

California Human Development Corporation

REQUEST FOR PROPOSAL

CHD Client Database

Release: January 4, 2010

Closing: February 1, 2010

Table of Contents

1. Summary	3
2. Background of Organization.....	3
3. Purpose, Description & Objectives	3
4. Proposal Guidelines & Requirements	4
5. Contract Terms	5
5. Overview of Funding.....	5
6. Scope & Guidelines for Developing a Proposal.....	6
7. Evaluation Criteria	10
8. Format for Proposals.....	10

1. Summary

California Human Development (CHD) exists to create paths and opportunities for those seeking greater self-sufficiency, independence and dignity through education, training, criminal justice alternatives, housing and other services. There are five divisions, and in each of those divisions there are separate programs. The divisions are Farmworker Services, Disability Services, Community Services, Housing Services, and Court Ordered and Treatment Services.

CHD is currently accepting proposals to design, develop, and host a database. This will be a concept to completion production. The purpose of this Request for Proposal (RFP) is to provide a fair evaluation for all candidates and to provide the candidates with the evaluation criteria against which they will be judged.

As of today, the existing system includes gathering data from each program separately, aggregating all the values into a tabulated format, and then reporting the data to those granting funds to the corporation. The system was first developed in 2004, last modified in July 2009, and is currently maintained in our Santa Rosa Central Administration Office by communicating directly with all programs and collecting data for each one.

2. Background of Organization

California Human Development (CHD) is an active nonprofit, community-based organization. We were founded in 1967 as North Bay Human Development Corporation. In 1979 we expanded our service area and became California Human Development. CHD has now been successfully providing services throughout Northern California for over 41 years and serves over 15,000 individuals annually. A volunteer Board of Directors provides the necessary oversight and policy direction to the organization.

CHD's purpose is to help low income people secure the education, training, job opportunities and improved social conditions they need to live with independence and greater human dignity. CHD provides a broad spectrum of human services programs serving farm workers and other low-income and limited English-speaking populations, public assistance recipients, and those who are disabled, unemployed, homeless, or involved with the criminal justice system.

CHD currently operates approximately 45 programs, funded by various federal, state, local and private sources. CHD's five divisions offer services that are locally implemented through a thirteen-county bilingual services network in northern California. Our core services include job training, affordable housing, criminal justice services, community services and training and community integration for individuals with disabilities. We create opportunities for our clients through our effective services, dedicated staff and many community partners.

3. Purpose, Description & Objectives

Purpose

CHD currently has a reporting system that is somewhat outdated in appearance, structure and in the presentation of content. An opportunity exists to re-engineer the reporting process to better reflect the mission of the CHD and incorporate the latest technology. Upon

completion of the project, CHD will assume full responsibility for content maintenance and administration. All content, coding and graphics will become the sole property of the CHD.

Description

Create a flexible, informative database that is easy to maintain. We must develop a friendly site that can deliver large amounts of constantly changing information to our key audiences. In addition to designing a user-friendly site with an intuitive interface, we must also develop a web-based, database-driven administration tool that allows key management personnel to easily update content without directly accessing source code.

To be effective, the project must be:

- Easy and intuitive to use
- Visually pleasing
- Informative
- Safe and secure
- Quick to load and operate

Objective

CHD is engaging in this project to accomplish the task of reporting client data, which cannot be used to identify an individual, through easier collection means than the current method. CHD also wishes to obtain an easier alternative to running reports. Additional objectives include a way to integrate with other databases, which CHD employees already currently use, in order to prevent duplicate data entry, and to have a system which collects all of the data for those databases so that navigation between systems is unnecessary. The creation of a new data collection and reporting system is not going to reduce the cost of data entry, although this might be expected.

Specific Strategies

The system needs to prevent duplicate data entry and provide the following reports which are attached, CSD-295-CCR, CSD-903-CCR, CSD-801, and CSD-901, through data collection from each of the programs within the organization.

