**Request for Proposals (RFP)**
**Enterprise Software Solutions**
**Children's Services Council of Leon County (CSC Leon)**
Issue Date: September 16, 2022
Questions Deadline: September 23, 2022, 5:00 PM ET
Question Responses Posted: September 27, 2022
Response Deadline: October 14, 1:00 PM ET
Estimated Notice of Intent to Award: November 4, 2022

Do not contact the CSC Leon Executive Director, any member staff, any member of the Council or their respective staffs regarding this request. Direct all correspondence or inquiries during the RFP process to the following **Purchasing Official:**

Holly McPhail, Special Projects Manager
Children's Services Council of Leon County
C/O Bryant Miller Olive P.A.
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Tallahassee, FL 32308
procurement@cscleon.org

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## SECTION 1 – INTRODUCTION

### A. Solicitation Objective, Overview and Goals

The Children's Services Council of Leon County ("CSC Leon") seeks to establish, through this Request for Proposal ("RFP"), a contract for the development of an information system to manage its day-to-day business efficiently and maximize data analysis capabilities ("Contract"). Specifically, CSC Leon intends on evaluating both comprehensive solutions and integrated solutions for:

1. Developing a grant making and contract management system with a comprehensive solution for supporting programmatic functions of CSC Leon,
2. Enhancing or replacing the current CSC Leon accounting software,
3. Introducing an integrated customer relationship management (CRM) solution to enhance community engagement efforts, and
4. Working with existing community partner database systems to develop data sharing agreements and processes to better serve clients.

CSC Leon intends on selecting a single solution that will allow for integration between various data sets across all systems. If a single vendor cannot provide all requested elements, vendors are encouraged to propose an integrated solution. It is preferable for the solutions to be able to be fully integrated without extensive supplemental systems, add-ons, or customization. In addition, the selected solution must not only meet the needs of the current organization but also be scalable to grow with CSC Leon as the organization evolves.

CSC Leon has developed a draft Scope of Work ("SOW") for the Contract, which is attached as Exhibit I. It includes prescribed phases for System Development, System Testing/Evaluation, Training, Rollout/Go Live Services, and Ongoing Support.

A description of CSC Leon's current technology environment, including existing software solutions, are described in Exhibit II. This also includes a brief description of future needs the organization anticipates.

Ultimately, this RFP is to establish a Contract providing the best value solution to ensure the appropriate information systems solutions are in place to support the business needs of all stakeholders. 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.

### B. Background of Organization

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.

One of the first tasks of CSC Leon was to identify and assess the needs of the children in the County. In November 2021, CSC Leon contracted with a third-party research firm to conduct a comprehensive assets and needs assessment of the community resources available to meet the varying needs of children, youth and families. That work concluded in June 2022.

Next, CSC Leon developed its strategic plan based on the results of the assets and needs assessment. It will include a written description of:

1. The activities, services and opportunities that will be provided to children.
2. The anticipated schedule for providing those activities, services, and opportunities.
3. The manner in which children will be served, including a description of arrangements and agreements which will be made with community organizations, state and local educational agencies, federal agencies, public assistance agencies, the juvenile courts, foster care agencies, and other applicable public and private agencies and organizations.
4. The special outreach efforts that will be undertaken to provide services to at-risk, abused, or neglected children.
5. The manner in which CSC Leon will seek and provide funding for unmet needs.
6. The strategy which will be used for interagency coordination to maximize existing human and fiscal resources.

In the future, CSC Leon is required to report the following to the Leon County Board of County Commissioners:

1. Information on the effectiveness of activities, services, and programs offered by CSC Leon, including cost-effectiveness.
2. A detailed anticipated budget for continuation of activities, services, and programs offered by the Council, and a list of all sources of requested funding, both public and private.
3. Procedures used for early identification of at-risk children who need additional or continued services and methods for ensuring that the additional or continued services are received.
4. A description of the degree to which CSC Leon's objectives and activities are consistent with the goals of the County ordinance establishing CSC Leon (No. 2018-13).
5. Detailed information on the various programs, services, and activities available to participants and the degree to which the programs, services, and activities have been successfully used by children.
6. Information on programs, services, and activities that should be eliminated; programs, services and activities that should be continued; and programs, services and activities that should be added to the basic format of CSC Leon.

In its roadmap to complete these activities, CSC Leon felt a comprehensive data system necessary to track and report on several of its programmatic functions. CSC Leon issued a "Request for Information" entitled Enterprise Resource Planning Software Solutions ("RFI") in December 2021 to determine the potential level of interest, competition adequacy, and technical capabilities of commercial vendors to provide the anticipated required products and services. CSC Leon did not guarantee any action beyond the RFI.

In March 2022, CSC Leon formed the Enterprise Software Solutions Workgroup to review responses to the RFI and help understand how future enterprise application solution(s) might be architected. Many ideas about an ideal enterprise application environment were discussed. The Workgroup instructed staff to engage in additional market research before developing what is now this RFP.



### C. Minimum Qualifications of Respondents

To respond to this RFP, a Respondent must demonstrate at least five years of experience providing services materially similar to those specified in the SOW. A Respondent may satisfy this requirement via the experience of its proposed key project members, even if those members performed the service for another company. Responses not satisfying this minimum requirement will be deemed non-responsive and will not be evaluated.

### D. References

CSC Leon intends to contact references for respondents. All responses should include at least three comparable customer references that are similar in nature to CSC Leon in terms of proposed hardware, operating system, database platform, user count, services, and project size. References are expected to have working environments comparable to CSC Leon's

environment (enterprise application solution, user count, services, project size, organization size, project complexity, etc.).

References, businesses, and other users may be contacted for additional verbal communication or written information, and possibly for on-site visits.

**E. Purchasing Official and "Quiet Period"**

The Purchasing Official is identified on the RFP cover page. Any person requiring a special accommodation due to a disability should contact the Purchasing Official.

All Respondent communications regarding the RFP shall be limited to the Purchasing Official. There shall be a "quiet period" between the date the RFP is advertised and the date the recommended award (or cancellation) has been announced. During the quiet period, no one acting on Respondent's behalf may engage in any written or verbal communication or other attempts to influence anyone else at CSC Leon regarding this RFP, the merits of the Respondent, or whether CSC Leon should award the Contract to the Respondent. Any unauthorized contact may disqualify the Respondent from further consideration.

## SECTION 2 – SOLICITATION PROCESS

### A. Overview

This RFP is a method of competitive solicitation under CSC Leon's Purchasing Policy. Those interested in submitting a Response are to comply with all terms and conditions described in this solicitation. CSC Leon will hold a public opening of the Responses at the date, time, and location provided in the Timeline of Events.

During the evaluation phase, all respondents, except those deemed non-responsive, will be invited to make a 30-minute, closed, virtual presentation to the Evaluation team after all proposals have been formally received. Following this event, CSC Leon Evaluation team members will independently evaluate Responses against the published evaluation criteria. The scores of each Evaluation Team member will be aggregated and then reviewed by the Evaluation Team at a public meeting to reach consensus on a final ranking and recommend Contract award. The CSC Leon Governing Council will take up the recommendation at a subsequent public meeting and make the final decision concerning Contract award. CSC Leon will negotiate final contract terms, including the SOW upon selection.

