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United Planning Organization

REQUEST FOR PROPOSAL

UPO Customer Data Tracking and Case Management System

RFP # 2019 – 01

Request for Proposal (RFP) Cover Page

Solicitation Issue Date: Monday, March 25, 2019	
Solicitation Closing Date: Wednesday, April 24, 2019	**Solicitation Closing Time: 2:00 PM (EST)**
Issued By: United Planning Organization (UPO)	
Address: 301, Rhode Island Ave, NW, Washington, DC 20001	
Telephone Number: 202-238-4600	
UPO is a non-profit agency in the District of Columbia founded in 1962 and is exempt from any state or federal tax.	
Unless otherwise stated, the unit price shall be the net price. Separate unit and total prices must be shown, if applicable.	
Unless otherwise stated, all quoted prices shall be Free On Board (FOB) headquarter address inside delivery.	
Responses must be received on or before **Wednesday, April 24, 2019,** by 2:00 PM (EST.) in the Procurement Office, United Planning Organization, 301 Rhode Island Avenue, NW, Washington, DC 20001**.**	
Proposals: Please submit one (1) copy each of the **Technical** and **Price Proposals** separately by emailing to procurement@upo.org referencing "UPO Customer Data Tracking and Case Management System RFP #2019–01" in the subject line. In the case of large files, a reputable file sharing service may be used by the proposer but the upload must be completed, timestamped and shared with procurement@upo.org prior to the deadline indicated for this RFP. Also, in the case of file sharing, an additional separate email must be sent ahead of the deadline to procurement@upo.org, and must contain any special instructions for access and/or downloading.	
An Informational Webinar (with Questions & Answers) will be arranged on **Wednesday, April 3, 2019 at 10:00 am.** Refer to Section III on page 4 of this RFP, for details.	
For **Questions/Information**, please email Rizwanul Haque, Procurement Officer, at rhaque@upo.org referencing "UPO Customer Data Tracking and Case Management System RFP #2019–01" in the subject line. All questions received will be answered within three (3) business days and will be posted on the UPO website. Questions/information must be emailed no later than **Thursday, April 11, 2019.**	
United Planning Organization reserves the right to waive informalities or irregularities, to reject any or all proposals received, to accept the proposal deemed best for the organization, and/or request new proposals, if necessary.	
Any objection to the above conditions must be clearly indicated in the proposals.	
In compliance with this RFP and to all the conditions imposed herein, the undersigned offers and agrees to furnish the services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.	

PROPOSER IDENTIFICATION	
Company Name:	
Address:	
Telephone:	
Email:	
Federal ID:	

Print Name	**Title**	**Authorized Signature**	**Date**

Table of Contents

I. PURPOSE

The purpose of this solicitation (RFP), is to invite proposals from qualified and competent proposers for the design, procurement, installation, training, maintenance and ongoing support of a UPO Customer-Data Tracking and Case Management solution for the United Planning Organization (UPO).

Significant changes in the climate for outcome reporting in Community Action have created a need for UPO to acquire an agile, real-time data tracking and analysis system to accurately report the impact of the important community action work that it does. In order to better position the organization to make data driven decisions and to accurately track services provided to the customers served, UPO seeks to procure a cloud-based, client data tracking and case management system to replace the current legacy system developed nearly two decades ago. The system procured must at a minimum provide a single point of entry for all CSBG and Head Start programs operated by UPO, while also permitting the organization to track services provided to customers served by all of UPO's non CSBG or Head Start funding sources.

II. CONTRACT PERIOD AND RENEWALS

The term of any contract resulting from this RFP will begin from July 1, 2019 (or from the date the agreement is fully executed) and end on June 30, 2020. The agreement will have a provision of four (4) one-year renewal options which UPO shall reserve the right to exercise annually if the solution provided as well as the quality of training and support provided is determined to be adequate for UPO's service delivery needs. The option to renew for any of the subsequent years shall depend on satisfactory performance evaluation and the availability of funds. Proposals submitted must offer a technical solution as well as pricing which recognizes that years two through five are option years for UPO. The selected Contractor must understand that "time is of the essence" for the installation, implementation and training under this agreement. As such, these services need to be started and completed as soon as possible following the execution of the agreement.

III. INFORMATIONAL WEBINAR

For prospective proposers, an informational Webinar will be arranged on Wednesday, April 3, 2019 at 10:00 am eastern time. Although attendance to this Webinar is not mandatory but proposers are encouraged to attend as it will provide valuable information about RFP followed by Q&A session. The contact details are provided hereunder:

Meeting link: https://upo.webex.com/upo/j.php?MTID=mbd275ceb54f3bf4d629b140ca04fb3fa

Attendee access code: 162 536 52

Audio connection:

+1-202-860-2110 United States Toll (Washington D.C.)

