

Request for Information (RFI)
Enterprise Resource Planning Software Solutions
Children's Services Council of Leon County (CSC Leon)

Issue Date: December 17, 2021

Response Deadline: January 31, 2022, 5:00 PM ET

ALL RESPONSES SHOULD BE SUBMITTED IN WRITING VIA EMAIL TO procurement@cscleon.org. UNDER NO CIRCUMSTANCES SHALL ANY RESPONDENT CONTACT ANY OTHER DEPARTMENT OF STATE PERSONNEL REGARDING THIS NOTICE.

THIS IS NOT A REQUEST FOR PROPOSAL. THIS IS FOR INFORMATIONAL PURPOSE ONLY; NO QUESTIONS WILL BE ACCEPTED IN RESPONSE TO THIS RFI. NO AWARD WILL BE MADE ON THE BASIS OF RESPONSES RECEIVED TO THIS NOTICE.

I. INTRODUCTION

The Children’s Services Council of Leon County (CSC Leon) is issuing this Request for Information (RFI) for obtaining information for software and services related to the creation and maintenance of an Enterprise Resource Planning (ERP) Software Solution. This system is intended to support the following activities: financial management, budgeting, human resources, purchasing, payroll, funding applications, contract management, program reporting, case management, and community engagement, etc.

This RFI is being conducted for informational and planning purposes only, and will not result in any contractual offer or commitment to purchase services. The objective of this RFI is to identify potential products and companies to provide service for initial implementation and hosting of a software solution under a Software as a Service (SaaS) agreement. Responses to this RFI will be used as inputs to CSC Leon’s decision-making process.

All information received in response to this RFI marked “Proprietary” will be handled accordingly. Responses to the RFI will not be returned. Responses to this RFI are not considered offers and will not be accepted by CSC Leon to form a binding contract. Responses to this RFI will assist CSC Leon in determining the potential level of interest, competition adequacy, and technical capabilities of commercial vendors to provide the required products and services. CSC Leon does not guarantee any action beyond this RFI.

II. BACKGROUND

CSC Leon is a catalyst for positive change to improve the lives and outcomes of children and families in the local community. Approved by a majority of the Leon County (“County”) electorate in the November 2020 general election, CSC Leon has been established to provide children with early learning and reading skills, development, treatment, preventative and other children's services. As an independent special district authorized by section 125.901, Florida Statutes, CSC Leon will provide funding for these children's services throughout the County by annually levying ad valorem taxes, not exceeding the maximum millage rate of one-half (1/2) mill. CSC Leon has independent oversight and accountability, and the following powers and functions:

1. To provide and maintain in the County such preventive, developmental, treatment and rehabilitative services for children as CSC Leon determines are needed for the general welfare of the County.
2. To provide such other services for all children as CSC Leon determines are needed for the general welfare of the County.
3. To allocate and provide funds for other agencies in the County which are operated for the benefit of children, provided they are not under the exclusive jurisdiction of the public school system.
4. To collect information and statistical data and to conduct research, which will be helpful to CSC Leon and the County in deciding the needs of children in the County.

5. To consult with other agencies dedicated to the welfare of children, to the end that the overlapping of services will be prevented.
6. To lease or buy such real estate, equipment, and personal property and to construct such buildings as are needed to execute the foregoing powers and functions, provided that no such purchases shall be made or building done unless paid for with cash on hand or secured by funds deposited in financial institutions. Nothing in this subsection shall be construed to authorize CSC Leon to issue bonds of any nature, nor shall CSC Leon have the power to require the imposition of any bond by the Board of County Commissioners.
7. To employ, pay, and provide benefits for any part-time or full-time personnel needed to execute the foregoing powers and duties.

III. Enterprise Resource Planning (ERP) Software Solution Goals

To meet the functions described in section II, CSC Leon desires to acquire and implement commercial-off-the-shelf (COTS) solutions in a timely fashion that are hosted (also known as Software as a Service), allows for full integration, and are scalable as the organization evolves. This may include evaluating both comprehensive solutions and multiple integrated solutions to create the best solution for CSC Leon's software needs (listed below).

