

**QUESTIONS & ANSWERS**  
**RFP#2019-06**  
**TECHNOLOGY ASSESSMENT SERVICES**

**ISSUED ON 08/22/2019**

**Question #1:**

Given UPO's varied mission areas, could you provide a list of the mission oriented business applications that support each mission area (e.g. early childhood, health services, fundraising, etc.) and provide a brief overview of its purpose and, if it's a packaged solution (e.g. Salesforce CRM) or a custom developed solution? The one application in particular is your Custom Client Tracking System.

**Answer #1:**

Aside of the RFP description of the IT infrastructure, the following section provides additional insight about the most important applications used to conduct UPO business activities:

- **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.
- **Salesforce NPSP**: Salesforce solution for the management of donors and volunteers.
- **ADP**: Payroll and Human Resources management system.

**Question #2:**

We were unable to access your attached PDF files related to the UPO OTIS organization chart and your network chart. Could you provide another means of access?

**Answer #2:**

Both the Network Diagram and OTIS Organization Chart files are attached.

**Question #3:**

Could you provide an approximate number of key UPO staff to be interviewed (individually or in group work sessions) to better scope or services and schedule?

**Answer #3:**

We estimate that 4-10 people can participate on individuals and/or group meetings.

**Question #4:**

Under the Project Management Section of the RFP – the following requirement is stated:

- *The Contractor shall provide the project schedule with detailed timeline and a complete description of the key activities required for the installation of the proposed system.*

Our assumption is you are seeking a detailed timeline and activities for our proposed approach to the assessment versus for “the installation of the proposed system”. Please confirm?

**Answer #4:**

Confirmed: UPO needs a detailed timeline, plus descriptions, of the assessment activities.

**Question #5:**

Do we need to register as a vendor on your vendor portal via the UPO web site?

**Answer #5:**

No

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**Question #6:**

How many vendors are bidding for the RFP?

**Answer #6:**

It will be known only after the closing date of this RFP.

**Question #7:**

Will you consider the chosen vendor for the recommended projects in the 5-year strategy plan?

**Answer #7:**

No.

**Question #8:**

Can we schedule a call to discuss the RFP?

**Answer #8:**

No

**Question #9:**

Will we be provided current documentation/network diagram/etc. from the Information Technology Team or do we need to create a documentation and diagram set?

**Answer #9:**

UPO will provide current Network diagram.

**Question #10:**

Are there any areas outside of hardware, software, cloud and infra-structure that you would want the assessment to focus on such as workflow and process evaluation?

**Answer #10:**

Yes, IT staff has capacity for supporting the infrastructure.

**Question #11:**

What is the process if we determine that the scope of assessment will take more than 6 months?

**Answer #11:**

The process should not exceed more than six months.

**Question #12:**

Do you want a specific breakdown of fees and cost or is that for us to determine?

**Answer #12:**

Yes.