Having trouble dialing in? Try these backup numbers:

+1-240-454-0887 United States Toll (San Jose)*

* United States Toll (San Jose) should only be used if the primary number does not work.

IV. UNITED PLANNING ORGANIZATION (UPO) BACKGROUND

Founded in 1962, UPO is a 501(C) (3) private non-profit corporation and the designated Community Action Agency for the District of Columbia. Its mission is to provide leadership, support and advocacy to empower low-income residents of Washington, DC to become self-sufficient and self-determined.

UPO serves as Washington, DC's premier non-government human service organization that promotes self-sufficiency and brings innovative ideas to the problem of poverty throughout the city. UPO operates a wide array of special activities and offers many supportive and instructional services including:

- Head Start,
- Early Head Start, and other childcare programs
- Comprehensive youth services for DC residents only
- Transportation services for homeless residents
- Training programs designed to prepare participants for skilled employment
- Substance abuse treatment programs
- Community based tax preparation services
- Housing Counseling services
- Job placement and career development services

UPO's service delivery network includes internally operated programs as well as externally funded community based organizations that serve as either CSBG or Headstart Service Providers. Alongside UPO's internal programs, these externally funded community-based organizations provide services to D.C. residents and will be expected to have equal access for tracking client services and managing case management to clients served as a result of contractual agreements with UPO. In some cases, funding agreements from federal, state or private sources necessitate information sharing with other entities. The system to be procured is expected to accommodate such information sharing where necessary.

V. OVERVIEW OF CURRENT ENVIRONMENT AT UPO

UPO currently uses a variety of systems for customer tracking and case management due to multiple funder requirements. Despite the need to manage the various data tracking and reporting requirements associated with being a multi-grant funded Community Action Agency, UPO currently maintains an agency-wide Customer Data Tracking and Case Management system called Community Action Statistical Access (CASA) that was developed two decades ago.

The system (CASA) allows UPO to track all programs and projects funded by the Community Services Block Grant (CSBG) as well as customers, services and outcomes associated with a variety of other funding sources. These funding sources include:

- The District of Columbia (DC), Department of Employment Services (DOES)
- DC Department of Energy (DOE)
- The National Community Reinvestment Coalition (NCRC)
- The DC Office of the State Superintendent of Education (OSSE)
- The Community Partnership for the Prevention of Homelessness (TCP)
- The United States Department of Agriculture (USDA)
- The Corporation for National and Community Service (CNCS)
- Department of Housing and Urban Development (HUD) and the DC Housing Authority (DCHA) among other government and non-government sources of funding.

The data systems currently being utilized at UPO include**:**

- **Child Plus**: A database that tracks customers, services and outcomes associated with UPO's Head Start and Early Head Start programs.

- **CASA:** An Oracle-based database system that tracks case management and service delivered data across multiple programs and service providers.

- **HMIS:** A management information system used to collect program-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.

- **WITS:** A web-based application sponsored by Substance Abuse & Mental Health Services Administration (SAMHSA) that allows collection and tracking of customer treatment data).

- **FIS Global:** An application required for preparing customer Electronic Benefits Transfer charge card applications.

- **Housing Counseling Online**: a web based platform for helping customers to prepare for, apply for, and receive various forms of housing assistance.

- **Microsoft Dynamic SL/Solomon**: A financial Enterprise Resource Planning (ERP) system that tracks and reports UPO's financial performance.

- **OATS:** A web based platform used by the DC Office of the State Superintendent of Education to manage early learning family data.

- **Prophix:** A report writer that allows UPO to combine data from the financial system (Solomon Dynamic SL) as well as human resources and program data to generate dynamic executive and managerial level dashboards. Prophix runs on the Microsoft SQL Server platform.

- **Teaching Strategies Gold:** A research based assessment solution that allow UPO staff to track learning progress of children in early childhood programs. It is key to planning appropriate early childhood learning experiences and helping all children succeed.

- **LeapingWare:** A database used for tracking data on Foster Grand Parent volunteers.

VI. DESCRIPTION OF THE DESIRED SYSTEM (SCOPE OF WORK)

UPO requires the installation, customization, training, maintenance and ongoing support of a cloud-based central client data tracking and case management solution that will enable staff and partners (CSBG Service Providers) of UPO to successfully execute data management functions that contribute to programmatic efficiency. Additionally, the proposed project will provide a means for:

- Analyzing customer demographics, services and/or outcomes;
- Assigning different user access levels to staff-based roles;
- Documenting and updating client demographic and family data during intake;

- Tracking linkage between funding sources and customers served;
- Tracking cross-linked data by connecting staff, customers, and services with outcomes;
- Analyzing data for CSBG Annual Report;
- Collecting and analyzing data for the Head Start Performance Improvement Reports (PIR);
- Providing a user-friendly interface for ease of data entry, retrieval, analysis, and reporting;
- Reporting customer demographics, services and/or outcomes;
- Tracking services provided to and outcomes achieved by customers;
- Tracking courses/classes taken by customers and grades/performance via a registrar function;
- and, Tracking volunteer data (skill levels, volunteer hours, services provided).

