

EPISCOPAL CHILDREN’S SERVICES
REQUEST FOR PROPOSALS

SOCIAL SERVICES DATABASE MANAGEMENT
SOFTWARE SYSTEM
2010-2013

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I. Background/purpose of RFP

ECS has released this Request for Proposals (RFP) to solicit proposals from vendors to review available **social services database management software systems** for purchase. ECS seeks a three-year agreement with the chosen vendor. ECS, a \$35 million nonprofit child care provider and social services agency, serves more than 27,000 children and families in Northeast Florida each year. ECS’s goal is to integrate data collection and management from its various programs using a single web-based system. The selected software system will provide ECS with agency-wide data collection, management, and reporting capabilities, as well as the ability to manage data by individual client, program, or funder. Such a system will enable ECS to report to funders more efficiently, quickly identify and make program improvements when necessary, better monitor program impacts across programs and counties, and to more thoroughly use program outcomes to guide agency growth. ECS wishes to utilize existing software from an established vendor, and is not seeking custom database systems built from scratch.

Procedure:

The goal of this RFP process is for ECS to identify a currently available software database management system. This RFP process will entail the following steps:

1. Solicitation of proposals: This RFP will be distributed to software vendors identified from online and other sources, and will also be made available on the ECS website at www.ecs4kids.org . This document serves as an official solicitation of proposals.
2. Letter of Intent: To be considered, all prospective vendors must submit the enclosed Letter of Intent by **January 29, 2010**.
3. Full application: See full application below. All responsive vendors must submit application materials by **February 19, 2010** in accordance with application instructions.
4. Questions submitted: Any questions that vendors may have regarding the RFP process, ECS programs or services, or any other relevant information to build a proposal must be submitted to ECS by email at rhayes@ecs4kids.org by **February 5, 2010**. Answers to all submitted questions will be emailed to all vendors submitting a letter of intent by **February 12, 2010**.
5. Review and recommendations: Following the application deadline, the ECS software review team will publicly open the proposals. The review team will consider proposals on **March 9, 2010** and, based on the evaluation tool in Section VI, will recommend up to 3 systems to review further. The ECS software review team will consist of representatives from each of the ECS programs and the ECS Leadership Team. The ECS Board, Head Start Policy Council, and Early Learning Coalitions of Duval, CNBB, and Putnam/St. Johns may also be notified of the committee's recommendations.
6. Invitation extended to selected responsive vendors to present proposed system at ECS Central office: Any proposed vendors identified by the ECS software review team may be invited to present the proposed system to the ECS software review committee at ECS's Central Office on 8443 Baymeadows Rd, Jacksonville, FL. In lieu of an on-site presentation, ECS may instead choose to submit questions to vendors recommended by the ECS software committee. If the application materials are sufficient in demonstrating the software system to the committee, then the committee may move forward without this step.
7. Award notification: On **March 19, 2010** the ECS review team will notify the selected vendor and all other proposing vendors by email of the decision to move forward with negotiations.
8. Contract negotiations begun with awarded vendor: As determined by review committee, contract negotiations will commence with chosen vendor. Final notification of selected vendor will be made to all responsive applicants by email.
9. Appeal: All vendors who submit a letter of intent and application, but are not awarded a contract, have the right to an appeal. All appeals must be made within 10 days of award notification to be valid. ECS will finalize contract with chosen vendor following this 10 day period if no appeals are made. See appeal procedures in the Appendices.

Eligible applicants:

A vendor is determined to be eligible to respond to this RFP if

1. Vendor adheres to all applicable local, state, and federal laws.
2. Vendor can provide a web-accessible software system.
3. Vendor has been in operation for at least 5 years.
4. Vendor must submit a Letter of Intent to ECS by **January 29, 2010**

II. Services sought**The requirements of the software system in question are that it:**

- a. Allows for the collection of data from all of ECS's various programs and service activities, including up to 15 different programs serving tens of thousands of children and their families and hundreds of child care centers.
- b. Allows for flexible and varied reporting of program and agency activities for internal monitoring, as well as for reporting to funders and other stakeholders.
- c. Can facilitate communication among and within all ECS programs.
- d. Complies with data handling and IT security requirements of the Department of Health and Human Services, Florida Department of Children and Families, OWI/ACF, AWI/OEL and the City of Jacksonville; adheres to HIPAA standards.
- e. Allows for multiple users at various locations to simultaneously enter and/or retrieve program and client data.