4. Proposal Guidelines & Requirements

This is an open and competitive process.

Proposals received after February 1, 2010 at 5:00pm will not be considered and will be returned unopened.

An RFP information session will be arranged pending requests from any interested party.

The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

If you wish to submit alternate solutions, please do so.

The price you quote should be inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

If the execution of work to be performed by your company requires the hiring of sub-contractors you must clearly state this in your proposal. Sub-contractors must be identified and the work they will perform must be defined. In your proposal please provide the name, address, and EIN of the sub-contractor. CHD will not refuse a proposal based upon the use of sub-contractors; however we retain the right to refuse the sub-contractors you have selected.

Provisions of this RFP and the contents of the successful responses are considered available for inclusion in final contractual obligations.

This is an ARRA funded project and thusly must follow ARRA provisions. Attached are two documents which cover guidelines for proper ARRA project implementation. Subcontracts granted under the ARRA should be prepared to adhere to CHD activity such as monitoring your performance to ensure compliance, assessing risk of failure of compliance and taking steps to mitigate such risk, and directing you to register in Central Contractor Registration (CCR) and obtaining a Dun and Bradstreet Universal Numbering System (DUNS) number. You will include on your Schedule of Expenditures of Federal Awards (SEFA) information to specifically identify ARRA funding similar to the requirements for the recipient SEFA.

5. Contract Terms

CHD will negotiate contract terms upon selection. All contracts are subject to review by CHD legal counsel, and a project will be awarded upon signing of an agreement or contract, which outlines terms, scope, budget and other necessary items. Please note: funds must be expended by 9/30/2010.

6. Overview of Funding

The Community Services Block Grant has been established, funded and administered under the provisions of the American Recovery and Reinvestment Act of 2009 ("ARRA"), and is subject to the guidance, directives and applicable laws and regulations of the Federal Government and the State of California Department of Community Services and Development. The parties recognize and agree to the following underlying principles, which shall form the framework for implementation of ARRA and the subject program.

WHEREAS:

- ARRA is a comprehensive, yet targeted, response of the Federal Government to the severe and adverse economic conditions prevailing in the United States of America;
- These conditions require urgent and immediate action by and among many segments of society and the national economy;
- ARRA and the subject program are intended to stimulate economic activity and job growth in the communities served by the parties

As a condition of receiving funding, the selected subcontractor agrees to the following:

- CHD will monitor subcontractor performance to ensure compliance
- CHD will assess risk of failure of compliance and take steps necessary to mitigate such risk
- CHD will conduct monitoring and evaluations in order to ensure compliance with applicable laws and regulations
- Selected subcontractor will register in Central Contractor Registration (CCR) and obtain a Dun and Bradstreet Universal Numbering System (DUNS) number

- Subcontractor agrees to include on its Schedule of Expenditures of Federal Awards (SEFA) information to specifically identify ARRA funding similar to the requirements for the recipient SEFA.

CSBG ARRA funds must be tracked separately from the regular CSBG allocation. If an agency will be subcontracting CSBG ARRA funds, the agency must ensure the subcontractor is aware and has certified the capacity to track and report the CSBG ARRA funds separately.

7. Scope & Guidelines for Developing a Proposal

The purpose of this project is to collect data on individuals served in each program, which includes non-identifying client information, and will report data to funding sources for CHD.

The successful proposal will include the following elements:

A. Data Collection and Reporting

The system should collect the following data:

- a. First Name
- b. Last Name
- c. Address
- d. City
- e. State
- f. Zip Code
- g. Email Address
- h. Emergency contact
- i. CHD Office
 - i. A pull down menu of all offices
- j. Staff Member making entry
 - i. Filled in based on the currently logged in user.
- k. Customers Needs
 - i. This section contains multiple selection options for identifying any barriers (ex: Housing, training, treatment, etc)
- l. Barriers to Service
 - i. This section also contains a multiple selection system to identify any barriers, such as (language, transportation, child care, etc)
- m. A demographic Panel
 - i. This sub panel collects standard demographic data (ex: age, race, education etc)
- n. The program/service provided or started
- o. Date service/program was completed
- p. Outcome
 - i. A pull down menu of options for the outcomes possible for the particular program/service

(For confidential clients, a different method of data collection may be required than the above list, possibly based off of each database's unique ids per client.)