The solution desired is one that is web-based and easily accessible to UPO staff. It will facilitate the reporting of Community Action National Performance Indicators as well as Head Start PIRs at a minimum. The system will allow UPO to collect customer data, services and outcomes as well as track, assess and determine eligibility for a variety of government and non-government funded services. The solution sought must enable UPO to fulfil its accountability obligations as a Community Action Agency (see **Appendices B and C**), while also enabling frontline and management staff of the organization to provide high quality services that have been fine-tuned through data-based and evidence-based decision making.

Through this solicitation, UPO expects to achieve the following outcomes:

- Successfully make the transition to tracking and reporting on all CSBG funded programs and Head Start funded programs in a single system that provides a single point of entry.
- Acquire a data system that is flexible enough to be used for tracking human service program customers and outcomes across a variety of funding sources.
- Minimize the number of different data systems that staff report into by identifying a single centralized solution that is capable of satisfying the data collection, analysis and reporting needs of entities that have traditionally funded Community Action Agencies.
- Acquire a Customer Data Tracking and Case Management system that can be **integrated** with the **Prophix** platform to combine case management data with the financial and program data housed in the Prophix cube.

To be eligible, proposers must have a ‘pre-built’ customer data tracking and case management system that has already been rolled out to similar human services/community action agencies. While the ‘Description of the System’ requirements are comprehensive, they are also not exhaustive - proposers are welcome to submit their proposals even if their offerings do not meet all of the scope of requirements listed.

It is not sufficient to simply respond by indicating “yes” the system features outlined below. The responses provided in the proposal should also describe how the proposed system meets the desired features. In instances where a desired feature is not present in the system, please indicate whether or not it will be available at a future date, and whether UPO will be able to use the feature at no cost, or at additional cost. The description outlined by each proposer should address the contents of each of the following categories of features in as much detail as possible.

A. <u>Product Overview</u>:

1. Provide an overview of your customer management tracking system along with supporting marketing materials and data sheets in the appendices section

2. Describe the user interface and system navigation features. How is it better than the competitors on the market?
3. In what ways can your system be customized?
4. Can user help features be incorporated into the system?
5. Does your system accommodate the ongoing Community Services Block Grant (CSBG) and Head Start reporting development based on NPIs (National Performance Indicators) and ROMA Next Generation reporting including demographic reports, customer-by-locality reports etc.?

B. <u>System Design & Integration Overview</u>:

1. Does the system support data entry, data retrieval and data analysis needs of UPO's program staff and staff of UPO's service delivery partners? How?
2. Is the system cloud based? What region would the cloud provider be located in?
3. Describe the Customer Data Tracking and Case Management solution in terms of its **hardware, software, database architecture, hosting options** and components of the solution proposed to meet UPO's requirements.
4. What are the data integration features including export/import formats of the system? Does the system have an Application Program Interface that will allow UPO access to the database? What are the system integration limitations?
5. Does the system generate updates that will keep UPO up-to-date with CSBG, Head Start and Community Action Reporting requirements that are included as part of ongoing maintenance?
6. Does the system have the capability to migrate existing customer profiles in UPO's Child Plus system and Oracle Database (CASA) into the new proposed case management tracking system? If applicable, **address the cost of this in the pricing proposal submitted.**

C. <u>System Administration Functionality</u>:

1. Does the system distinguish between any roles and groups i.e. user vs reporting user vs administrator user?
2. Does the system have the capability to restrict staff's ability to revise previously entered records/services/outcomes without administrator permission?
3. Does the system have the capability to use active directory authentication/passwords and access levels to restrict staff access to certain customer/outcome data?
4. How are accounts managed?
5. How are groups and permissions managed?
6. What self-service or automated capability exists for common functions like password resets or forgotten passwords?
7. Are there limits to the number of system users? Are there limits to the number of records/customers that the system can hold?
8. What is the process for transferring customer record information from legacy systems into the new system? If applicable, **address the cost of this in the pricing proposal submitted.**
9. What rights does UPO have to the data? What level of control will UPO have over data entered into the system?

D. Customer Eligibility Tracking:

1. Does your system have the capability of determining the eligibility for services based on criteria to be specified?
2. Does your system have the capability to alert staff when customer meets eligibility requirements for other programs?
3. Does your software have the capacity to 'search' the system by criteria specified by the user i.e. customers by age, customers by location, customers by income range, outcome by sex, etc.?

