IMPACT Community Action

Request for Proposals (RFP)

Centralized Integrated Database Management System

LOCATION:
700 Bryden Road
Columbus, Ohio 43215

PROPOSALS SHOULD BE EMAILED TO:

Kenneth L. Wright, Director,
Research and Planning Department
IMPACT Community Action
Email: kwright@impactca.org

A. AGENCY BACKGROUND

IMPACT Community Action is on the front lines fighting the war on poverty in Columbus and Franklin County. Our mission is to reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency. The concept of Community Action has been part of the American social fabric for over forty years. The Community Action movement dates back to 1964 when the Economic Opportunity Act was passed indicating the beginning of President Lyndon B. Johnson's *War on Poverty*.

The United States has 1,100 Community Action Agencies that provide services to 96% of the nation's counties. Ohio is home to 48 Community Action Agencies that provide services to all 88 counties, including Franklin County. IMPACT is part of a state and national network committed to:

- Empowering low-income individuals and families in their effort to become self-sufficient.
- Advocating for a poverty-free community.
- Stimulating expansion of economic opportunity for low-income people and the community through economic development, programs and services.

IMPACT Community Action is a private non-profit human services agency that has a forty-year history of providing a wide range of diverse and comprehensive services that address the needs of low-income residents. The mission of IMPACT is to reduce poverty by providing hope-inspiring help and real opportunities for self-sufficiency.

B. STATEMENT OF NEED

IMPACT receives public and private funding from multiple private and public sources to help us accomplish our mission. Each funding source requires the use of a separate and different database. Additionally, some programs also have different eligibility and intake requirements, different program tracking and reporting components and separate recordkeeping requirements within in their databases. IMPACT Community Action has historically collected and reported data according to multiple funding sources. We can manually input data but cannot upload or download data. Additionally, none of the separate database systems are integrated. Consequently, service and customer information and critical data are fragmented. Since none of the current database systems are connected, we are only able to pull individual program data and individual customer data versus comprehensive agency data.

IMPACT analyzed internal data collection methods, capabilities, tools, and resources and identified various types of databases management systems with customer relations management components required to meet our stated objectives. To measure our data-driven goals, we require a comprehensive, Centralized Integrated Database Management System (CIDMS), that includes a single point of entry and exit, integrate multiple data sources that will result in seamless system integration of services for analytics, tracking and customizing reporting.

C. CURRENT ENVIRONMENT

When customers come to IMPACT, they complete an application according to the program for which they are applying. IMPACT currently has approximately thirty programs and seventeen different funding sources. While each program collects customer information unique to that program, all programs capture some of the same basic intake information through electronic and paper applications including the partial list below:

- Name, Gender, DOB, SS#, Ethnicity
- Address/Homeless/Transition
- Zip Code
- Building Type/Rent/Own/Monthly $
- Family Size & Composition
- Income Guidelines (this varies by program)
- Source of income
- 30-60-90 days' proof of income
- Proof of no income
- Income Eligibility
- Program-Specific Eligibility
- Migrant, Seasonal Worker, Disabled, Veteran
- Public Assistance/Case #
- Health Insurance & Type
- Family Type
- Education

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Each program utilizes different methods to track and maintain data. Also, some programs share a mandatory database platform* while others track program data using a variety of different software. Because each program conducts a different intake and maintains separate records, data is disconnected, and information cannot be shared or verified, nor can the activity be tracked or reported across programs. Below is a small sample of the different types of software applications and database systems used. Those items marked with * are systems mandated by each funding source. Only manual input is allowed, and only limited data can be downloaded. The mandated systems have closed Application Programming Interface Systems (API), and therefore we are unable to upload into any of the systems.