This data is based on a number of program reports required by our state funding source. These reports are attached for your reference.

The reports themselves don't need to have any particular format or feel, just a clear representation of the data.

No access controls will be needed for this database, so anyone will be able to enter data, run reports, etc. There will however be unique logins so that inputted data can be tracked to specific users.

The database must generate a take-away report for both clients and the general public who need to be redirected.

Please provide a narrative response indicating a project design that meets the above criteria.

B. Site Specifications

CHD encourages creativity in the proposals submitted; however there are certain requirements for the project. Your proposal must account for all of these requirements.

- Must be IE 6.0 and later compatible as well as Firefox 3.0 and later compatible
- Must be compliant with any program-specific legal obligations

Please provide a narrative response indicating a project design that meets the above criteria.

C. Testing

Testing of project on all applicable platforms to ensure site works as promised. Explain testing plan through development process (test plan, focus groups, etc.).

D. Delivery

Please provide a description regarding delivery and uploading of site to client for internal hosting, to an outside third party, or hosting by consultant (to be determined). There must also be a user manual included for the database in the final product.

Please provide a narrative response indicating a project design that meets the above criteria.

E. Interfacing Requirements

CHD currently operates a number of different and distinct data collection databases. The successful project will interface with the following:

PI Intake

Project Intercept is a program in Diversion Services which uses a database, run by Lotus Approach, to track all of their clients. Their Lotus Approach database already collects certain data which can be used for the new database that will be written.

REI Intake

Redwood Empire Industries is a program in Disability Services which uses a database, run by Microsoft Access, to track all of their clients. Their Microsoft Access database already collects certain data which can be used for the new database that will be written.

MiVIA Intake

MiVIA is a web-based application, used by Farmworker Services, written in .NET, and stored in MySQL, to track all of their clients. Their MySQL database already collects

certain data which can be used for the new database that will be written. There is a possibility for MiVIA to output report files with any necessary information rather than having to dabble with a MySQL database.

SWITS Intake

SWITS is a web-based application, used by Diversion Services, to track all of their clients. Their database already collects certain data which can be used for the new database that will be written.

SMARTWare Intake

SMARTWare is a web-based application, used by Community Services which uses a database, run by the Sacramento Employment and Training Agency (SETA), to track all of their clients. Their SETA database already collects certain data which can be used for the new database that will be written.

WIATs Intake

WIATs is a web-based application that is a front-end interface for the State JTA system, used by Farmworker Services, and run by Direct Technology, to track all of their clients. Their Direct Technology database already collects certain data which can be used for the new database that will be written.

San Joaquin Youth database Intake

The San Joaquin Youth database is a web-based application that is used by Worknet, to track all of their clients. Their database already collects certain data which can be used for the new database that will be written.

OneSite

OneSite is a web-based database and a fully integrated property management solution, using an SQL server that is run by Real Page, which is used by the Housing division of CHD to track clients who receive housing. Their database already collects certain data which can be used for the new database that will be written.

ImmForms

Immigration Forms is a database which is used by the Community Services division of CHD to make legal permanent United States residents. Their database already collects certain data which can be used for the new database that will be written.

PG&E

The Energy Partners Online database is written in SQL and is used by the Community Services division of CHD. Their database already collects certain data which can be used for the new database that will be written.

We recognize that there are some systems with which there can be no integration, whether it is technically or financially feasible. In those cases where automation is not an option, a separate system will be required.

