



September 17, 2025

To All Bidders:

Subject: **8541-W6, Consultant – AI / MCRWB**

### **ADDENDUM NO. 2**

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original bid request.

- **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY**

### **Technical Architecture & Implementation -**

1. Is there a preferred technology stack or platform (e.g., cloud provider, chatbot framework) that the solution should align with? - **This will be determined by the City IT department.**
2. Will the chatbot be integrated into existing MassHire systems or portals, or is it expected to be a standalone web/mobile application? **It is anticipated this would be embedded into our existing MassHire websites**
3. Are there any existing APIs or data sources that the chatbot must connect to for job listings, career resources, or social services? **MassHire JobQuest and our (and our partner) websites, among others that may be identified**

### **AI Capabilities & Expectations -**

4. Is the AI expected to include natural language understanding (NLU) and contextual memory, or will it operate as a rule-based guided assistant? **We want a tool that can communicate effectively with our customers to triage and guide them in job search related questions and needs.**
5. Will the chatbot need to support voice input/output in real-time, or is audio guidance limited to pre-recorded prompts? **A real-time audio connection should be available to our customers**
6. Are there any expectations around personalization or user profiling (e.g., tailoring responses based on user history or preferences)? **No.**



## Multilingual & Accessibility Requirements -

7. Which languages are prioritized for multilingual support? Is translation expected to be automated or manually curated? **We expect automatic translation and priority languages include Spanish, Portuguese, and Haitian Creole at this time.**
8. Are there specific accessibility standards (e.g., WCAG 2.1) that the chatbot must comply with? **Must comply with all local, state, and federal accessibility standards at a minimum.**
9. Will screen reader compatibility and keyboard navigation be required for the chatbot interface? **This must be available for our customers using these tools**

## Scalability & Replicability -

10. What level of modularity or documentation is expected to ensure replicability across other MassHire regions? **No specific level for this has been determined.**
11. Is there a centralized deployment model envisioned, or should each region be able to host and manage its own instance? **This has not been considered yet by groups outside of our local area, so it is unknown.**

## Stakeholder Engagement & Feedback -

12. Who are the primary stakeholders for design collaboration—career center staff, IT teams, end users, or external partners? **All of these are primary stakeholders.**
13. Will user testing be facilitated by MCRWB, or is the vendor responsible for recruiting beta testers? **The MCRWB will recruit beta testers**
14. Is there a formal feedback loop or review process during the beta phase to iterate on chatbot design? **We hope to determine the best method for feedback and iteration with the winning bidder**

## Timeline & Milestones -

15. Are there intermediate milestones or deliverables expected before the final launch within 180 calendar days? **Milestones are as noted in the bid invitation**
16. Is there a preferred project management methodology (e.g., Agile, Waterfall) for tracking progress and reporting? **We are open to a variety tracking methods as long as they meet City IT standards and are deemed effective**



## Budget and Scope Clarification -

17. **Budget Scope Clarification** - Could you please confirm whether the stated budget of \$25,000 is intended to cover the entire lifecycle of the project (design, development, testing, deployment, and support), or is it allocated specifically for the initial phase or MVP? **Intended for the entire scope**
18. **Future Funding Possibility** - Is there any provision or expectation for additional funding in subsequent phases, especially considering the scalability and replicability requirements across other MassHire regions? **No additional provisions are available or expected at this time.**
19. **Budget Flexibility** - Given the technical complexity and accessibility/multilingual requirements, is there any flexibility in the budget if the proposed solution demonstrates significant value or innovation? **No, please bid according to the stated specifications.**
20. **In-Kind or Partner Contributions** - Are there any existing partnerships, platforms, or in-kind resources (e.g., hosting, data access, existing chatbot frameworks) that the selected vendor can leverage to reduce development costs? **None identified at this time.**
21. **Scope Prioritization** - Would the board be open to a phased delivery approach where core features are delivered within the current budget, and advanced features (e.g., audio guidance, multilingual support) are planned for future phases? **No.**
22. **Evaluation Criteria for Budget vs. Value** - How will proposals be evaluated in terms of balancing budget adherence with long-term value, scalability, and innovation? Is there room to propose a slightly higher budget if justified by a more robust solution? **Award to be made to the lowest responsive and responsible bidder. Please bid according to the stated specifications.**
23. **Replicability Expectations** - Could you clarify what level of documentation or modularity is expected to ensure replicability by other MassHire regions? Should this be included within the current budget? **Scaling to other regions or statewide is not part of this bid, it should not be included with this project budget.**

Bidders are requested to acknowledge and/or include this addendum with bid.  
All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro  
Purchasing Director