<table>
<tr><td>Excel</td><td>MS Word</td><td>MS Access</td><td>MS One Note</td><td>Google Forms</td></tr>
<tr><td rowspan="2">IVR System</td><td>CC Energy System*</td><td>Salesforce*</td><td colspan="2" rowspan="2">Ohio’s Workforce*
Case Management System
(OWCMS)</td></tr>
<tr><td>National Energy Audit Tool (NEAT)*</td><td>Ohio Community* and Energy Assistance Network (OCEAN)</td></tr>
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D. PROJECT OVERVIEW

IMPACT Community Action is requesting Proposals to create, manage and support a CIDMS capable of interfacing with multiple database systems to seamlessly intake, track, report and manage customer information and movement (see examples on page 4 & 5), agency data, including service outcomes, key performance indicators, and other identified data sets. We see accomplishing this through a single point of entry and exit through the agency, which will require coordination of other source data. The project will also include identifying existing data relationships and creating new ones, building, customizing and connecting fields to the CIDMS to produce customized group reports, and data integration. Since several of our current systems have closed API’s, we understand that the double-entry issue will remain.

The successful Vendor will work with IMPACT representatives from the planning stages through implementation and provide training and technical assistance, including post-implementation support. The Vendor must also work effectively with other internal and external systems and assist in the management with long-term planning and support to keep systems current, functional and up-to-date in the most cost-effective manner possible.

We see this being accomplished through a single point of entry and exit through the agency. Customers accessing programs and services must be processed through the application to the CIDMS agency before program intake.

Level 1 – Gathers information and combines multiple intake data shared across various funding sources and also. gathers critical peripheral data to support the agency and tell our story.

Level 2 – Gathers specific program intake data for a particular program. Customers do not have to answer. the same questions or provide duplicative information.

A successful CIDMS will illustrate IMPACT’s future capability to:

1. Effectively and efficiently utilize a central gateway to intake, process and track customer data across programs.

2. Evaluate progress toward meeting Key Performance Indicators (i.e., are we meeting our internal goals and timelines and how effective and efficient are we?).

3. Track individual and program outputs and outcomes and create customized reports, to help us tell a clear and

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concise story about our agency and the people and communities that we serve. (i.e., from which zip codes do our customers come?) What are the customer demographics across the agency? What is the status of customers when they enter versus when they leave? What is the measured impact?

4. Collect and report poverty statistics by neighborhood, community, and poverty status which will help educate and inform the public and influence policy-makers about the issues and impact of poverty and to advocate for change based on facts-driven data.
5. Collect and extract customized data to help us tell a clear and concise story about our agency and the people and communities that we serve.
6. Capture relevant data to help educate and inform the public and influence policy-makers about the issues and impact of poverty and to advocate for change based on facts-driven data.
7. Identify, track and report trends and patterns that may affect program use, service delivery, funding, and operations.
8. Solicit and capture customer feedback.
9. Track and record Key Performance Indicators that allow us to understand our successes, failures, the path in between, and to identify opportunities for improvement.
10. Possess the ability to create and customize reports according to our needs using other compatible visualization software.

IMPACT's customers frequently enroll in multiple programs simultaneously or at different times. Additionally, entire households could also be receiving different services or enrolled in other programs. Tracking customer movement across programs is essential. Below are two examples of how customers may move through our various programs.

Customer Movement Example A
Customer X calls into the IVR to schedule an appointment for the **Home Energy Assistance Program (HEAP)**. S/he comes to IMPACT and brings paper application and eligibility documents. During their appointment, Customer X asks about the **Rental Assistance**, **Home Weatherization Assistance Program (HWAP), Re-Entry** and **Achieve More to Prosper** (**AMP)** (youth) programs. The customer is directed to each program either by email, phone call or a referral form. The customer has completed five different intake applications from five different programs and has been entered into five different database systems. There is no connection between the programs or databases and the outcomes are entirely separate. Below are funding sources that correspond to the customer movement listed above.