ECS desires to implement the data system agency-wide during the summer of 2010, training staff in July 2010, and have the system operational by August 2010. Prospective vendors should be sure to address in their proposals any procedural and cost requirements to ensure that this timeline is met.

III. Full application instructions

Vendors submitting a Letter of Intent by the stated deadline are eligible to submit a full proposal. All proposals must include the following:

1. **Cover page** (included below)
2. **Proposal narrative**, including responses to the following items. The proposal narrative may be submitted in any format, including power point, MS Word, or as an Adobe .pdf document; however, prospective vendors are encouraged to present their proposals in a format that helps reviewers to identify the responses to the below concerns. In addition, proposers are encouraged to consider and speak to the evaluation questions (section VI) in their proposals.
 - a. Proposer qualifications, including history of vendor organization, mission/vision, key players, sampling of current clients/projects, and history of providing database management to social service organizations with vulnerable populations.
 - b. Proposed data system
 - i. Platform
 - ii. Interface example or screen shot
 - iii. Description of use of the system, which may include standard client intake procedures, task scheduling and tracking, ability to track provision of services, status of client progress, and evaluation of staff task completion/data quality
 - iv. Description of usability of system
 - c. Standard/estimated timeline and process for implementation , including process for migration of current databases to new system in .csv, and recommended administrative staff to maintain system during and after implementation
 - d. Ability to customize various components internally
 - e. Ability to interface with standard data software, including Excel, SPSS, Access, and Crystal Reports
 - f. Reporting capability
 - g. Up-time guarantee, with contingencies for any down-time

- 3. Price quote:** In their proposals, vendors must outline costs for the following components, including any additional costs not listed.
- a. Cost of startup, implementation, and ongoing license, including costs for
 - i. Startup
 - ii. Standard license and parameters, including costs for a three year contract
 - iii. Ongoing consulting and support, including travel
 - iv. Customized interface management, such as adding fields to interface after implementation
 - v. Customized reports
 - vi. Additional costs as determined
 - b. Length of standard contract and other stipulations
- 4. Appendices**
- a. Included service level agreement—Detail service costs associated with the standard setup and operations of the proposed system. These may include, but are not limited to, customer support (including typical response time), custom reporting, training, or consulting.
 - b. Software security agreement—Include a copy of security assurances that will apply to this proposed system.
 - c. Backup procedures—Include backup procedures for the proposed system.
 - d. Agency financial documents—Audited financials for the previous 2 years; most recent financial report

All application materials must be submitted to ECS by **February 19, 2010** by mail, email, or hand delivery. All applications received after this date will be deemed nonresponsive. Proposals can be presented in any format; however it is recommended that responses to the above questions be clearly marked or otherwise situated so that reviewers can easily identify responses.

IV. Timeline for proposals

January 22, 2010:	RFP released to selected vendors and posted on the ECS website
January 29, 2010:	Letter of Intent due
February 5, 2010:	Deadline to submit questions in response to RFP
February 12, 2010:	Deadline for ECS to respond to questions from vendors. Answers will be emailed to all vendors submitting a Letter of Intent.
February 19, 2010:	Deadline for proposals; must be received by ECS by 5pm EST.
February 22, 2010:	Public opening of proposals.
March 9, 2010:	Review of proposals by steering committee and recommendations made. Committee may invite any or all vendors to present proposed system in person to steering committee.
March 15-19, 2010:	If identified, invited vendors present to steering committee at ECS.
March 19, 2010:	Final recommendations made by committee; announced by email.
March-April 2010:	Contract negotiations begun and contract signed.

All dates are subject to change as determined by unforeseen events. In the event of a schedule change, all vendors submitting a Letter of Intent will be notified by email and provided adequate time to adjust accordingly.

