

Children's Services Council of Leon County (CSC Leon)
Software Solutions Workgroup Meeting

Thursday, March 22, 2022, 1:00 pm ET

Via Zoom

Members of the public can view the meeting via live stream on this YouTube channel:

<https://www.youtube.com/channel/UCc74A9evhLxbHrH63-clbQ>.

AGENDA

- I. Call to Order
- II. Roll Call
- III. Approval of Agenda
- IV. General Public Comment
- V. Workplan Development
 - a. Goal Statements
 - b. Workplan Phases
 - c. Evaluation Criteria
 - d. Schedule of Activities
- VI. Next Meeting Date
- VII. Next Meeting Agenda
- VIII. Workgroup Member Comments
- IX. Adjournment

Agenda Item

Workplan Development

Attachments:

1. Previously Released Request for Information (page 3)
2. Essential Components of the RFP (page 8)
3. Sample Information Systems Map; provided by CSCSLC (page 14)

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-contract (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.

ESSENTIAL COMPONENTS FOR RFP/ITN

For Discussion Only

March 22, 2022

INTRODUCTION/OVERVIEW

This RFP announces CSC Leon's intent to procure core enterprise application systems for the purpose of developing an information system to manage its day-to-day business efficiently and maximize data analysis capabilities. The purpose of this RFP is to solicit proposals from qualified vendors who can demonstrate value in building a long-term relationship with both CSC Leon and other partners serving CSC Leon enterprise application needs.

CSC Leon intends on evaluating both comprehensive solutions and multiple integrated solutions for enhancing or replacing its current accounting software with an enterprise resource planning (ERP) solution, developing a grants management software with a comprehensive solution for supporting the programmatic functions of CSC Leon, and introducing an integrated customer relationship management (CRM) solution. CSC Leon intends on selecting a solution or multiple solutions that will allow for integration between various data sets across all systems. CSC Leon will contract with multiple solution providers, if necessary, to ensure the appropriate information systems solutions are in place to support the business needs of all stakeholders.

Proposal cost estimates should be comprehensive and include:

- (1) software cost and software user license cost
- (2) annual software maintenance cost, hosting & cloud service estimates (if applicable)
- (3) the cost of including a "test", "play", or "development" environment, if possible
- (4) installation/implementation costs including travel expenses
- (5) data migration cost
- (6) application integrations cost estimates
- (7) training costs and post "go live" support costs
- (8) all other costs that will be incurred during the installation of the solution

The proposed solution or solutions can partially address the scope but must allow for full integration. It is preferable for the solutions to be able to be fully integrated without extensive supplemental systems, add-ons, or customization.

The selected system or systems must meet the needs of the current organization and be scalable to grow with CSC Leon as the organization evolves.

With consideration to CSC Leon annual budgeting process, the selected vendor or vendors should provide options for implementing the system in multiple phases but also be prepared to engineer a full scope installation for a "go live" of **April 1, 2023**.

This RFP, leading to an acquisition phase, is being conducted as a competitive procurement process whereby the vendor community is being asked to respond with the best solution, as a combination of software solutions and services, to support CSC Leon's strategic information systems direction. CSC Leon has allocated a window of time before the selection process for the purpose of vendor interaction, as CSC Leon anticipates this will be helpful for the collaborative engineering of a strategic solution.

The application modules that CSC Leon seeks to acquire and implement include:

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
2. Customer Relationship Management
 - a. Relationship Management
 - b. Task/Opportunity Management
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5. Case Management
 - a. Program-level Data Collection
 - b. Individual Client-level Data Collection (with informed consent)
 - c. Reporting
 - d. Referral Tracking

CSC Leon expects that any one vendor-proposed solution may only address a portion the scope of the comprehensive enterprise application solution. The RFP **Evaluation Team** is prepared to engage and contract with multiple vendors for the sake of building a comprehensive solution. Should any one vendor-proposed solution address a portion of the scope, the vendor should be prepared to present its ability to integrate the proposed solution with other solutions which fill the solution gap.

CSC Leon expects the scope of services to include systems architecture services, requirements gathering services, project planning services, project management services, training services, quality assurance services, cutover support, post go-live support, and ongoing support services.

GOALS

CSC Leon's primary objective is to implement core-system solutions and selected complementary solutions with strategic integrations. The organization wishes to identify, procure, and implement a system or systems from a vendor or vendors with a proven track record, a well-equipped staff, and a reputation for customer service. Specific project goals include the following:

- Acquire a solution or solutions that supports CSC Leon's immediate plans for information systems integration and near-term plans for electronic data exchange with external stakeholders.
- Acquire a platform or platforms that will allow CSC Leon to collect aggregated program-level data and eventually include the collection of individual client-level data.
- Integrate business processes/systems and eliminate manual/redundant entry of information.
- Acquire and implement a software solution that meets CSC Leon's needs using as much "off-the-shelf" or "out-of-the-box" functionality as possible.
- Support the current business process needs of the primary functions within the organization, updating software system functionality, where needed.
- Establish the foundation for future reporting, analysis and budgeting needs.
- Ensure all stakeholder classes have ready access to accurate and timely information to improve operational productivity and customer service.
- Enhance functionality to provide more efficient and effective reporting in all areas of the business.
- Implement a stable and inter-connected set of systems capable of accommodating both internal stakeholder and external stakeholder needs.
- Acquire a well-supported system from a reliable vendor/partner with adequate resources to support, upgrade, and maintain the package over the long-term.
- Acquire a system with robust architecture that has capability to effectively and efficiently integrate with other vendor solutions.
- Partner with a software solution provider who can architect and provide a flexible and phased implementation approach.
- Improve stakeholder collaboration and build good inter-department processes, (e.g., the budgeting process).
- Either strategically migrate or archive the historic record of transactions currently maintained in multiple applications serving as systems of record.