### B. Questions and Answers

Submit all questions about the RFP in writing to the Purchasing Official via email. The deadline for submission of questions is reflected the Timeline of Events.

CSC Leon reserves the right to accept or reject any or all requests for clarification, either in whole or in part, and may require requests to be clarified or supplemented through additional written submissions. Respondents will be notified of the rejection of their request for clarification. Oral requests for clarification will not be accepted.

CSC Leon's responses to questions will be posted on the CSC Leon website at *www.cscleon.org/announcements*. Respondents unable to download responses should direct their requests for hard copies via e-mail to the Purchasing Official. Answers to questions will be published as an addendum to and, as such, an integral part of this RFP.

CSC Leon does not guarantee the validity or reliability of information obtained from other sources. If it becomes necessary to revise any part of this RFP, an addendum will be posted on the CSC Leon website at *www.cscleon.org/announcements*. The Respondent is responsible for checking the website for any addenda or clarifications.

### C. Timeline of Events

The table below contains the anticipated timeline of events for this solicitation. The dates and times are subject to change. The Respondent is responsible for ensuring that CSC Leon receives all required documentation by the dates and times (Eastern time) specified below (or as revised by ITN addenda).

| | | |
|---|---|---|
| Sep 16 | ITN Issued | By 5:00 PM ET |
| Sep 23 | Deadline to submit questions to the Purchasing Official | By 5:00 PM ET |
| Sep 27 | Publication of CSC Leon's answers to Respondents' questions | By 5:00 PM ET |
| Oct 14 | Deadline to submit Response to the Purchasing Official | By 1:00 PM ET |
| Oct 14 | Public Opening [BMO Law Firm] | At 3:00 PM ET |
| Oct 14-25 | Evaluation Phase | By 5:00 PM ET |
| Oct 18-20 | Vendor Presentations [Closed Meeting] | Varies |
| Nov 3 | Evaluation Team Public Meeting: Score Responses and Recommend Award | At 2:00 PM ET |
| Nov 4 | Purchasing Official Communicate Recommendation of Award | By 9:00 AM ET |
| Nov 17 | CSC Leon Governing Council Meeting to Consider Recommendation of Award | At 2:00 PM ET |
| Dec 1 | Anticipated Contract Start Date | |

**D. Response Submittal and Deadline**

Submit one bound copy and one electronic copy in PDF format on a flash drive via postal or commercial courier services of the complete Response by the deadline indicated in the Timeline of Events.

Submit Responses to CSC Leon care of the Purchasing Official at the delivery address reflected on the RFP cover page. Facsimile transmissions will not be accepted. All bound responses must be submitted in a sealed envelope or box and must be marked "RFP for CSC Leon Enterprise Software Solutions." CSC Leon accepts no responsibility whatsoever for failure to deliver or late delivery by postal or commercial courier services. Failure by postal or commercial courier services to meet the response deadline may result in disqualification.

**E. Multiple Responses**

Should a vendor identify the opportunity to outline different strategies through the utilization of a combination of different solutions, or should a vendor wish to offer multiple solutions with different scopes, multiple proposals from the same vendor will be accepted.

**F. CSC Leon Not Liable for Respondent's Cost**

CSC Leon shall not be liable or responsible for any costs incurred by any Respondent for preparing and submitting any response to this RFP, attending any negotiation, or for any other activities or occurrences related in any way to this RFP on or prior to the execution of a contract.

## G. Disclosure of Contents

All material submitted by Respondents shall become the property of CSC Leon and will not be returned. Responses submitted may be reviewed and evaluated by persons designated by CSC Leon, in its sole discretion. Records made and received by CSC Leon in connection with this RFP are public records and must be furnished and disclosed to any person under a request to inspect or copy such documents or records, pursuant to Chapter 119, Florida Statutes.

If information is provided that could reasonably be ruled a "trade secret" as defined in Section 812.081, Florida Statutes, include such information in a separate attachment clearly marked – "Trade Secret Information." Include a table of contents within this attachment with a detailed listing of and explanation for EACH item marked as a "trade secret."

Designation of items as "trade secret" by Respondents is not dispositive and does not guarantee that the items will not ultimately be disclosed pursuant to Chapter 119, Florida Statutes. The State of Florida places a high priority on the public's right of access to governmental meetings and records. By submitting a response, each Respondent further understands and agrees that CSC Leon shall have the right to use any and all information, records, documentation, or items, including any derivation or adaptation thereof or knowledge gained thereby, presented by any Respondent in connection with this RFP in negotiating and entering into any contract or for any purpose. CSC Leon shall have such rights regardless of whether CSC Leon enters into any contract with such Respondent or any Respondent under this RFP, successfully negotiates any contract with any Respondent, rejects any or all responses to this RFP, amends or withdraws this RFP at any time, or otherwise satisfies its needs through alternative means.

## H. Right to Cancel

CSC Leon, in its sole discretion, may cancel this RFP at any time and for any reason. Issuance of this RFP in no way constitutes a commitment by or obligation of CSC Leon to enter into any contract, and CSC Leon may, in its sole discretion, reject all Responses to this RFP for any reason whatsoever.

## I. Responsiveness and Responsibility

CSC Leon will be the sole judge of a Response's responsiveness. CSC Leon will reject any Response that it deems non-responsive; provided, however, that CSC Leon may also waive any minor defect in a Response or deviation from the RFP requirements. CSC Leon will reject the Response of any Respondent it deems non-responsible.

## J. RFP Specifications Protest Process

Any protest of the terms of this solicitation or the award of any contract shall be filed via email to the Purchasing Official within five calendar days after the advertisement of the solicitation. A protest must state with particularity the facts and law upon which it based. Failure to file a timely protest shall constitute a waiver of any pre-award challenges.

## SECTION 3 – RESPONSE FORMAT AND CONTENTS

Prepare the Response presented in a clear, comprehensive, and concise manner with seven separately tabbed sections, A through G. Do not include any appendix or attachment beyond these sections. Attachments within sections are permissible, e.g., resumes within Tab B. Respond using no smaller than 12-point font. Tables and graphs are exempt from the font requirement, but must be readable.

Respond concisely and avoid superfluous information. A Response should not exceed 45 pages.

### A. Cover Letter

Address the cover letter to the Purchasing Official. Identify the Respondent's name and principal address. Provide the name, telephone number and email address of the person authorized to represent the Respondent regarding all matters related to the RFP. Explain very briefly how the Respondent satisfies the minimum qualifications to respond (see Section 1.C). Affirm that the Respondent has thoroughly reviewed the RFP and agrees to provide the services set forth in the SOW if awarded a Contract. If the Response includes any alleged trade secrets, confirm compliance with Section 2.F.