Types of Funds:
Community Service Block Grant (CSBG)
Community Development Block Grant (CDBG)
Department of Energy (DOE)
Franklin County Human Services (County – HS)
City of Columbus Human Services (City – HS)
Department of Health and Human Services (State Pass-through – HHS)

Funding Source: State of Ohio
(HHS Energy HEAP Funds)
HEAP – OCEAN
Closed API Database

Funding Source: State of Ohio
(CSBG Funds)
Rental Assistance –
OCEAN/Salesforce
Closed API Database

Funding Source: State of Ohio
(DOE Energy Funds)
Home Weatherization
CC System
Closed API Database

Funding Source: State of Ohio
(CSBG Funds)
Re-Entry – OCEAN/Salesforce
Closed API Database

Funding Source: Franklin County
Children Services (County -HS)
AMP – OWCMS
Closed API Database

Customer Movement Example B

Customer X and husband have one toddler, one child in fifth grade and one seventeen-year-old who has dropped out of school. Customer X is unemployed. Customer x's husband works part-time jobs. They are still at 125% of the Federal Poverty Guidelines. Customer X comes to IMPACT for **Percentage of Income Payment Plan** (**PIPP)** and **Other Emergency Financial Assistance**. During intake, Customer X is referred to the **Re-Entry Program**, while Customer X's husband is referred directly to the **Employment Plus Program**. Some weeks later, Customer X qualifies for new energy efficient appliances from the **AEP Program.**

During programming, both Customer X and husband are referred to **Emergency Assistance** to receive bus passes and financial support to reinstate his/her driver's license and other material assistance. Customer X successfully completes the program and moves to **Employment Plus**. As part of Employment Plus, Customer X enrolls in **Computer Literacy** and **Financial Literacy**. Customer X graduates from Employment Plus and enrolls in **Case Management Services** as s/he transitions to the **Building Futures Program.** Customer X's husband graduates and enrolls in the **Vocational Training and Certification Program (VTAC).** For additional support, Customer X is referred to two external services: **Supportive Childcare Services** and **TR Substance Support Group**. Customer X completes the Building Futures program and obtains employment at $19.00/hour. Customer X's husband completes the Employment program and obtains a full-time job at $13.50/hour.

Funding Source: State of Ohio
(HHS Energy PIPP Funds)
PIPP – OCEAN
Closed API Database

Funding Source: State of Ohio
(CSBG Funds)
Emergency Assistance/Furniture Bank
OCEAN/Salesforce
Closed API Database

Funding Source: State of Ohio
(DOE Energy Funds)
CC System
Salesforce
Closed API Database

Funding Source: State of Ohio
(CSBG Funds)
Re-Entry – OCEAN/Salesforce
Closed API Database

Funding Source: City of Columbus
(CDBG Funds)
Employment Plus
Same Intake – Different Outcome

Funding Source: State of Ohio
(CSBG Funds)
Employment Plus–
OCEAN/Salesforce
Closed API Database

Funding Source: State of Ohio
(CSBG Funds)
Emergency Assistance/Bus Passes
Empowerment Services Computer Literacy
Empowerment Services – Financial Literacy
Empowerment Services – VTAC
Empowerment Services – Case Management
OCEAN/Salesforce
Closed API Database

Performance Contract
Empowerment Services
Building Futures
Closed API Database

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E. SUBMISSION GUIDELINES

All proposals must be submitted by 5:00 p.m. Friday, February 22, 2019, on the due date and must include the specified services and support identified in the RFP Guidelines.

SUBMIT COMPLETE PROPOSAL, ANY ATTACHMENTS VIA EMAIL ONLY TO:

Kenneth L. Wright, Director, Research and Planning Department
IMPACT Community Action
Email: kwright@impactca.org

Due Date
All submissions must be received by the due date below.
Friday, February 22, 2019

Administrative and Technical Contact
Any questions regarding this request for proposal should be directed to:

Keith Kelley
(614) 453-1661
kkelly@impactca.org

General Contact
Any general questions regarding the process or timeframes related to this RFP should be directed to:

Robin R. Walton
(614) 453-1672
rrwalton@impactca.org

Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.

Schedule of Events:

Friday, January 18, 2019, RFP Released on IMPACT's Website: www.impactca.org, Email Notification, and Social Media (Facebook, Twitter, Instagram).

Friday, January 25, 2019, Informational Session at IMPACT Offices, 2nd Floor West Computer Lab 9 a.m. – 11a.m.