1. Finance and Accounting
 - a. Chart of Accounts Maintenance
 - b. General Ledger Entry and Posting
 - c. Budget
 - d. Treasury/Bank Reconciliation
 - e. Financial Reporting
 - f. Accounts Payable & Accounts Receivable
 - g. Procurement & Purchase Orders
 - h. Capital Assets
 - i. Payroll
 - j. Human Resources
 - i. Time Sheet Management
 - ii. Professional Development
2. Customer Relationship Management
 - a. Relationship Management
 - b. Task/Opportunity Management
 - c. Donor Management
 - d. Stakeholder demographics
 - e. Distribution & Other Groupings lists
3. Grant/Funds Management
 - a. Grants Publication and Management
 - b. Funds Management
 - c. Performance Measurement
 - d. Agency (external stakeholder) portal

4. Decision Support/Project Management
 - a. Budgeting
 - b. Task Management (workflows)
 - c. Reporting
 - d. Analysis
 - e. Predictive Analytics
5. Case Management
 - a. Program-level Data Collection
 - b. Individual Client-level Data Collection (with informed consent)
 - c. Reporting
 - d. Referral Tracking

CSC Leon currently has no technology for fiscal or grants management. CSC Leon anticipates it will have 5-6 internal users and more than 20 external users at outside agencies, operating more than 20 individual programs beginning October 1, 2022.

IV. RESPONSE CONTENT

CSC Leon would like to obtain the following information about software and vendor-provided services that meet the functions described in section III:

1. General costs and license management
 - a. Transparent and consistent license model, including a detailed approach to cost and license management and an explanation of pricing structure specifically an explanation of what the pricing structure is comprised of: e.g. nodes, users, individual vs enterprise, instances etc.
 - b. License and feature use tracking to optimize costs and reduce risk
 - c. Automated notifications, collaboration and data driven insights
 - d. Ability to integrate with 3rd party reporting tools
 - e. Preconfigured and custom dashboard capabilities capturing cost, analytics, and optimization insights
2. Security
 - a. Granular access permissions
 - b. Support for directory services and multi-factor authentication, including mobile solutions
 - c. Support for role based and attribute-based access control
 - d. Logging and auditing for successful and failed login and access
3. Architecture
 - a. Multi-tenant
 - b. Robust APIs to support integration with other systems
 - c. Dynamic scalability
 - d. Ability to create and manage complex forms and workflows
 - e. Support for enterprise release management and version control

- f. Support for automated testing to include performance, scalability, and regression testing
 - g. No code/low code as well as traditional development environments
- 4. Content Management
 - a. Support for querying complex data types and unstructured data
 - b. Support for enterprise content and document management and search
- 5. Mobility
 - a. Support for IOS and Android systems (phone and tablet)
 - b. Support for limited offline work with store-and-forward capabilities
- 6. Timeline for Implementation
 - a. General project development
 - b. Training and beta testing
 - c. Solutions capable of implementing early and/or on an incremental release
 - d. Ongoing maintenance

V. SUBMISSION DETAILS

Interested businesses shall submit electronic responses; responses must be received by Holly McPhail at procurement@cscleon.org no later than January 31, 2021, at 5:00 p.m. ET.

Responses must be submitted electronically, formatted in Microsoft Word or Microsoft Excel (any version). Margins must be 1" on all sides, to print on 8 ½" x 11" paper. Calibri typeface, 12-point font is preferred. Responses should be specific to the response content outlined in section IV, and include the following: company name, address, url and point-of-contact (POC) including name, phone number and email address.

The page limitation is ten (10) pages and respondents are cautioned to keep marketing materials and non-specific information to a minimum. No responses shall be accepted via US Mail or Fax.

Disclaimer: This is a Request for Information only to identify potential sources that can provide a Software as a Service (SaaS) agreement. Responding to this RFI does not preclude a respondent from competing later to provide ERP solutions.