E. Customer Intake & Demographics Tracking:

1. How are duplicate data and data entry errors/omissions handled by your software? What system constraints/warnings are built into the system to prevent duplicate records of families/ individuals?
2. What process does your system use to link individual data to family data? Can it maintain a traceable history of edits?
3. Does it have the ability to create/define fields for intake information?
4. Does the system have the ability to maintain/edit standard drop-down lists?
5. Does the system have the capability to collect/segregate service data by the following parameters:
   (a) Funding source,
   (b) Customer income level,
   (c) Geographical location,
   (d) Volunteer demographics (Knowledge, skills, abilities, hours, dollar value of time)
6. Does it have the capability to give "real-time" prompts and not move forward if certain required data is not entered?
7. Does it have the capability to merge partial separate records on the same individual/family?
8. Does it have the capability to alert/remind staff to update customer profiles during subsequent visits for service?
9. Does it have the capability to import customer data or service data from a flat file or other external source?
10. Does it have the capability to identify and reject addresses that do not exist?
11. Does it have the capability to accept electronic signatures?
12. Does it provide the capability to update a customer's status e.g. active, deceased, etc.?

F. Agency Services and Outcomes Tracking:

1. At a minimum, does the system have the capability to track all of the CSBG and Headstart outcomes achieved by customers served?
2. Does the system have the capability to generate reports segregating services received by customers based on, but not limited to, the following parameters: (a) Source of funding used (b) Staff person providing the direct service (c) The UPO program administering the services (d) The partner administering the services (e) The date of the service, etc.
3. Does the system allow for custom program/service creation?
4. Does it provide the ability to update the status of customer needs?
5. Does it have the ability to enter customer services or outcomes individually or as a batch?

6. Does it have the ability to enter narratives of customer progress, developments and concerns, e.g. for both the overall case record and individual visit records?

G. Referrals Tracking:

1. Does the system have the ability to maintain referral details for internal agency programs/and/or outside agencies?
2. Does the system have the ability to search for referral agency by multiple criteria?
3. Does the system provide the ability to add entities to which referrals are frequently made? Does it permit staff to easily populate common referral destinations/agencies?
4. Does the system have the capability to facilitate internal and external referrals, to print referrals issued, and to update the list of agency programs and/or outside agencies to which referrals can be made?

H. Case Management Tracking:

1. Does the system provide the capability to schedule customer meetings and notify case worker when due? How?
2. Does the system provide the capability to track customer goals, progress and outcomes:
   (a) Absolute Outcomes (CSBG/Headstart/Etc),
   (b) Scaled Outcomes,
   (c) Does it have the ability to manually create and track outcomes not listed above?
3. Does the system have the capability to track various types of customer interactions (i.e. phone calls, meetings, file updates, text messages, etc.)?
4. Does the system provide the capability to assign customers to a case manager; to track a case manager's workload; to reassign a case manager's workload?
5. Does it have the ability to enter extensive notes for each interaction?
6. Does it provide the capability to terminate a customer/family from case management?
7. Does it have the ability to maintain history of employment and education during service period and upon exit?
8. Is the system able to track customers receiving multiple services in multiple programs?
9. Does the system have the ability and capacity to upload documents, files, and images so that the files may be audited online?
10. Can the system track expenditures and provide a report by source of funding or multiple source of funding?

I. Reporting Functionality:

1. Does the system have the capability to establish agency level and program level outcome/service targets, and to track actual performance against established goals and targets?
2. Describe the ability to create ad-hoc lists and reports using ALL database fields?
3. Can a user export a user-created report to a word document (.doc, .docx), Excel (.xls, .xlsx) or to Adobe Acrobat, etc?
4. Can the system report periods be set for both canned and custom reports?
5. Does it have the ability to include user-defined fields in reports?
6. Does it have the ability to produce unduplicated customer counts by all demographic and program criteria and data?

7. Does the system have the capacity to calculate and report number of months, funds expended by category per customer (e.g. Rapid Rehousing/Permanent Supportive Housing)?
8. Does the system prepare NPI (National Performance Indicator) reports based on agency choice of service outcomes?
9. Does the system generate visualizations to supplement data reported?
10. Does the system dynamically generate reports based on selected parameters, dates and terms/characteristics, including the following: starting date, ending date, gender ,family size, Income level, zip code, ward, age, Educational level completed, source of income, program/service provider, Type of housing?
11. Does the system provide the capability to build/create pay-for-performance reports?
12. Does the system have the capability to allow staff examine and analyze customer outcomes via mapping features (e.g. census track, ward, block etc.)?
13. Does the system generate data integrity check reports as well as logs of modifications to already entered data?
14. Does the system generate the CSBG Annual Report (**See Appendix B**)?
15. Does the system provide the capability to track compliance with the organizational standards for community action agencies?
16. Does the system generate Head Start PIR as well as other Head Start Reports currently available through Child Plus (**See Appendix C**)?