Behind the cover letter, include the executed original of the completed RFP Form A, *Service Requirement: Disclosures and Affirmation Statement*. **Failure to include the executed form will result in the Response being deemed non-responsive**.

### B. Respondent Experience, Qualifications and References

1. Describe briefly Respondent's background/history, ownership structure, primary location(s) and size (number of offices and employees).
2. Describe any anticipated changes to Respondent's basic ownership structure or any other significant changes in its organization, its management, or key personnel.
3. Describe any plans to use subcontractors or third parties for any of the Contract services.
4. Describe Respondent's financial capability to provide the Contract services. Be specific. Attach brief evidence of objective details, such as portions of financial statements (if statements are available on-line, refer to URL).
5. CSC Leon strongly supports and encourages diversity and participation of historically disadvantaged business enterprises in contracting, as evidenced in the CSC Leon Purchasing Policy. Attach any evidence of firm certification by the *Minority, Women, and Small Business Enterprise Division of the Office of Economic Vitality* or comparable public body and identify the qualifying individuals. Non-certified firms may highlight individual investments, e.g., the number and percentage of professionals who are minorities or women.
6. Describe generally Respondent's firm's qualifications for providing the Contract services and previous work experience in this area. Include history of on-time and on-budget implementations, and responsiveness to client requirements.

7. Has the Respondent or key personnel previously had a contract with any Children's Services Council in Florida or any entity seeking to create one? If yes, please disclose the entity with whom you worked and their primary contact (name, phone number, and email address), and the scope of services and level of engagement you provided.
8. Provide three client reference letters from entities that have used the Respondent for similar services within the last 12-18 months. Reference letters must also include a name, phone number, and email address for signatory.

**C. Technology Platform**

1. Describe in detail the industry standards needed to build, implement and fully support the modules outlined in the SOW, Exhibit I, and technical requirements included in Exhibit IV. Include a description of the operating platforms, servers and workstations (as appliable), database architecture, communication and security protocols, additional integration capabilities, growth, and expandability needed to successfully implement the goals of this RFP.
2. Include a visualization of the architecture needed to support the proposed comprehensive (or integrated) solution. Use this as a discussion point in your vendor presentation.
3. Provide a step-by-step user experience demonstration in your vendor presentation.

**D. Software Applications**

1. Describe in detail the software solutions proposed to meet the specifications of the modules outlined in the SOW, Exhibit I. For each software solution proposed, describe its implementation costs, per user costs, ease of use, flexibility, and ability to integrate with outside or third-party software solutions.
2. Provide a general description of the techniques, approaches and methods proposed to complete the software development life cycle (SDLC).
3. Include a visualization of how the proposed applications work together to create a comprehensive (or integrated) solution. Use this as a discussion point in your vendor presentation.
4. Provide a step-by-step user experience demonstration in your vendor presentation.

**E. Implementation Services**

1. Provide the names, titles, and brief biographies of the professionals who would actually perform the Implementation services. Describe each individual's current role with the Respondent, their experience, any specialized expertise related to the Contract services, the length of time each person has been with the firm, and the location of their primary office. Include the resumes of key personnel responsible for Contract performance.
2. Describe in detail the project management methodologies planned to be utilized, specifically as it relates to requirements gathering, system design, data migration, and initial training.
3. Include a timeline for implementation from contract execution to "go live" for each phase outlined in the SOW, Exhibit I. Use this as a discussion point in your vendor presentation.

**F. Ongoing Training & Support Services**

1. Provide the names, titles, and brief biographies of the professionals who would actually perform the ongoing training and support services. Describe each individual's current role with the Respondent, their experience, any specialized expertise related to the Contract services, the length of time each person has been with the firm, and the location of their primary office. Include the resumes of key personnel responsible for Contract performance.
2. Describe in detail your customer service philosophy and staff capacity as it relates to training and support. Include relevant experience to training unsophisticated users regarding software and/or platform navigation.
3. Provide a training schedule, available supports (included self-help resources), and methods of contact to access support services throughout the implementation process and beyond. Include evidence of responsiveness. Use this as a discussion point in your vendor presentation.
4. Describe willingness and anticipated costs of providing system integration services outside the SOW. Do not include these in the "Cost" section.

**G. Cost**

CSC Leon's Contract budget for the SOW, Exhibit I, is $150,000. Additional funds will be available for an annual maintenance and support contract. Provide CSC Leon with the most competitive price to achieve the RFP goals. Justify the proposed terms, e.g., by reference to recent examples (during the last three years) of fees charged for comparable projects, if any.

1. Include a detailed budget in a standard format (e.g., excel) for performing the services, described in Section 3.D of the Response.
2. Proposal cost estimates should be comprehensive and include:
   a) software cost and software user license cost
   b) annual software maintenance cost, hosting & cloud service estimates (if applicable)
   c) the cost of including a "test", "play", or "development" environment, if possible
   d) installation/implementation costs including travel expenses
   e) data migration cost
   f) application integrations cost estimates
   g) training costs and post "go live" support costs
   h) all other costs that will be incurred during the installation of the solution
3. Include a separate yet detailed budget for annual maintenance and support.
4. Ensure each budget includes a corresponding narrative describing the associated cost to the respective line item.

## SECTION 4 – EVALUATION OF RESPONSES

### A. Overview

The CSC Leon Evaluation Team members will independently evaluate written Responses and Vendor Presentations, except those deemed non-responsive, using the criteria below. The scores of each Evaluation Team member will be aggregated and then reviewed by the Evaluation Team at a public meeting to reach consensus on a final ranking and used to recommend an award.

| *Evaluation Category* | *Criteria Description* | *Point Scale* |
|---|---|---|
| Experience, Qualifications and References | Detailed organizational structure that reflects business philosophy, financial capabilities, government project experience, expertise, stability, history of on-time and on-budget implementations, and positive, recent references. | Up to 10 |
| Technology Platform | Demonstrated use of industry standards, communication protocols, and integration capabilities to develop the architecture needed | Up to 15 |
| Software Applications | Description of proposed solutions that meet the preliminary requirements | Up to 20 |
| Implementation Services | Team members experienced with the product, the industry, similarly sized and operated organizations; timeline that meets expectations | Up to 15 |
| Ongoing Training & Support Services | Accessible team members experienced with training unsophisticated users; availability of varied support resources; willingness to integrate with outside solutions on future projects | Up to 15 |
| Cost | The total costs for initial implementation, training, annual maintenance, and support. | Up to 20 |
| Proposal Format | Adherence to proposal guidelines and requirements. | Up to 5 |
| | Total | Up to 100 |

### B. Vendor Presentations

CSC Leon requires each Respondent to participate in a 30-minute virtual demonstration of the proposed solution. The purpose of this demonstration is to allow the CSC Leon Evaluation team members to “experience” a sample of the proposed solution to help inform its scoring using the criteria above. CSC Leon will distribute a presentation planning guide to each respondent to guide their presentation development. All presentations will be timed. Representatives for each Respondent should plan to be available, without interruptions, for the entirety of the Respondent’s scheduled vendor presentation(s).