Wednesday, February 6, 2019, General Questions Due Via Email.

Friday, February 22, 2019, Projects Proposals Due by 5:00 p.m. Via Email.

Week of March 11, 2019, Notifications to Vendors for On-Site Presentations by Invitation.

Week of March 18, 2019, On-Site Presentations Scheduled.

Friday, March 25, 2019, Anticipated Decision and Notification of Award.

Anticipated commencement date of work TBD. Determined by Funding Decision.

F. GUIDELINES FOR PROPOSAL PREPARATION AND SUBMISSION

Successful proposals will demonstrate how the stated problem can be solved and include the following forms and documentation completed in their entirety. Each submission must include all requested information

1. RFP Cover Page
2. Brief description and history of the company and the company's area of expertise
3. Describe in detail the company's experience and knowledge and familiarity with non-profit, government funding and reporting, and Community Action Agencies
4. A brief description of past projects, dates of projects and the number of people on an average project team
5. Statement of Work
6. Description of Deployment Environment
7. Cost Proposal Form and Detailed Itemized Pricing, including a breakdown of Set-up Costs, Service Mapping, Customization Costs, Add-Ons, Initial Cost, Monthly or Annual Cost, Cost of Training, Access Fees, Cost of Support, Subscription Fees, Licensing Fees, User-Fee or Access Cost, Number of people who can use the solution, Management of Deliverables, Data Integration and Migration Estimate, Updates, Social Media Integration, Other Costs or Associated Fees that would affect the implementation of Project. Identify any Discounts or In-Kind (labor, product, services, etc.) applied in your Proposal
8. Describe your Training Plan in detail, to include, but not limited to:
    a. Type and number of staff that can receive training (administrators, end-users, etc.)
    b. Scope and content of initial training
    c. Number and hours of training
    d. Frequency and length of training
    e. Location (on-site, class, remote, virtual assistant, web-based, etc.)
    f. Training methodology
    g. List of topics covered in each type of training
9. Project Plan, including Incremental Delivery Gaps, Data Quality, Data Conversion, Including New Data Migration, Time-Frame and Interruptions or Changes, Go-Live Schedule, Roll Out Strategy, User Acceptance, Testing, Migration of Existing Data (who is responsible, associated cost)
10. Ability to integrate and interact with other platforms, systems, databases, software, websites, mobile application (iPad/iPhone/Android/Other)
11. General Data Protection Regulation Compliance Plan Verifying Project System and Process Are Compliant
12. Statement and description of security to include, but not limited to overall security, levels of access control, data breach prevention and user activity trail
13. Describe Services, Software or Capabilities Unique to your company
14. Describe your On-going Management and Support Plan in detail including, but not limited to:

    List out all support services and outline what services are included in your plan and what services have additional costs

    What types of customer (staff) support options are available? (onsite, telephone, web portal, etc.)

    What are the hours of support and how is support accessed?

    Is emergency support available? If yes, are there additional costs to access this type of support?

    What type of support is available in the event of upgrades? Changes? New features or solutions?

    Are there limited numbers of people who can access support?

    Are there any consultation fees associated with supportive services? If yes, please list the hours and associated costs

    List and describe all support included in your Go-Live Plan, as well as after the system is up and running. Include any additional related costs

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15. Using the model below, include a description of how your company has in the past and will address, at a minimum, processes, and training as it relates to users on the utilization of the DBMS with a focus on how your solution deliver value and maximize efficiency and effectiveness in managing data, customers, and operations.

Analysis	Configuration	Deployment	Operations
▪ Data Model ▪ Business Events ▪ Migration ▪ Workflow ▪ IT Environment ▪ Customer Scheduling, Tracking, Outcomes, and Reporting ▪ Gap Analysis ▪ Project Management	▪ Design Considerations ▪ Prototype Setup ▪ Build Fields, Forms, Views, Dashboards & Goals ▪ Workflow ▪ Integration ▪ Document Management	▪ Outlook Integration ▪ Data Migration ▪ User Setup ▪ Security Model ▪ User Acceptance Testing	▪ Functional Training ▪ System Administration ▪ Advanced Training ▪ Information Access ▪ Go-Live ▪ Support

G. REFERENCES AND HISTORY

In addition to the above forms, Vendor must include three references, from similar projects from current or past clients, including a description of the product and services provided and the timeframe in which the project was completed. Additional materials such as brochures, pamphlets, or other items may be included.