J. <u>Registrar Functionality:</u>

1. Does the system have the capability for instructors to create and modify student/trainee demographic information?
2. Does the system have the capability for an administrator to create classes and/or groups, assign instructors and students to classes?
3. Does the system have the capability to track grades, attendance, certifications, completion, terminations, faculty evaluation, payments made within the system, and link these to the student's profile etc.?
4. Does the system have the capability to generate program participant midpoint-progress reports, track student progress, provide recommendation for student improvement; and make the report accessible electronically?
5. Does the system support distance (on-line) learning?
6. Does the system link subsequent employment, employers, wages, occupations, case management to student profile (and individual's comprehensive records with the rest of the organization)?
7. Does the system provide the capability to upload soft copies of required student documentation and associate them with the student's profile?
8. Does the system have the capability to generate enrollment and attendance records per student and for selected cohorts or groups of students?
9. Does the system have the capability to generate Student invoice and to facilitate student payment of fees online?
10. Does the system have the capability for instructors to receive assigned homework back from students via uploads?

VII. PROPOSAL REQUIREMENTS

A. General Requirements

1. In order to be considered for selection, proposers must submit proposals electronically through email to **procurement@upo.org**. In the case of large files, a reputable file sharing service may be used by the proposer but the upload must be completed, timestamped and shared with **procurement@upo.org** prior to the deadline indicated on the Cover Page of this RFP. Also, in the case of file sharing, an additional separate email must be sent ahead of the deadline to **procurement@upo.org** and must contain any special instructions for downloading. No other distribution of the proposals shall be made by the proposer.

   NOTE: A proposer may submit no more than one (1) proposal in response to this RFP.

2. Proposals shall be signed by an authorized representative of the proposer. All information requested should be submitted. Failure to submit all information requested may result in the organization requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by UPO.

3. Proposals should be prepared simply, as thorough and detailed as possible providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP so that UPO may properly evaluate proposer's capabilities to provide the required service. Emphasis should be placed on completeness and clarity of content.

4. All responses are to be submitted on standard 8.5” X 11” paper size, in 12 point Times New Roman font. Proposals should be single-sided and single spaced. Proposers shall respond to the items in the order they are shown in the RFP. The responses should describe the most favorable terms and shall remain firm for 120 days from the proposal closing date. Prices should be submitted exclusive of all federal, state, and local taxes.

5. Ownership of all data, materials and documentation originated and prepared for this RFP by any proposer shall belong exclusively to UPO.

B. Special Requirements

1. All pages of the proposal should be numbered.

2. Following are typical services and/or items that a successful proposer will be required to provide to UPO and should be addressed in the proposal in the following order:

   a. Completed and signed RFP cover page.
   b. Completed and signed Vendor Identification Form (included as **Appendix A** to the RFP).
   c. Copy of current business license.
   d. Copy of current certificate of insurance with coverage of the minimum required in this RFP.
   e. List of at least three comparable work/customer references to include organization name, brief description of the project, and contact person’s name, telephone number, and email address; preferably including a community based non-profit organization.
   f. Technical Proposal – narrative statement to include each of the sections outlined in the proposal. (For formatting guidance, see Section C-1 below).

g. Pricing Proposal – to be submitted separately. Additional information/documents in support of pricing may be included in the Pricing Proposal. (For formatting guidance, see Section C-2 below).

C. Proposal Response Format

Guidelines for Technical and Pricing Proposal responses are provided below:

1. Technical Proposal

PROPOSAL SECTIONS	RFP SECTION NO.
a) Cover Page with Contact Information	C-1a
b) Table of Contents	C-1b
c) Executive Summary	C-1c
d) Company Background	C-1d
e) Description of the Proposed System	C-1e
f) Response to terms and conditions	C-1f
g) Implementation Plan and Project Management Timeline	C-1g
h) Training, Warranty, Maintenance & Support Option (s)	C-1h

a) Cover Page with contact information

The 'Cover Page' of the RFP (page #2) shall be completed, signed, dated and attached to the proposal.

b) Table of Contents

Each section listed in the Table of Contents shall begin on a new page, preferably with a separator in between the sections.

c) Executive Summary

This section is intended to include an "executive" level overview of the proposal, emphasizing any unique aspects or strengths of the proposal. The Executive Summary shall include a brief description of the proposed system; including its capabilities as they would meet UPO's customer data tracking and case management requirements.

d) Company Background

Provide a brief company history including all of the following points:

- Identify the primary point of contact for this proposal and also for the project. Please include name, email, phone number, and any applicable credential information.
- Identify all company office locations and total number of employees.
- Identify how long the company has worked with Community Action Agencies.
- Total number of active customers supported on the solution proposed.