In accordance with section 286.0113, Florida Statutes, vendor presentations between CSC Leon and Respondents are exempt from Chapter 286, Florida Statutes, and s. 24(b), Art. I of the State Constitution.

CSC Leon will record all meetings of the evaluation team and all meetings between the Evaluation Team and Respondents, as required by law, and such recordings will eventually become public record pursuant to Chapter 286, Florida Statutes. During presentations, Respondents must inform the Evaluation Team if any portion of the meetings should be considered confidential, proprietary, trade secret, or otherwise not subject to disclosure pursuant to Chapter 119, Florida Statutes, the Florida Constitution, or other authority, so that the Negotiation Team can make appropriate arrangements for the segregation of the recording. If the Respondent fails to inform the Evaluation Team that any portion of the meetings should be considered confidential, proprietary, trade secret or otherwise not subject to disclosure, the Evaluation Team is authorized to produce the audio recording in answer to a public records request for these records.

**C. Award Recommendation**

The Evaluation Team will formulate by consensus a recommendation of Contract award that will provide the best value to CSC Leon based on the aforementioned criteria. The Evaluation Team will reduce its recommendation to writing, including a description of the basis of its recommendation, and convey that written recommendation to the Purchasing Official. The written recommendation will be a public record available for inspection (particular details may be redacted as authorized by Florida law).

**SECTION 6 – AWARD PROCESS**

The following outlines the award and contracting process governing this RFP.

1. The Purchasing Official will convey the Evaluation Team's written recommendation to the Executive Director, for purposes of planning the meeting at which the CSC Leon Governing Council will consider the recommendation.

2. The Purchasing Official will advise in writing (including email) every Respondent of the Evaluation Team's recommendation of award. This notice will include the date, time, and place of the meeting at which the CSC Leon Governing Council will consider the recommendation, which will be at least seven days after the date of the notice. The notice will also describe briefly CSC Leon's protest process.

3. Any protest of a recommended award must be made within seven days after the Purchasing Official communicates notice of the recommended award, and before the CSC Leon Governing Council votes on the recommendation. Failure to provide written notice of protest by certified letter received by CSC Leon within seven days after the Purchasing Official communicates notice of the recommended award will result in respondent waiving its right to protest.

4. No recommendation of award is binding on CSC Leon. Only the CSC Leon Governing Council may approve award of the Contract.

5. If the CSC Leon Governing Council votes to award the contract to a vendor other than the one recommended by the Evaluation Team, within three business days after the Council meeting, the Purchasing Official will advise in writing (including email) every Respondent of the Governing Council's decision. No notice will be given if the Governing Council adopts the Evaluation Team's recommendation of award. If notice is given, it will describe briefly the CSC Leon protest process.

6. Any protest of a final award decision must be made within seven days after the Purchasing Official communicates notice of the award decision. There is no right of protest if the Governing Council adopts the recommendation of award.

7. After Governing Council approval of Contract award and the expiration of any protest period, CSC Leon will execute the written Contract through its Council chairperson or authorized designee.

## EXHIBIT I – DRAFT SCOPE OF WORK

### A. Purpose

The purpose of the Contract is to implement core-system solutions and selected complementary solutions with strategic integrations from a vendor or vendors with a proven track record, a well-equipped staff, and a reputation for customer service.

Specifically, the goals are to:

1. 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.
2. 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.
3. Integrate business processes/systems and eliminate manual/redundant entry of information.
4. 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.
5. Support the current business process needs of the primary functions within the organization, updating software system functionality, where needed.
6. Establish the foundation for future reporting, analysis and budgeting needs.
7. Ensure all stakeholder classes have ready access to accurate and timely information to improve operational productivity and customer service.
8. Enhance functionality to provide more efficient and effective reporting in all areas of the business.
9. Implement a stable and inter-connected set of systems capable of accommodating both internal stakeholder and external stakeholder needs.
10. Acquire a well-supported system from a reliable vendor/partner with adequate resources to support, upgrade, and maintain the package over the long-term.
11. Acquire a system with robust architecture that has capability to effectively and efficiently integrate with other vendor solutions.
12. Partner with a software solution provider who can architect and provide a flexible and phased implementation approach.
13. Improve stakeholder collaboration and build good inter-department processes, (e.g., the budgeting process).
14. Either strategically migrate or archive the historic record of transactions currently maintained in multiple applications serving as systems of record.

### B. Definitions

1. **Community Funding Opportunity**: Competitive grant opportunities that will likely result in multiple awards

2. Community Investment Partner: Recipient of community funding opportunity

3. **Funder**: An organization that provides money to an entity to provide services.

4. **Process Measure**: A count of the number of services provided or the number of individuals served.

5. **Outcome**: The measurable impact on a child, youth or parent resulting from their exposure to an initiative or campaign, receipt of services, or program participation.

6. **Program**: Coordinated services provided by an entity, usually adhering to a specified model or curriculum.

7. **Provider**: A non-profit, for-profit, governmental, or other organization that delivers services or programs to children, youth, and/or parents.

8. **Service**: A single, discreet unit of assistance provided to an individual or individual family.

## C. Modules

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

1. *Grant Making & Contract Management Solution*
    a. Design and publish competitive procurements including community funding opportunities
    b. Management of application process by external stakeholders with the ability to "save as you go" and flexible budget templates
    c. Task management (workflows) and decision support for application review and scoring by internal and external stakeholders
    d. Contract award, signature and execution
    e. Contract and fund management
    f. Integrate with other modules

2. *Performance Measurement Information System*
    a. Robust data management tool to collect, organize, analyze and display specific services and activities by multiple external stakeholders including:
        i. Programmatic data (demographics, attendance, process measures, etc.)
        ii. Fiscal activity reporting and tracking (budgets, expenditures, staffing, etc.)
        iii. Performance indicators (impact measurement tools, etc.) including change over time
    b. Ability to build intelligent processes to acquire third-party, publicly available data and integrate into display and comparison functions over time
    c. Ability to analyze data and easily create visualization of service distribution by type, zip code, and other filters
    d. Integrate with other modules

3. *Customer Relationship Management*
    a. Store contact and demographic details for a multitude of stakeholders including community investment partners, applicants, volunteers, general interest, media, council members, funders, donors, etc.
    b. Record requests for information, technical assistance, training, etc. with ability to assign tasks and track follow-up
    c. Design and publish sign ups/registration and track participation/attendance with the ability to issue certificates post event/training
    d. Design and publish community outreach campaigns
    e. Integrate with other modules

4. *Finance and Accounting*
    a. Maintain Chart of Accounts
    b. General Ledger Entry and Posting
    c. Budget Tracking and Reporting
    d. Treasury/Bank Reconciliation
    e. Internal and External Financial Reporting
    f. Accounts Payable & Accounts Receivable
    g. Procurement & Purchase Orders
    h. Capital Assets
    i. Payroll
    j. Integrate with other modules