WORKPLAN REVIEW

Anticipating and encouraging a formal information gathering process, CSC Leon convened a Software Solutions team to complete early work in identifying and documenting solution requirements. It is important to note that the resulting requirements list, included in **Appendix X**, is not exhaustive. Rather, it's an early-compiled list to facilitate a more complete requirements conversation during the RFP process.

The CSC Leon Software Solutions team has worked to understand how future enterprise application solution(s) might be architected. Many ideas about an ideal enterprise application environment were discussed.

To organize these ideas and align early efforts with the yet-to-be understood methodologies of the chosen vendor or vendors, the team assumed the following solution development phases:

<i>Phase</i>	<i>Description</i>	<i>Key Stakeholders</i>	<i>Anticipated Dates</i>
Discovery	Preliminary analysis of the problem, identification of the opportunities, and documenting project objectives	Software Solutions Workgroup	March-April, 2022
Requirements Gathering	Collecting system conditions and capabilities needed by CSC Leon stakeholders to solve problems or create a more efficient workflow	Software Solutions Workgroup Provider Stakeholders	March-April, 2022 April-May, 2022
Design	Draft architecture of the future enterprise application solution so that details about desired features and operations can be described in detail	Software Solutions Workgroup Selected Vendor(s)	May, 2022 July-September, 2022
Development	Production of the environment that will eventually serve as the final enterprise application solution	Selected Vendor(s)	October-November, 2022
Testing/Evaluation	Stakeholders assess the quality and functionality of the proposed solution	Internal CSC Leon Staff Provider Stakeholders	December 2022 January, 2023
Training	Stakeholders instructed on the proper utilization of the solution	Selected Vendor(s), CSC Leon Staff & Provider Stakeholders	February-March, 2023
Rollout/Go Live	Successful completion of project and implementation of systems into workflow processes	Selected Vendor(s) & CSC Leon Staff	April 1, 2023

EXPERIENCE & QUALIFICATIONS

Any information provided to CSC Leon regarding vendor experience and qualifications will be taken into consideration during the bid review process. This information can include:

- A brief description and history of the partner organization.
- Copies of business licenses, professional certifications or any other relevant credentials.
- A general description of similar accounts serviced by the vendor.

- Qualifications, background and experience of any project director and/or other vendor staff who might be assigned to maintain service on the CSC Leon account.
- References with contact information from organizations that have used the vendor for similar services within the last 12-18 months.
- A general description of the techniques, approaches and methods to be used in completing the software development life cycle (SDLC).
- Project management methods.

EVALUATION

The following categories and evaluation criteria will be considered during scoring:

<i>Criteria</i>	<i>Description</i>	<i>Point Scale</i>
Vendor Profile	Organization structure, business philosophy, revenues, profitability, government project experience, expertise, location, response time, presentation, communication, implementation process, service, support, training, stability, and references.	Up to 10
Software Applications	Meeting specifications, integration, flexibility, ease of use, and preliminary requirements included in this RFP	Up to 20
Technology Platform	Use of industry standards, operating platforms, servers, workstations, database architecture, communication protocols, integration capabilities, growth, and expandability.	Up to 20
Implementation Services	Propose a team that is experienced with the product, the industry, similarly-sized and operated organizations, history of on-time and on-budget implementations, and responsiveness to client requirements.	Up to 15
Training Services	Propose a team that is experienced with training unsophisticated users regarding the product and its functionality to maximize training investment, and has a history of responsiveness to client questions and requests.	Up to 15
Cost	Hardware components, software applications, implementation consultation, data conversion, customization, support, training, other costs, and annual maintenance.	Up to 15
Proposal Format	Adherence to proposal guidelines and requirements.	Up to 5
Total		Up to 100

SCHEDULE OF ACTIVITIES

The following planned schedule for the selection process leads into CSC Leon's procurement and budgeting schedules. CSC Leon is asking vendors to review the entire schedule and make every effort possible to comply with the scheduled dates.

All things being equal, preference will be given to vendors who are able to deliver on the dates listed below. Information will be received and evaluated according to the following tentative schedule:

<i>Activity</i>	<i>Dates(s)</i>
Distribution of RFP	July 1, 2022
Vendor notice of Intent to Respond	July 21, 2022
Deadline to receive written questions	July 21, 2022
Final distribution of question responses	July 28, 2022
Vendor visits and demonstrations	August 1-12, 2022
Proposals due/Public Opening	August 19, 2022
Evaluation of proposals	August 19-25, 2022
Selection of Top Proposals for Negotiation	August 25, 2022
Vendor Negotiations	September 6-9, 2022
Best and Final Proposals Due	September 12, 2022
Evaluation of Best & Final Proposals	September 15, 2022
Final vendor or vendors selected	October 20, 2022
Contract execution	November 1, 2022

Sample Information Systems Map (provided by CSCSLC)