V. Background:

The following is information about ECS that may help vendors in their responses to this request. Any proposed system must be able to address the data needs of all programs described below. Additional information can be found at www.ecs4kids.org

Episcopal Children's Services (ECS) is the largest not-for-profit child care services agency in Northeast Florida, and has been in operation since 1966. Currently ECS provides services to more than 27,000 children and families in Duval, Clay, Nassau, Baker, Bradford, St. Johns, Putnam, and Union counties.

ECS provides services to children and families throughout the Northeast Florida region, including the following:

- **Head Start:** ECS operates 9 Head Start centers serving 390 children aged 3-5 in 5 counties. The Head Start program provides high-quality child care, mental health, physical health, dental, and social services to these children; including screenings and assessments, service interventions, and referrals to community providers. Parents of Head Start children are to a more limited extent recipients of these services, including educational opportunities and crisis funding.
- **Early Head Start:** Early Head Start provides the above services to families with children age 3 and under, and to pregnant women. ECS serves 242 Early Head Start children in 5 centers over 3 counties.
- **School Readiness:** More than 4,500 children each month receive School Readiness services, which include subsidized child care and enhanced developmental and social services to children; Child Care Resource and Referral to community parents; and training services to enhance the abilities of child care providers. These services are provided in 6 counties.
- **VPK:** ECS is the enrollment and provider reimbursement agency for the Voluntary Prekindergarten program in 6 counties.
- **Provider Coaching:** There are hundreds of child care providers in Northeast Florida that vary widely by quality. ECS is contracted by various agencies, including the Early Learning Coalition of Duval through the Mayor's Literacy Initiative and the Jacksonville Journey, and through other Early Learning Coalitions, to provide coaching to child care providers throughout the region to enhance their quality. This coaching includes training in areas such as literacy promotion, encouraging parent involvement, and how to identify and address social-emotional concerns in children. More than 300 providers are the recipient of these services throughout the region, and thousands of children are served as a result.
- **Regional Training Institute:** ECS provides classes to child care providers to meet DCF licensing requirements. ECS holds both online and in-person trainings to more than 2,000 teachers and center directors each year.

VI. Review criteria:

Reviewers from the ECS software committee will use the following evaluation tool to review and score proposals. More than one review sheet may be used per review, depending on the number of responses received. Prospective vendors should consider the evaluation criteria in building proposals. ECS reserves the right to contact vendor directly to clarify proposal information to inform the evaluation process. Please note the following:

- Evaluation item 1.a: *Has vendor been in operation for at least 5 years?* This item is among the application's Fatal Criteria: Vendor is not eligible if not in operation for the minimum time frame. Item is not scored; vendor's application is terminated if response is "no".
- Evaluation item 3.a: *Time proposed in months:* This item is not scored, and is included as reference for review committee. However, this item may be used by review committee to inform recommendations.
- Evaluation item 5.a: *Average cost per month for first year of implementation:* This item is not scored, and is included as reference for review committee. However, this item may be used by review committee to inform recommendations.
- Evaluation item 5.b: *Average cost per month for second year of implementation:* This item is not scored, and is included as reference for review committee. However, this item may be used by review committee to inform recommendations.
- Evaluation item 5.c: *Average cost per month for third year of implementation:* This item is not scored, and is included as reference for review committee. However, this item may be used by review committee to inform recommendations.
- Evaluation item 6.a: *Do security parameters meet the requirements of your program's governing body?:* This item is among the application's Fatal Criteria: Vendor is not eligible if security is not sufficient, as determined by the ECS Information Technology Director. Item is not scored; vendor's application is terminated if response is "no".

	Max points	Vendor 1	Vendor 2	Vendor 3	Comments
1. History:	15				
<i>a. Has vendor been in operation for at least 5 years? (FATAL CRITERIA)</i>	<i>Y</i>				
b. Does vendor and service delivery team exhibit a solid background or experience in the social services/child care services field?	5				
c. Does the vendor have an established list of clients?	5				
d. Does the vendor have a history of managing sensitive information?	5				
2. System:	30				
a. Is the system interface intuitive and not confusing?	5				
b. Is the system easy to use without extensive training?	5				
c. Do the system's capabilities meet the needs of your program, as determined by the proposal?	15				
d. Will the system enable staff to more efficiently do their work?	5				
3. Implementation:	20				
<i>a. Time proposed in months: (NOT SCORED)</i>	<i>---</i>				
b. Is the implementation timeline acceptable?	5				
c. Does the vendor have a clearly designed and realistic timeline for implementation?	5				
d. Are minimal program and additional administrative staff required to implement or maintain the program?	5				
e. Has proposer sufficiently addressed procedures for migration of current ECS data into the system?	5				