**D. Phases**

With consideration to its community investment making function, CSC Leon is seeking options for implementing the system in multiple phases as outlined below. CSC Leon is flexible and recognizes that each module may require a different schedule.

| ***Phase*** | ***Description*** |
|---|---|
| *Discovery & Design* | Preliminary analysis of the problem, identification of the opportunities, and development of the **draft architecture** map of the future enterprise application solution so that details about desired features and operations can be described in detail. |
| *System Development* | Production of the environment that will eventually serve as the final enterprise application solution |
| *System Testing/ Evaluation* | Internal and external stakeholders assess the quality and functionality of the proposed solution |
| *Initial Training* | Stakeholders instructed on the proper utilization of the solution |
| *Rollout/Go Live* | Successful completion of project and implementation of systems into workflow processes |
| *Ongoing Training & Support* | On demand support and periodic check-ins for scalable growth, troubleshooting, expansion, updates, etc. |

**E. Payment Schedule**

The final payment schedule will be modified based on the winning response but is anticipated to follow the general schedule below.

| Deliverable | *Associated Phase* | Contract Payment |
|---|---|---|
| Project Governance Documents | *Contract Execution* | 10% |
| Draft Architecture Map | *Discovery & Design* | 20% |
| System Development Status Report & Invitation to Test | *System Development & Testing* | 20% |
| Completion of Initial Training Schedule | *Initial Training* | 20% |
| System Development Status Report & Confirmation of Live Deployment | *Rollout / Go Live* | 20% |
| Publication of Help Desk Manual / Close-Out | *Ongoing Support & Training* | 10% |

## EXHIBIT II – CURRENT TECHNOLOGY ENVIRONMENT

CSC Leon has one location in Tallahassee, FL, which includes both office and meeting space for 7 staff members along with a family resource room and training facility. The onsite training facility is well-equipped with multiple smart screens, the ability to live stream and simulcast, and an IP-based system in place for visitors to connect devices.

CSC Leon currently uses a combination of cloud-based survey tools (e.g., Survey Monkey, Google Forms, etc.) and Office 356 applications for grant application completion, reporting and data storage. CSC Leon has 5 internal users and 29 external users at outside agencies operating 30 individual programs.

CSC Leon uses Bill.com, cloud-based QuickBooks, and Paychex for its Accounting functions. It maintains 3 user licenses for each currently.

CSC Leon uses Wordpress to maintain a basic website that includes a single lead generation widget for Send in Blue. To date, CSC Leon has not fully deployed Send in Blue for the purposes of a customer relations management tool nor for marketing or communications.

CSC Leon maintains a Microsoft Office 365 G3 subscription for all internal users. This license includes Word, Outlook, Excel, PowerPoint, OneNote, and Access. CSCSLC also has a single Power BI license and 10 Microsoft Office 356 G1 (Outlook only) subscriptions for its council members.

CSC Leon currently utilizes Share Point under its Microsoft 365 G3 subscription in lieu of a business server.

CSC Leon currently has 4 laptop computers, 2 networked Toshiba MFP copier/scanner/fax machines and 2 networked HP color laser printers that are used by its staff members for daily operations.

A Fortinet hardwired firewall is in use between the local network and the internet. Both an internal wireless network and a guest wireless network are available.

CSC Leon's Internet connection is provided by Comcast – Business Internet Bundle 300 MB download with 5 static IPs, 1 voice line, and basic cable tv. A VOIP phone system is in use.

CSC Leon does not currently contract with a managed service provider but is exploring local options for IT support.

All external agencies that apply for funding through CSC Leon will be expected to use several elements of the new core-system applications. Currently, there are approximately 60 agencies that have applied for funding. Out of those applicants, 28 agencies received funding. We anticipate the number of new agencies applying for funding to increase each year.

Agencies request funding for the services offered to the community, which are referred to as "programs." Of the 28 agencies that have received funding thus far, there are 30 programs. Most times, an agency will run a single program. There are agencies that run multiple

programs. There are a few programs that are managed by multiple agencies; in these instances, CSC Leon will provide funding to a designated primary agency.

## EXHIBIT III – DISCLOSURES AND AFFIRMATION STATEMENT (FORM A)

The undersigned certifies the following with respect to the Respondent and its response; if an unqualified certification is not accurate, attach explanation to this form:

- ❑ The selection of the Respondent will not result in any current or potential conflict of interest with CSC Leon. Alternately, should any potential or existing conflict be known by the Respondent, specify the party with which the conflict exists or might arise, the nature of the conflict, and whether the Respondent would step aside or resign from that engagement creating the conflict, including each of the items below.
    - ❑ Whether any officer, director, employee, or agent is also a current or former employee of CSC Leon, or any of the members of the Council, and if there are any factors, financial or otherwise, known to them which may give rise to a conflict of interest between you and CSC Leon and its employees, or have the effect of impacting your ability to meet your responsibilities, duties, and obligations to CSC Leon, as set forth in this ITN, and whether the Respondent would step aside or resign from that engagement creating the conflict. Disclose the name of any CSC Leon member or staff who owns, directly or indirectly, an interest of five percent (5%) or more of your company or any of its branches or affiliates.
    - ❑ Any arrangement with any individual or entity with respect to the sharing of any compensation, fees, or profit received from or in relation to acting as financial advisor for CSC Leon. If applicable, provide a copy of any contract relating to the arrangement and describe in detail the nature of the arrangement and the method of computing compensation.
    - ❑ Any person or firm retained for the purpose of seeking to be selected pursuant to this ITN. Will the Respondent pay or be obligated to pay any firm or an individual who is not a full-time employee of the Respondent if the Respondent is awarded a Contract under this ITN? If so, identify the individual or firm, provide specific information relating to compensation paid or to be paid, and provide a copy of any written contract relating to such arrangement.
- ❑ The Response is made without prior understanding, agreement, or connection with any other person or entity submitting a response for the same services, and the response is in all respects fair and without collusion or fraud. The Response is not made in connection with any competing Respondent submitting a separate response to the ITN and is in all respects fair and without collusion or fraud. The Respondent did not directly or indirectly induce any party to submit a false or sham Response or to refrain from responding. The Respondent did not participate in the ITN development process, had no knowledge of the specific contents of the ITN prior to its issuance, and did not involve any employee of CSC Leon directly or indirectly in the Response preparation.
- ❑ The Response is that of the Respondent and has not been copied or obtained from any other person or entity responding to any other competitive solicitation whether in Florida or elsewhere either in the past or present.

- ❑ The Respondent has not been convicted of or entered a plea of nolo contendere to fraud within a period of two years of such conviction.
- ❑ The Respondent and the agents, officers, principals, and professional employees thereof have not and will not participate in any communication prohibited in this ITN.

*I hereby certify that all information provided in this Response is true and correct, that I am authorized to sign this Response for the Respondent, and that the Respondent is in compliance with all requirements of the ITN.*

_____

Authorized Signature (Manual)

_____

Name and Title (Typed)

_____

Date (Typed)

_____

Respondent (Typed)

## EXHIBIT IV – TECHNICAL REQUIREMENTS

CSC Leon has compiled a list of technical requirements that it asks each respondent to evaluate and include in its response. For ease, these have been divided into three sections.