- An overview of how the organization helps Community Action Agencies to implement Results Oriented Management and Accountability (ROMA) and how the organization has responded so far to changes that have been made to CSBG Reporting Requirements (see **Appendix B**).
- An overview of how the organization has served Head Start recipients (see **Appendix C)** and refer to https://www.acf.hhs.gov/ohs.

e) Description of the Proposed System

Describe the proposed system. Outline how the proposed system meets the requirements described above. See the "Description of the Desired System" section beginning on page 6 for the requested information.

f) Response to terms and conditions

Proposers shall indicate its agreement to the specified terms and conditions

g) Implementation Plan and Project Management Timeline

- Provide a detailed description of the implementation plan.
- Given that the selected proposer shall be invited for a kickoff meeting, no later than 15 days following the award of the contract, provide the estimated project schedule with detailed timeline and a complete description of the key activities required for the installation of the proposed system.
- Describe how updates on the project will be provided to UPO on a weekly basis.
- Describe the project team members and other key personnel and identify the tasks both the Proposer and UPO will perform to successfully implement the proposed system.
- Identify any equipment UPO needs to purchase prior to installation date.
- Provide a detailed plan regarding cut over from existing system to the new system.
- Describe how the proposed system will work behind UPO's firewall – if applicable.
- Describe how you will coordinate with UPO's Information Technology office to configure any necessary servers.

h) Training, Warranty, Maintenance & Support Option (s)

- Provide a complete maintenance plan and warranty plan as part of the proposal, including all options available for extended coverage and full pricing details for each level of coverage.
- Include initial warranty length of any and all parts, materials and labor.
- Provide all system administration and end user documentation of the Customer Data Tracking and Case Management system being proposed. Electronic documentation is preferred.
- The proposal must include a plan that outlines how the system users will be trained on the proposed system. Training will include sufficient information and experience to familiarize users with system and basic operation.
- Provide a plan for training current staff and what training materials and methods will be used. Describe a plan for training trainers at UPO to facilitate ongoing training for new and existing staff who need refreshers.

- If the solution is cloud hosted, describe the Service Level Agreement for support and maintenance agreement for hosting in as much detail as possible. Attach copies of the agreements in place as well, or a sample of the sort of agreement that will apply to UPO's contract.

2. Pricing Proposal

Pricing Proposal (to be provided in a separate document)	C-2

UPO would like to consider a five-year proposal that includes year 1 as the base year with the next four (4) years as option years. Include an overall price summary (refer to **Appendix F**) along with a breakdown by year and sections, including but not limited to the following:

- System Configuration
- Training
- Maintenance & Support
- Cost of features not included in the base price, and
- Additional costs/expenses, if any.

Following details shall also be provided:

- Hourly cost of customization, if any, and
- Average hours required per customization.

Ensure that pricing proposal clearly identifies the cost of implementation /system configuration and the cost of maintaining and upkeep of the system. Also, ensure that the pricing proposal clearly identifies the annual cost of each category identified above, and any others you wish to include, over a five year period.

VIII. EVALUATION CRITERIA

General principles and criteria for evaluation of all received proposals are explained below:

A. All proposals will be reviewed to determine if they adhere to the format and instructions of the RFP, meet the criteria indicated below and conform to the objectives and requirements of the RFP. An evaluation team will evaluate the merit of proposals received in accordance with criteria outlined in this RFP. Incompleteness, significant inconsistencies or inaccuracies found within a response may result in a reduction of the evaluation rating.

B. UPO reserves the right to: (a) waive variances or reject any or all proposals, and (b) request clarifications from any or all proposers. Further, UPO reserves the right to reject any or all proposals and to waive informalities and minor irregularities and to accept any portion of a proposal or all items proposed if deemed to be in the best interest of UPO.

C. Proposals shall be rejected if they: (a) are received after closing date and time, (b) contain alterations not initialed by an authorized official, (c) are not meeting specifications, (d) are not meeting the general terms and conditions.

D. Proposals will be evaluated keeping in view the following essential features:

1. Adherence to RFP: The proposer adheres to the instructions in this RFP on preparing and submitting the proposal.

2. Qualifications and experience: The proposer's past experience and performance on comparable engagements.
3. Reasonableness of cost: A total dollar amount for the service requested and the detailed breakdown provided with the proposal, if applicable.
4. Features included in base pricing proposal versus cost of customizations needed.

E. After the initial phase of evaluation process i.e. Technical Proposals, only the shortlisted finalists will be invited for an oral presentation/live demonstration of the proposed system's functionality and administration which is expected during the 2^{nd} or 3^{rd} week of May 2019.

F. If an award is made as a result of this RFP, it shall be awarded to the highest-ranked proposal which is considered most advantageous to UPO with respect to technical and pricing factors combined together as well as the presentation/live demonstration of the system.