H. CRITERIA FACTORS FOR AWARD

Any award to be made according to this RFP will be based upon the RFP response, with appropriate consideration given to operational, technical cost, and management requirements. Evaluation of Proposals will be based upon Vendor's responsiveness to the RFP, ability of the Vendor to meet the needs of IMPACT Community Action and the total price.

The following elements are the primary considerations in evaluating all submitted proposals and in the selection of a Vendor:

1. Completion of all required responses.
2. The extent to which Vendor's proposed solution fulfills IMPACT Community Action's stated needs as set out in this RFP.
3. An assessment of the Vendor's ability to deliver the services in accordance with the specifications set out in this RFP.
4. The Vendor's record of past performance in delivering such services.
5. Availability of sufficient high-quality Vendor personnel with the required skills and experience.
6. The overall cost of the Vendor's proposal.

IMPACT Community Action reserves the right to:

1. Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor.
2. Accept other than the lowest priced offer.

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3. Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.
4. Award more than one contract.
5. Cancel initial term of the contract if the Vendor does not meet the requirements and expectations or deliver quality and timely services satisfactorily.

IMPACT Community Action may, at our discretion and without explanation to the prospective Vendors, at any time choose to discontinue this RFP without obligation to such potential Vendors.

I. VENDOR REQUIREMENTS

The selected Vendor must hold a license in good standing to do business in the State of Ohio, must honor IMPACT Community Action's tax-exempt status, must not be listed on a debarment list in any state, and be an equal opportunity employer.

J. IT ENVIRONMENT AND TECHNICAL SPECIFICATIONS

- Current Software and Programs used – Email System: Office 365, Enterprise E2 and Enterprise E1
- Microsoft Office (Word, Excel, Access, One Note SharePoint, Google Docs, Google Forms, Microsoft BI, Computer Data Systems Software, CDS/IVR, Basecamp, Blackbaud Raiser's Edge, WUFOO, Survey Monkey, Poll Everywhere, Mobile Cause, Firespring, Constant Contact, Salesforce, Ohio Community Energy Network (OCEAN)/Salesforce (separate), Ohio's Workforce Case Management System (OWCMS)
- One Inbound and Outbound IVR System (Scheduling, Text Alerts, Voice, Call Back, connect to a state system)
- Current Interface through Web portals, Outlook, limited mobile
- Current number of files to be Migrated and Consolidated (Not determined)
- 161 Desktop Computers and Laptops (84 staff computers and 77 computer lab computers)
- Potential Number of Database Users – Not decided yet. *** CIDMS System ill require it to be accessed and used by potential *(make application for intake and by established customers)*

K. TERMS AND CONDITIONS

Available funding streams will determine funding for agreed upon contract. If the contract funding is no longer available, then the contract will be considered null and void as of the date funds are no longer available.

By reference, the RFP and awarded Vendor Proposal will be made an integral part of the final contractual agreement.

L. FINANCIAL CONSIDERATION AND PRICING

Vendor understands that all billing to IMPACT will be based on a tax exempt status. IMPACT will provide tax exempt form.

The final agreed upon pricing will include all cost outlined necessary to meet project goals. It is the Vendor's responsibility to identify and include a description and cost of any critical elements absent from this RFP that would be required to complete the project and meet IMPACT's needs successfully. We understand that this type of project may have unforeseen costs. We encourage each Vendor to either attend the scheduled Information Session or request additional information for a more accurate Proposal.

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M. INSTRUCTIONS ON PROPOSAL SUBMISSION

1. **Friday, February 22, 2019 Closing Submission Date**

2. **Conditions of Proposal**
   All costs incurred in the preparation of a proposal responding to this Request for Proposals will be the responsibility of the Vendor and will not be reimbursed by IMPACT.