1. General
2. All modules except Finance & Accounting
3. Finance & Accounting

## EXHIBIT III: GENERAL

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| **TECHNICAL** | | | |
| Allow reports to be produced in multiple formats (e.g., Excel and PDF). | | | |
| Provide integration and import/export to Microsoft Office products. | | | |
| Provide integration with document management systems. Scan and attach documents, scanned images and MS Office files to records throughout all modules. Provide robust user interface for managing transaction and master file imports and exports in multiple file formats. | | | |
| Support report distribution (ideally web-based) without incurring additional license fees, including access security. | | | |
| Able to schedule reports to run at pre-defined time of the day. | | | |
| Support e-mailing scheduled reports or links to the previously run reports. | | | |
| Provide secure remote accessibility via the Internet, VPN, Citrix, etc. | | | |
| Require strong passwords to be set at a minimum length and complexity. | | | |
| Provide a full transactional audit trail. | | | |
| Provide an interface for loading and extracting data to and from other systems (e.g., using ODBC, API calls, web services, etc.). | | | |
| Able to be hosted by a third party. | | | |
| Leverage Active Directory for user authentication. | | | |
| Support automatic forced password expiration and changes to user passwords at specific time intervals (e.g., 90-day expirations). | | | |
| Support multiple system instances/environments (e.g., test, QA, and production). | | | |
| Provide automated system archiving, purging, and backups. | | | |
| **GENERAL FUNCTIONALITY** | | | |
| Provide robust online documentation and user manuals. | | | |
| Provide complete drill-down and drill-across capabilities between the modules and transactions in the system (e.g., G/L to A/P). | | | |
| Provide role-based security by major function (role) (e.g., segregation of PO entry and check printing, A/P user cannot perform G/L transactions, etc.). Visibility to workflow status and approval queue | | | |
| Support user-defined fields throughout the system and aid in customized functionality and reporting. | | | |
| Retain file attachments and source documents in electronic format (e.g., attach photos of damaged goods attributed to a sales order). | | | |
| Provide robust and configurable dashboards that display interactive content. | | | |
| Provide basic Business Intelligence (BI) and analytics capabilities. | | | |
| Facilitate data entry (e.g., field auto-completion, drop-down lists, etc.). | | | |
| Intuitive navigation for end users (e.g., desktop shortcuts). | | | |
| Provide a customer portal. | | | |
| Non-proprietary open reporting tools. List tools offered that are integrated with the system. | | | |