G. Detailed evaluation criteria along with respective weightages are outlined below:

1. <u>Technical Proposal</u> (60% of total 100 points)

a. Solutions that are able to handle both CSBG programs and Head Start programs in addition to other programs commonly found in Community Action will be considered more attractive.
b. Technical capability and knowledge/experience of the Human Services domain
c. Software capability in meeting categorical user requirements
d. Functionality and ease of use
e. Ease of data integration with existing database systems at UPO
f. Implementation plan and support
g. Proposer support, responsiveness and follow-up
h. Ability to segregate and protect data between organizations (security)
i. Flexibility and ease of product adoption

2. <u>Live Demonstration</u> (15% of total 100 points)

Results of requested demonstrations and presentations

3. <u>Price Proposal</u> (25% of total 100 points)

Pricing Summary Sheet (**Appendix F**) and detailed breakdowns of the pricing proposal

IX. GENERAL TERMS AND CONDITIONS

1. Additions and/or Deletions of Service: UPO reserves the right to add and/or delete goods or services to any contract entered into with the contractor. Should a requirement be deleted, payment to the contractor shall be reduced proportionally to the amount of service reduced in accordance with the bid price. Should additional services be required from the contract, prices for such additions will be negotiated between the contractor and UPO.
2. Termination of Contract: The contract may be terminated by either party at any time upon sixty (60) days written notice from the terminating party. Cancellation of the contract by either party shall in no way relieve the contractor of its responsibility to complete any and all work in progress at the time of the notice and for which payment has been received by the contractor.
3. Licenses: By submitting a proposal, proposer certifies that it has procured, and shall maintain in full force, all permits and licenses required to conduct its business lawfully and that it shall remain informed of and in compliance with all federal and local laws, ordinances and regulations that affect in any manner contractor's fulfillment of the contract.
4. Anti-Kickback Provision: This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986. By agreeing to this binding agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of UPO for the purpose of obtaining this or any other agreement, purchase order or contract from UPO and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act.
5. Non-Collusion/Fraud: By submitting a proposal, proposer warrants and certifies that neither the proposer nor its employees or associates has contacted any unauthorized UPO employee, officer or elected official regarding the contents of this solicitation or the solicitation process. Proposer further warrants and certifies that neither proposer nor its employees or associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in response to this solicitation. If at any time it shall be found that proposer or its employees or associates has, in the presenting of its proposal, colluded with any other party or parties for the purpose of preventing or restricting free competitive bidding, its proposal shall be immediately rejected. Any contract awarded prior to the UPO's discovery of proposer's collusion shall be terminated and proposer shall be liable for all of its damages sustained by the UPO as a result of proposer's collusion.
6. Equal Opportunity: The proposer agrees not to discriminate against any employee or applicant for employment on account of any services, or activities made possible by or resulting from this RFP on the grounds of actual or perceived sex, race, color, religion, national origin, age, marital status, disability, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, matriculation, political affiliation, genetic information, source of income, place of residence or business, veteran status or any other characteristic protected under federal or District law. Any violation of this provision shall be considered a violation of a material provision of this agreement and shall be grounds for cancellation, termination or suspension in whole or in part of the agreement by UPO which may result in ineligibility for further UPO contracts. The proposer shall at all times in the proposal and contract process comply with all applicable UPO, DC, and federal anti-discrimination laws, rules, regulations and requirements thereof.

7. Right to Audit: UPO shall have the right to audit all invoices submitted by the contractor. The organization shall have the right to audit all relevant data upon which the contractor's fees are based.

8. Informal Communications: From the date of receipt of this RFP by each contractor until a binding contractual agreement exists with the selected contractor and all other proposers have been notified, or when UPO rejects all proposals, informal communications regarding this procurement shall cease. There shall be no requests from proposers to any Office or Department at UPO with the exception of contact for information, comments, etc., and they shall be emailed.
9. Formal Communications: From the date of receipt of this RFP by each proposer, until a binding contractual agreement exists with the selected contractor, and all other proposers have been notified, or when UPO rejects all proposals, all communications between UPO and the proposers will be formal emails.
10. Costs Incurred: Any costs incurred by proposers in preparing or submitting a proposal or subsequent oral presentation/demonstration shall be the proposer's sole responsibility.
11. Pursuant to Federal Acquisition Regulations and UPO's procurement policy, UPO may offer contracting opportunities to small and minority firms, women's business enterprises and labor surplus area firms to the extent possible.
12. Federal, State and Local Taxes: UPO is exempt from State and federal taxes. Such taxes shall not be included in quoted prices, but if any taxes are known by the contractor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the proposer and deemed a part of the quoted prices.
13. Payment Terms: Preferred invoice payment terms will be 2% 10, net 30 days from date of invoice. In the event there is a discrepancy between the order and the invoice, payment terms shall be effective starting on the date the discrepancy is resolved. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor. At any time or times before final payment and three year thereafter, UPO may have the contractor's invoices or vouchers and statement of cost audited.
14. Indemnification: Proposer shall indemnify, protect, defend and hold harmless UPO, its directors, officers, employees, and representatives from and against any and all claims arising from or connected with: (1) any alleged or actual breach by proposer or (2) any act or omission by contractor and only to the extent such claim arises by negligence or intentional misconduct or as may be allowed under applicable law. Monies due or to become due to the contractor under the contract may be retained by UPO as necessary to satisfy any outstanding claim which UPO may have against the contractor.
15. Insurance: Contractor shall, at all times, at its own expense, obtain and carry comprehensive liability insurance including errors and omissions coverage, property damage insurance and workers' compensation insurance in adequate amounts. Contractor shall keep such insurance in force for the duration and term of this agreement. All certificates of insurance or evidence of insurance must contain a thirty (30) day written notice of any cancellation, change, or termination of coverage. The insurance required shall be obtained from insurance company (ies) licensed to do business in the District of Columbia and shall be kept in force for 90 days after the last payment under the contract.