F. Staff Resources

A successful planning/implementation effort is driven by an interdisciplinary team of participants. Please provide a narrative description of the staffing necessary to effectively meet the requirements of this RFP.

G. Mitigating Risks Associated with ARRA Funding

CHD as the lead contractor on this project is required to conduct a risk assessment of potential subcontractors to verify the subcontractor is aware of the CSBG ARRA requirements and has the internal controls and capacity to administer the program. The following factors will be considered before awarding subcontracts:

- Overall preparedness to track, monitor, and report on CSBG ARRA funds and to comply with ARRA provisions.
 - Sufficient level of personnel to manage the CSBG ARRA programs.
 - Capability to clearly distinguish CSBG ARRA funds separately.
 - Financial and operational systems are configured to manage and control CSBG ARRA funds.
 - CSBG ARRA funds are used for authorized purposes, and the potential for fraud, waste, error, and abuse are minimized and mitigated.
 - Reporting mechanisms are in place to report the required data timely and accurately.
-
- Please provide a narrative response addressing the above points.

H. Timeline

Release of RFP: January 4, 2009

Date of proposal from candidates: February 1, 2010 5:00pm

Proposals will be evaluated immediately thereafter. During this time we may require interviews at our office with our evaluation team on or about February 5, 2010. You will be notified if an interview is requested.

The name of the selected candidate firm will be decided on or about February 15, 2010. Negotiations with the success candidate will begin immediately and should conclude no later than March 1, 2010. All other candidates will be notified by March 8, 2010.

Phase I of the project must be completed, tested and delivered by March 19, 2010.

Phase II of the project must be completed, tested, and delivered by April 2, 2010.

Final project must be completed, tested and live by April 23, 2010.

I. Budget

Please provide a comprehensive cost proposal to accomplish the scope outlined below. The budget must encompass all design, production, and software acquisitions necessary for development and maintenance of the database solution.

Hosting will be addressed separately, but costs for hosting should be included in the budget for this project.

List pricing for:

- .. Phase I: Discovery, Requirements Planning & Project Definition
- .. Phase II: Development, Testing and Deployment
- .. Hosting
- .. Administrative cost(s)

8. Evaluation Criteria

The following criteria will form the basis upon which CHD will evaluate proposals. The mandatory criteria must be met and include:

- Proposal must be received no later than February 1, 2010 5:00pm.
- Your proposal must address the criteria set forth above and include a cost proposal as described above. All costs associated with the delivery of the project should be presented in a flat rate, fee for service format.

Deliver proposals either by e-mail, fax or regular mail to the attention of:

Justin Miller
IT Coordinator
3315 Airway Drive
Santa Rosa, CA 95403

E-MAIL: Justin.miller@chdcorp.org

FAX: (707) 523-3776

Proposals that meet the mandatory requirements, as stated above, will be evaluated with the following criteria:

- Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP.
- Expertise in recommending and communicating appropriate technical and aesthetic solutions as evidenced by the proposal and references.
- Aesthetic Capabilities – prior work demonstrates artistic and innovative, user friendly interfaces that engage communities and viewers.
- Candidate Experience – candidate has successfully completed similar projects and has the qualifications necessary to undertake this project.
- Value/Pricing Structure and Price Levels – the price is commensurate with the value offered by the proposer.
- Depth and Breadth of Staff – the candidate firm has appropriate staff to develop the site in the time frame needed.
- Proposal Presentation – the information is presented in a clear, logical manner and is well organized.

9. Format for Proposals

Please use the following as a guideline to format your proposal:

Cover Letter

Signed by the person or persons authorized to sign on behalf of the company (1-2 pages).

Narrative Proposal

Please limit to 20 pages double spaced and single sided.

Budget & Fees

List budgets as requested above. Identify staff you anticipate working on the project and their hourly rates for work that may be needed for Phase I and Phase II.

Attachments

Hosting costs must be provided if they are part of the proposal.