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	Max points	Vendor 1	Vendor 2	Vendor 3	Comments
4. Reporting:	15				
a. Does reporting fulfill needs of your program staff and funders?	5				
b. Can additional reports be created by ECS staff after implementation, and at no extra cost?	5				
c. Can all data be easily exported to Excel, Access, Crystal, and SPSS for further analysis?	5				
5. Price Quote:	20				
<i>a. Average cost per month for first year of implementation: (NOT SCORED)</i>	---				
<i>b. Average cost per month for second year of implementation: (NOT SCORED)</i>	---				
<i>c. Average cost per month for third year of implementation: (NOT SCORED)</i>	---				
c. Are there few or no regular or substantial anticipated additional costs beyond startup and license fees?	5				
d. Can ECS anticipate minimal to no additional cost as the organization grows?	5				
e. Is support available at no additional cost?	5				
f. Are all prices quoted reasonable considering the product and service to be provided?	5				
6. Security:	---				
<i>a. Do security parameters meet the requirements of your program's governing body? (FATAL CRITERIA)</i>	<i>Y</i>				
Total Points	100				

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VII. Appendix A: Letter of Intent

Letter of Intent

Vendor Name: _____

Contact: _____ Title: _____

Address: _____

Phone: _____ Email: _____

Fax: _____ Date: _____

Website: _____

_____ submits this Letter of Intent to Episcopal Children's
(Name of Vendor)

Services (ECS) to submit a proposal to provide Social Services Database Management Software and services. A responsive application to negotiate will be submitted to ECS.

Printed name of official: _____

Signed name of official: _____

Mail, email, fax, or hand deliver this Letter of Intent to Episcopal Children's Services by February 19, 2010.

Episcopal Children's Services
RFP: Social Services Database Management Software
ATTN: Raijah Hayes
8443 Baymeadows Rd. Suite 1; Jacksonville, FL 32256
Phone: 904-726-1500; Fax: 904-726-1520
rhayes@ecs4kids.org

IX. Appendix C: Award Protest Procedures**Appendix C: Award Protest Procedures**

In accordance with ECS procurement policies, in alignment with Chapter 120 and 287 of Florida Statutes, the following award protest procedures apply to this proposal process:

1.ECS will provide notice of a decision or intended decision concerning a solicitation, contract award, or exceptional purchase. This notice shall contain the following statement: "Failure to file a protest within the time prescribed in section 120.57(3), F.S., shall constitute a waiver of proceedings under chapter 120, Florida Statutes.

2.A responsive proposer who is adversely affected by ECS decision following this process may file with ECS a notice of protest in writing within 72 hours after the posting of the notice of decision or intended decision. A formal written protest shall be filed within 10 days after the date of the notice of protest is filed. Failure to file a notice of protest or failure to file a formal written protest shall constitute a waiver of proceedings under this chapter. The formal written protest shall state with particularity the facts and law upon which the protest is based. Saturdays, Sundays, and state holidays shall be excluded in the computation of the 72-hour time periods provided by this paragraph.

3.Upon receipt of a formal written protest that has been timely filed, ECS will stop the solicitation or contract award process until the subject of the protest is resolved by final Coalition action.

4.ECS will immediately attain legal assistance and provide an opportunity to resolve the protest by mutual agreement between the parties within 7 days, excluding Saturdays, Sundays, and state holidays, after receipt of a formal written protest.

If the subject of a protest is not resolved by mutual agreement within 7 days, excluding Saturdays, Sundays, and state holidays, after receipt of the formal written protest, and if there is a disputed issue of material fact, ECS will refer the protest to the division of administrative hearings under subsection (1) of 120.57, Florida Statutes.