## EXHIBIT III: GENERAL

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| User-level query and reporting tools that allow for formatting of data, headers, graphs, charts, etc. | | | |
| User-level security flows through to queries and reports. | | | |
| Drill down to source transactions within queries or reports following user-security rules. | | | |
| Schedule generation of reports and distribute via e-mail, to a shared folder or dashboard. | | | |
| Generate reports in multiple formats, e.g. HTML, PDF, Excel, Word, etc. | | | |
| Provide a robust report writer. | | | |
| | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| **GRANT MAKING & CONTRACT MANAGEMENT** | | | |
| **Agency Portal** | | | |
| Ability to customize look and feel (branding) of Agency Portal | | | |
| Agency representatives can self-register for username/password | | | |
| Character limits within forms of applications | | | |
| Agency representatives can reset forgotten password | | | |
| CSC Leon can reset agency representative password | | | |
| Agency can edit contacts/users/deactivate old users | | | |
| System automatically checks EIN of agency when agency first registers. (Tax Status Verification against IRS Publication 78 and IRS Business Master File) Ability to enforce business rules (periodic agency profile updates) | | | |
| CSC Leon has ability to assign individualized permissions and associations for CSC team members | | | |
| Agency and CSC Leon has access to document repository, where documents can be uploaded and "turned on" agency by agency | | | |
| Visible to agency is a "countdown clock" that shows remaining time available for an agency to submit a proposal (response to a CSC Leon RFP). "Countdown clock" should be able to be applied to any process that requires an agency response (RFP response, quarterly reports, audits, etc.) Ability to store agency profile information, including: agency name, agency address, agency phone, agency staff names and contact info, agency staff contact codes/titles Import and export capabilities for all agency profile information | | | |
| CSC Leon assigned "administrator" able to set permissions for both CSC Leon staff and agency representatives | | | |
| System should support multiple programs per agency | | | |
| System should support multiple contacts/users per agency | | | |
| System prevents duplication of registered agencies. Each agency can only register once. System informs agency if they are already registered Distinctive names between agencies and programs. | | | |
| Distinctive names between agencies and programs. | | | |
| Programs created as separate entities, but information should be able to aggregate up to the agency entity level | | | |
| **Customer Service** | | | |
| Agency access to FAQs section via portal | | | |
| CSC Leon able to add/edit to FAQs section of portal | | | |
| CSC Leon staff able to broadcast/send announcements to agencies | | | |
| Announcement to appear on agency home page (visible when they first log in to the agency portal) (ie Communication Board) | | | |
| Ability to send bulk emails through portal | | | |
| Agency access to customizable resources on portal | | | |
| Agency access to Support (help desk) through established link on Agency home page | | | |
| User feedback sent to Administrators (QI) | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| **Procurement Development & Deployment** | | | |
| CSC Leon able to build an RFP via a tool (online form, form builder) | | | |
| CSC Leon able to build content of RFP from content that was built for previous RFPs (copy and edit prior process) | | | |
| Include CSC Leon Publish RFP to select agencies via portal | | | |
| CSC Leon sets deadline for an agency to respond to RFP via portal | | | |
| Agency able to view RFP via portal | | | |
| Agency able to respond to RFP via portal by upload of required document(s) at both Agency and Program levels; one slot per required document, not a combined pdf or zipped file. | | | |
| RFPs should be able to be produced in form builder or from existing or already-created RFPs | | | |
| Automatic save feature for Agency responding to RFP when transitioning from one section to another when field entries have been made; Each page/screen should also have a manual Save button. Auto save feature in real time. Ability to convert sections or complete online RFP to preview and printer friendly PDF | | | |
| Agency access to FAQs | | | |
| Auto-save feature in real time, including calculations | | | |
| Portal Administrator has ability enable revisions after submission of form | | | |
| **Proposal Review** | | | |
| CSC Leon Staff ability to review and score proposals | | | |
| Council members able to review all proposals submitted | | | |
| CSC Leon staff should be able to create evaluation form with scoring for review of proposals; reviewer able to add notes attached to the agency submitted proposal Assigned outside-of-agency/External reviewers have ability to review and score proposals via portal | | | |
| Process of scoring proposals to include budget section to have column reflecting amounts requested in proposal by line item, column for recommended amount/amount to be awarded. Able to convert Budget section to Excel format/carry over budget to create allocation amounts by line item for contracting and allocations. | | | |
| Ability to create/build unique scoring tool for each RFP including ability to assign point values to each evaluation question with total review score. Ability to convert online evaluation form with responses to printer friendly pdf form. | | | |
| Security scan for malicious uploads | | | |
| Auto-save feature | | | |
| **Contract Management** | | | |
| CSC Leon able to publish contract via portal from MS Word/pdf format | | | |
| Agency able to access their particular contract(s) | | | |
| Agency able to view and download then upload signed contract | | | |
| Agency able to execute/sign contract electronically (i.e. Docusign integration) | | | |
| Integrate agency attestation with tick boxes for contract with attached budget and outcomes incorporated as part of contract | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Ability to connect approved RFP budget and outcomes to the contract | | | |
| **Budgeting** | | | |
| Ability to integrate line items budgets from proposal to establish line item budget allocations to include upload of supporting line item documentation with individual labels for multiple attachments | | | |
| Ability to use established line item budget allocations for roll over into annual contract | | | |
| Ability to report program budgets by priority areas for FY across proposal processes or funding streams | | | |
| Ability to export/exchange line item budget data from the CSC Leon evaluation process to the ERP system. | | | |
| **Deliverables/Invoices** | | | |
| Agency able to upload requests for payment along with multiple attachments | | | |
| Automatic Email notification of payment request to designated CSC Leon Team member(s) | | | |
| Ability for CSC Leon staff to view ongoing monthly payments, ytd totals, and remaining balances of line items. | | | |
| Ability to share/exchange budget data and expense data after contracting phase for use on agency/program dashboards to display up-to-date information regarding spendouts and remaining budget balances. | | | |
| | | | |
| **PERFORMANCE MEASUREMENT** | | | |
| **Data Collection & Reporting** | | | |
| Customizable reporting features (Report Builder) for System Querying and Reporting | | | |
| CSC Leon publishes participation (i.e. demographic) template | | | |
| Participation template able to collect multiple pieces of data to include | | | |
| • Population of Individual children, Group children, Individual adults, Group adults, families served each Quarter & YTD compared to targeted population goals. • Up to four outcomes per program w/ tracking of # served and # achieving the outcome per quarter & YTD | | | |
| • Progress field for narrative description of progress/steps toward achievement of each outcome | | | |
| Ability to track demographics (# served with subtotals by race/ethnicity, gender, age groupings, zip codes, Ability to track/display programs achieving 2 or more outcomes by quarter & YTD | | | |
| Ability to set “required”, “writable” or “read only” fields | | | |
| Ability to roll over data from one process to another (as in quarterly reports) | | | |
| Ability to schedule and record Site Visits including reports | | | |
| API Integration (ie Salesforce, ArcGIS) | | | |
| Import/Export/Integration capabilities with CRM and ERP | | | |
| Grantee outcomes evaluation – to capture progress on grant-specific milestones and intended outcomes. | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| **Programs Reporting** | | | |
| Ability to roll over historical data to pre-populate forms | | | |
| Agency only able to report 1 quarter of information at a time | | | |
| All required items must be completed before submission is allowed. | | | |
| CSC Leon ability to open up and close reporting windows | | | |
| CSC Leon ability to lock previous quarter reported numbers to prevent agencies from modifying reported numbers (read only vs required field settings) | | | |
| CSC Leon ability to modify previous quarter reported numbers, based on CSC Leon staff member permissions (some staff prevented from changing agency-reported numbers) | | | |
| Quarterly reports saved historically for each quarter by Fiscal Year (FY); accessible by program or by quarter | | | |
| Able to attach files to slots for uploading information from program as part of reports (i.e. demographic tables, background screens, scans) | | | |
| Auto-save feature | | | |
| Ability to Archive data | | | |
| Customizable reporting features (Report Builder) for System Querying and Reporting | | | |
| **Outcomes** | | | |
| Grantee/Agency has ability to submit quarterly reporting | | | |
| Proposed Outcomes developed using documentation from outcome-services matrix in RFP | | | |
| CSC Leon staff sets final outcomes based upon proposal with ability to edit during the FY | | | |
| Ability to roll over proposed outcome data from grant proposal to annual contract with capacity to edit | | | |
| Ability to roll over proposed outcome data from grant proposal to quarterly report to establish baseline (Q1) | | | |
| **Monitoring** | | | |
| CSC Leon staff able to enter & track Contact-Progress-Review (C-P-R) notes by program using dates during the program year | | | |
| Metric for tracking C-P-R notes by days since last note (green for less than 30 days, yellow for 31 to 59 days, red more than 60 days since last entry) | | | |
| Program summary page for CSC Leon staff to see metrics for individual program | | | |
| Ability to sort/filter program information by priority funding areas | | | |
| Ability to give Programs access to Site Summary Report for their program. | | | |
| Ability to deactivate Agency and store data on portal and/or externally in Archive by fiscal year | | | |
| **Dashboards** | | | |
| Agency can monitor grant allocation balance via portal | | | |
| Agency can view outcomes via dashboard in portal | | | |
| Agency can view population served (number or % of contracted goal) via dashboard in portal | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Data represented in dashboard should be visible via pie charts, for awards (both present and historical). This should be available for viewing to both CSC Leon staff and agency representatives. | | | |
| Dashboards for Individual Outcomes should compare population achieving the outcome with population served for that outcome with % achieving quarterly and YTD. | | | |
| Dashboard visualizes historical and current agency data by program with ability to configure | | | |
| **Other** | | | |
| Product roadmap of system to view future planned development and updates to system (if yes, include URL where the product roadmap can be viewed) | | | |
| Form design and flexibility to allow application, reporting, and intake process forms to be fully managed and configured by CSC Team/designated Administrators | | | |
| | | | |
| **CRM** | | | |
| Classify CRM stakeholder records into different categories, such as "elected officials", "agency representative", "state government", etc. | | | |
| Automate task assignment and schedule follow-ups for CSC Leon staff members | | | |
| Track "touch points" as transactional for the sake of reporting and analysis. | | | |
| Integrate with other CSC Leon enterprise applications used specifically for grants management and accounting. | | | |
| Ability to "departmentalize" contacts within a single organization. | | | |
| Allow for a single contact to be associated with multiple organizations | | | |
| Allow for agency contacts to be associated to one or more "programs" of an organization. | | | |
| Allow for the recording of a single contact's roles with multiple organizations. For example, John Smith works at ABC Bank but also supports The School for Arts. "Tag" conversation notes based on the conversation itself. Example, speaking with John Smith at ABC Bank about The School of Arts, tag conversation as relevant to both orgs Touch point classification that details method of contact, like phone, in person, text, etc. | | | |
| Integrated text messaging (SMS send and receive) | | | |
| Integrated task scheduling with MS Outlook, so that tasks and calendar entries can be managed on a single MS Outlook calendar. | | | |
| MS Hosted Exchange email integration for the purpose of auto-generation of "touch points" and integration of data, like emails and email attachments. Integration to email marketing for both distribution lists and touch points | | | |
| Ability to search touch point by person but also by project or event | | | |
| Mass distribution of event invitations and the recording of event attendance via RSVP functionality | | | |