3. **Instructions to Prospective Vendors**
   Please submit Proposals via email only to Kenneth L. Wright, Director, Research and Planning at kwright@impactca.org.

   Late Proposals will not be considered.

4. **Right to Reject**
   IMPACT reserves the right to reject all Proposals received in response to this Request for Proposals.

5. **Small, Minority, and Female-Owned Businesses**
   IMPACT will make an effort to utilize small, minority-owned, and or female-owned businesses.

A business qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 21.201), by having average annual receipts for the last three fiscal years of less than six million dollars.

N. NOTIFICATION OF AWARD

It is expected that a decision selecting the successful vendor will be made within three to four weeks of the closing date of the receipt of Proposals.

O. SUBMISSION & REVIEW PROCESS

1. **Submission of Proposals**
   All Submissions shall include copies of the Proposal including a reference list of three companies with similar services expected by IMPACT. It would be helpful to have a non-profit reference as one of the three, if possible.

2. **Non-responsive Proposals**
   Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

   a. The proposal is not received timely in accordance with the terms of the RFP.
   b. The proposal does not follow the submittal format.
   c. The proposal is not adequate to form a judgment by the reviewers.

3. **Review Process**
   IMPACT reserves the right to make an award without further discussion of the proposals submitted.

P. CONTRACT EXTENSIONS

IMPACT reserves the right to extend the life of contract terms. Formal contract extension terms shall be discussed once the contract has been awarded and if the contract shows an extension need.

Q. ADDITIONS OF SERVICES

IMPACT reserves the right to add services to the Statement of Need as it deems necessary.

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IMPACT DISCLAIMERS AND GENERAL PROVISIONS

Formal notification to award a contract and the actual execution of a contract are subject to the following: receipt of funds granted under the Funder's plan; results of negotiations between selected Vendor and IMPACT staff; and continued availability of grant funds.

Vendor selected for funding must also ensure compliance with the following, as applicable:

IMPACT may require selected Vendor to attend oral interviews, participate in Negotiations and rewrite their statements of work as agreed upon during negotiations.

Additional funds received by IMPACT might be contracted by expanding existing programs or by consideration of proposals not initially funded under this RFP if such proposals were rated in the competitive range. These decisions shall be at the discretion of IMPACT.

IMPACT may decide not to fund part or all of a Proposal even though it is found to be in the competitive range if, in the opinion of IMPACT, the services are not needed, or the cost is higher than IMPACT finds reasonable in relation to the overall funds available.

IMPACT may choose not to award a contract to the Vendor with the lowest cost when taking into account other factors in balancing services to customers.

IMPACT is required to abide by all applicable legislation and regulations. Therefore, IMPACT reserves the right to modify or alter the requirements and standards set forth in this RFP based on program requirements mandated by state and federal agencies.

The vendor will be expected to adhere to IMPACT procedures to verify data and submit invoices to IMPACT.

Reductions in the funding level of any contract resulting from this solicitation process may be considered during the contract period when a Vendor fails to meet the conditions of service specified in the contract or when funding from federal or state governments is reduced.

The contract award will not be final until IMPACT, and the Vendor have executed a mutually-satisfactory contractual agreement. IMPACT reserves the right to make an award without further discussion of the proposal submitted. No services may be delivered prior to the final IMPACT Executive Committee approval of the award and execution of the contractual agreement between the successful Vendor and IMPACT.

IMPACT reserves the right to cancel an award immediately if new state or federal regulations or policy makes it necessary to change the contract purpose or content substantially, or to prohibit such services governed by this RFP and resultant contract.

IMPACT reserves the right to determine both the number and the funding levels of contracts finally awarded. Such determinations will depend upon overall funds and availability and other factors arising during the proposal review process.

The Proposals warrant that the cost proposed for services in response to the RFP is not more than those that would be charged to any other entity for the same service performed by the Vendor.

IMPACT reserves the right to reject any or all proposals received and to negotiate with all Vendor on modifications to proposals.

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