frequency of updates?	It is anticipated that updates will be continuous at an agreed to cadence while working with the project team during the development phase. Updates will be as needed in the maintenance phase, approximately quarterly.
342	Training Data	What is the expected frequency of data updates?	
343	Training Data	What specific data fields or attributes are critical for prediction prototypes?	This depends on use case chosen for the predictive prototype.
344	Training Data	Could you clarify the exact format, structure, and any preprocessing requirements for the training data that will be provided for the predictive AI prototype? Specifically, we would like to know the types of data (e.g., tabular, text, etc.), the fields or variables included, the expected volume or size of the dataset, and any guidelines for handling missing or incomplete data. Additionally, are there specific constraints or requirements we should adhere to when working with the data, whether provided or generated?	This depends on use case for the predictive AI solution. For Adjudication aid, main data is structured but fact finding data is semi-structured/unstructured.

NASWA UI ITSC AI Project - RFP Questions and Responses  
2/19/2025

345	Training Data	Anonymized historical data from a volunteer partner state (or manufactured data) Are they structured, semi-structured, or unstructured?	
346	Training Data	Are the historical data structured, semi-structured, or unstructured?	<p>This depends on use case for the predictive AI solution. For Adjudication desk aid, primary data is structured but fact finding data is semi-structured/unstructured.</p> <p>Depending on use case, vendors should assume up to approximately 100 structured data points per record with up to 100 unstructured data questions per record.</p>
347	Training Data	Can the historical data include both initial claim adjudication content as well as claim re-certification examples?	This would be considered, depending on use case selected for the predictive prototype.
348	Training Data	Are there specific requirements for feature engineering or labeling of the data?	Vendor is free to propose any feature engineering techniques or label suggestions as part of its proposal and/or during the project.
349	Training Data	Are there existing tools or frameworks used for preprocessing UI ITSC data that vendors should adopt?	Vendor is free to propose as part of their solution.
350	Training Data	Are there specific data formats or structures we need to support (e.g., JSON, XML, CSV)?	<p>Vendor is requested to include technical formats as part of their solution. Training data shall be provided in the following formats</p> <p>LLM: ~1000 pages of static text files (HTML, Word , Excel, CSV, PDF), plus potentially a small number (approximately 10-100) Teams/Zoom recordings. The HTML and other formats also include some images and diagrams for consumption, if the vendor solution can process.</p> <p>Predictive Prototype: Depends on use case, but could be up to approximately 100 structured data points with up to 100 unstructured data questions, in the form of free form question/answer pairs.</p>
351	Training Data	Are there any legal or compliance considerations that should be incorporated into a UI Adjudication Desk use case (i.e. removal of racial, socio-economic, gender, or ethnicity based bias)?	<p>Vendor is requested to propose how its system will minimize and eliminate system bias.</p> <p>Training data will not include any of the following areas - Race, gender, sexual orientation, age, disability, national origin, religion, genetic information.</p>
352	Users	Who are the primary users of this system, and what are their technical capabilities?	NASWA SME and state partner SME staff. Assume that these staff have experience of AI chat bots similar to Chat GPT, and assume that they have the IT familiarity to operate (but not configure or debug) a UI System such as Tax or Benefits.
353	Users	Which personas will be using the AI use cases described?	<p>Enterprise LLM: NASWA SME staff, state SME staff.</p> <p>Predictive prototype: NASWA and state UI system business staff.</p>
354	Users	What is the estimated number of users for the LLM and UI Adjudication Desk Aid?	<p>Enterprise LLM: 10-20 during development. Up to 100 during maintenance.</p> <p>Predictive prototype: 10-20 during development. Up to 100 during maintenance.</p>