



Hope, Opportunity, Perseverance, & Empowerment (HOPE) for Children

901 P St, Suite 411B Sacramento, CA 95814

Request for Proposals (RFP) No. HOPE01-24

Program Administrator

RESPONSES TO QUESTIONS

January 31, 2025

The following information is provided in response to questions received regarding HOPE for Children Trust Account Program Board's Request for Proposals (RFP) No. HOPE01-24.

Responses to Written Questions

1. Does the HOPE system need to process payment transactions as part of its fiscal tracking functions? Or is just tracking disbursements via either data input or some API driven data uploads via the HOPE designated financial institution sufficient?

Answer: Yes, the Program Administrator will allocate deposits and incentives; as well as process payment transactions through secure, traceable transactions that ensure disbursements from HOPE accounts are deposited to an eligible account. (RFP Scope overview 1.2A, Scope of Work 1.5 A3)

2. What age range should the customer UI be based upon? It cites that youth will be entering data. How young will these youth be?

Answer: There is not a minimum age requirement to enroll and participate in the HOPE program, as long as eligibility requirements are met. Therefore, enrollees may range from newborns to young adults. A minor's parent/guardian/Indian Custodian may enroll them in the program, this may may foster care guardians. (RFP Background and Program overview 1.4 A-C)

3. Does the initiative already have a draft privacy statement on how personal information and grievance processing information will be managed as it pertains to Executive state privacy guidelines and WIC privacy rules?

Answer: HOPE does not have a draft privacy statement. The program administrator will work in conjunction with the State Treasurer's Office, Centralized Treasury and Securities Management Division to ensure that state privacy guidelines are adhered to as further outlined in the Sample Standard Agreement. (Section 7; Sample Standard Agreement Ex. A)

4. Will HOPE accept proposals for specific portions of the RFP?

Answer: RFP HOPE01-24 is a single contract that allows for the program administrator firm to subcontract. The program administrator must meet all responsibilities and obligations outlined in the Scope of Work; however, it may use a subcontractor to ensure all obligations are met. (RFP Scope of Work Section 1.5, section 2-Minimum Qualifications for Proposals)

5. The RFP specifies FedRAMP Security Authorization at the Moderate level or higher. Would the agency consider other widely recognized security standards, such as SOC 2 Type II, which also provides strong assurances for data confidentiality, integrity, and availability?

Answer: The Information Management System (IMS) must be a system that will protect the highly sensitive nature of the program. Therefore, FedRAMP Security Authorization at the Moderate level is the minimum standard. Generally, SOC2 is not a government-specific framework, cloud service providers often use it to demonstrate robust security practices. FedRAMP is more stringent and tailored for federal agencies, but SOC2 is a strong alternative for private sector companies. While the alternative to a moderate level of FedRAMP can be found in NIST SP 800-53, specific to controls for IaaS and PaaS, SOC2 is not the recommended alternative to FedRAMP. The moderate level of security authorization in FedRAMP applies to systems where the loss of confidentiality, integrity, or availability of data would have a serious adverse effect on organizational operations, assets, or individuals. For SaaS and PaaS offerings, the FedRAMP moderate baseline requires the implementation of security controls and processes to ensure the protection of federal data. Offerings can use NIST SP 800-53 moderate baseline controls, the same controls used in FedRAMP moderate level. (RFP Scope of Work 1.5 A1)

6. Is there a current incumbent for this Program Administrator event?

Answer: HOPE is a new program, which in part, seeks to remedy some of the disparate financial impacts of the Covid-19 pandemic. The program administrator will work with HOPE to create this new program, as outlined in the Scope of Work. (RFP Scope of Work 1.5)

7. Will the HOPE program provide any direction on outreach/marketing to the community from the estimate listed in the solicitation?

Answer: The program administrator will develop and implement the strategy for outreach to the community in collaboration with the HOPE team. HOPE will work closely with the program administrator to maximize enrollment and in strategy development and benchmarks. (RFP Scope of Work 1.5C)

8. Is there a preferred and/or similar system that the government utilizes that is a multifactor identity, multilingual, automated/integrated enrollment system?

Answer: HOPE has not identified a specific system as the HOPE program is a new and unique program nationwide. HOPE and the program administrator may work in collaboration with other government agencies, as well as other boards and

commissions with the State Treasurer's Office, which have programs with some similarities, to identify the best course of action. (RFP Scope of Work 1.5 A,C)

Please note that no verbal information provided will be binding upon the State unless such information is issued in writing as an official addendum. Thank you.

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