- Workers' Compensation Insurance providing statutory limits for the District of Columbia.
- Business Automobile Liability Insurance with a minimum of $1,000,000 per occurrence.
- Commercial General Liability Insurance coverage with a minimum of $1,000,000 per occurrence/$2,000,000 aggregate limit.

The contractor shall provide immediate notice in the event there is any change of insurance or that it has reached the insurance limits due to claims made.

16. RFP Addendum: In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be posted on UPO website http://www.upo.org/about/requests-for-proposals-rfps/.

17. Completed Proposals: A proposer may submit no more than one (1) proposal in response to this RFP. The proposal shall be completed and signed by an individual who is authorized to bind the firm submitting the proposal.
18. Withdrawal of Bids: At any time prior to the hour and date set for submitting proposals, a proposer may withdraw the proposal. This will not preclude the submission of another proposal prior to the hour and date set for submitting the bid. After the scheduled time and date for submitting proposals, no proposer will be permitted to withdraw the bid unless the award is delayed for a period exceeding 60 days.
19. Receipt and Opening of Proposals: Proposers are responsible to assure their bid is delivered to UPO by the scheduled date and time. Only those bids which are received in a timely fashion as set forth in this RFP will receive consideration. Proposals received after the date and hour designated are automatically disqualified and will not be considered; late bids will be dated, marked as received late, and placed unopened in the bid file. Proposers must pay particular attention to insure the proposal is properly addressed. UPO is not responsible if the proposal does not reach the destination specified by the appointed date and time.
20. Contract Award Notification: When the evaluation process of the proposals is completed; the selected proposer will be formally notified by mail or email. Other notifications will not be honored and should not be considered as a valid offer of award.
21. Certifications: Any agreement resulting from this RFP shall be subject to but not limited to the following certifications:

    a. Certification that it nor its principles are not debarred, suspended, proposed debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participation in this transaction by any Federal department or agency in accordance with 45 CFR Part 76.
    b. Certification Regarding Lobbying under Title 31, US Code, Section 1352.
22. By submitting a proposal, the proposer represents that:
    - The proposer has read and understands the RFP and submits the response in accordance therewith.
    - The proposer possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
    - The proposer has all the required licenses and insurance.
23. No claim will be allowed for additional compensation or time for completion based on a lack of knowledge or lack of understanding of any part of the RFP.

APPENDICES

Appendix - A

Vendor Identification Form

Company Name:	
Doing Business As (DBA):	
Company Federal ID:	
Address:	
Remit To Address:	
Telephone:	
Fax:	
Email:	
Web address:	
Main Contact:	
Person responsible for response (if different):	

Print Name	Title	Authorized Signature	Date

Appendix - B

CSBG Annual Report

(70 Pages - Attached Separately)

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Appendix - C

Head Start Program Information Report

(60 Pages - Attached Separately)

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Appendix - D

Child Outcomes Report – Sample

(8 Slides - Attached Separately)

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Appendix - E

Growth Report – Sample

(6 Exhibits - Attached Separately)

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Appendix - F

Pricing Summary Sheet

UPO CUSTOMER DATA TRACKING & CASE MANAGEMENT SYSTEM RFP #2019-01

DESCRIPTION	BASE YEAR	OPTION YEAR-1	OPTION YEAR-2	OPTION YEAR-3	OPTION YEAR-4	TOTAL 5-Years
System Configuration						
Training						
Maintenance and Support						
Cost of features not included in Base Price						
Additional costs or expenses, if any						
Cost of Customization*						

* Hourly cost of customization and estimated number of hours for each customization to be provided separately.

Note: The detailed Pricing Proposal must be attached to this Pricing Summary Sheet.