## EXHIBIT III: ALL BUT FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Integration of site visit notes in both CRM and grants management solution. | | | |
| Possible integration/dashboard of outcomes data directly in both the grants management, CRM and ERP | | | |
| Possible integration of site review summaries for the sake of review by the board members. Board member instant access to site reviews. | | | |
| Able to organize and manage multiple addresses per contact along with multiple contacts for each organization | | | |
| Able to attach documents and emails to a customer master record. | | | |
| Reporting/online inquiry for grants history and payment history. | | | |
| Able to create ad-hoc stakeholder analysis report. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| **FINANCE** | | | |
| **General** | | | |
| Provide for logical account grouping and cost centers. | | | |
| Support a chart of accounts (COA) of at least five segments of variable length. | | | |
| Support a minimum of 14 accounting periods or alternate process to differentiate closing or audit adjustments. | | | |
| Provide an account alias or shortcut to facilitate data entry of the GL string. | | | |
| Support statistical accounts (e.g., "dimensions," "non-financial data"). | | | |
| Support use of statistical fields in subsidiary ledgers, and the ability to report on them (e.g., payroll class, # of hours worked, OT hours, inventory number of units purchased). | | | |
| Budget vs. Actual queries or reports with drill down to source data. | | | |
| CAFR reporting tool with ability to produce separate CAFR's by Department (County, Schools, etc.). | | | |
| **GL Journal Entries and Posting** | | | |
| Support user-defined journal entry templates (e.g., standardized entry to consistently record month-end closing entries). | | | |
| Supports multiple journal entry types including regular, reversing, recurring, allocating, budget adjustments, system import or Excel upload Able to review subsidiary ledger journal entries and related source transactions prior to posting. | | | |
| Support the ability to open multiple GL accounting periods simultaneously with proper internal controls. | | | |
| Allow closed periods to be reopened based on restricted security rights. | | | |
| Support file attachments for journal entries. | | | |
| Provide GL posting controls that will prevent journal posting to specific accounts. | | | |
| Support a variety of cost allocation rules (e.g., other allocations, indirect cost rules, direct cost rules). | | | |
| Maintain audit trail that includes user ID, date, and actions such as read, change, delete, write. The audit trail should include before and after values. Allow posting to a future period. | | | |
| Provide annual closing processes that carry forward general ledger account balances and project data to the next fiscal year. | | | |
| Support automatic reversal of transactions. | | | |
| **Treasury/Bank Reconciliation** | | | |
| Import the bank records and clear the matched transactions. | | | |
| Provide bank reconciliation reports - ideally with option to report by legal entity or by segment. | | | |
| Provide an efficient method of managing multiple bank accounts. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Integrate with A/P to map cash disbursements to bank reconciliation. | | | |
| Integrate with A/R to map cash receipts to bank reconciliation. | | | |
| **Financial Reporting** | | | |
| Generate standard financial reports in various groupings (consolidated, legal entity, location, and user-defined groupings) including: • Balance sheet | | | |
| • Income statement | | | |
| • Cash flow statement | | | |
| • Trial balance | | | |
| • Profit and loss by product line and other item attributes. | | | |
| Generate comparative financial statements based on user-defined criteria (e.g., this period vs. last period, this year/period vs. last year/period, etc.). | | | |
| Report across calendar and fiscal years. | | | |
| **Project Accounting** | | | |
| Cap Ex - Projects can span fiscal years. | | | |
| Projects can be updated by sub ledger or GL transactions. | | | |
| Provide reports that show transaction detail, project expenses, profitability, ROI, NPV, etc. | | | |
| Compare budgeted amounts to actual. | | | |
| Support for statistical (non-financial) accounts. | | | |
| **ACCOUNTS PAYABLE** | | | |
| **Vendor Maintenance** | | | |
| Support 1099 forms. | | | |
| Support multiple transaction search criteria (vendor name, phone number, date of payment, payment amount, etc.). | | | |
| Able to map vendors to specific GL accounts. | | | |
| Support multiple contact information and pay-to addresses for a vendor. | | | |
| Able to create vendor groups (classifications). | | | |
| Able to track vendor performances. | | | |
| **Invoice Processing** | | | |
| Allow for EDI, OCR Scanning, or other electronic invoicing methods. | | | |
| Provide 2- and 3-way matching of P/Os, invoices, and receiving records. | | | |
| Decentralized invoice scanning and processing, route for review, approval and account coding with submittal to AP for check generation and distribution. Import and process Credit Card transactions; post transactions to payee vendor. Transactions downloaded from Credit Card Merchant; ability to import from Excel. Hold completed invoices until released for payment. | | | |
| Options for release of payment: automated or manual match to receiving report, payment terms, or other criteria defined by management. Support credits and discounts. | | | |
| Code multiple account distributions on a single invoice. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Support user-defined payment term codes such as Net 20, 2/10 Net 30, etc. | | | |
| Provide real-time detail of invoices by vendor. | | | |
| Provide real-time summary of invoices by vendor. | | | |
| Provide real-time detail of invoices by purchase order. | | | |
| Reporting/real-time inquiry of open invoices. | | | |
| Reporting/real-time inquiry of cash disbursements. | | | |
| **Check Generation** | | | |
| Provide check generation as a batch. | | | |
| Support wire transfers, EFT, and non-check payments. | | | |
| Support recurring payments and auto pay, with automatic approval after the initial review and flexible definition of payment frequency. | | | |
| Reporting/online inquiry of check register, including checks issued and checks voided. | | | |
| Support creating pro forma check register. | | | |
| Able to create and pay invoice without a Purchase Order. | | | |
| **A/P Processing Capabilities** | | | |
| Able to attach images and documents to invoices (one-to-one and one-to-many), and provide access to file attachments. | | | |
| Support capturing remittance advice for electronic payments. | | | |
| Distribute invoice to multiple General Ledger accounts by percentage, etc. | | | |
| Flag invoice or invoice line item as a Fixed Asset with a means to set up electronic Fixed Asset record. | | | |
| Multiple forms of payment; check, ACH, EFT, etc. | | | |
| Positive Pay management. | | | |
| Import electronic bank files and perform electronic bank reconciliation, including checks, deposits, wires, etc. | | | |
| Generate resulting Journal Entries. 1099 tracking to Vendor, and Invoice, line- item level. | | | |
| Produce 1099 forms and print directly from software. | | | |
| Electronic reporting of 1099s. | | | |
| Employee expense management tools. | | | |
| Generate recurring payables templates with ability to modify amount. | | | |
| Provide validation rules (e.g., reference to Repair & Maintenance > $500 alerts that the transaction should go to Fixed Assets or vice versa). Able to close A/P while G/L remains open (e.g., at month's end). | | | |
| Provide robust reporting (e.g., invoices received but not matched, number of invoices processed, time to voucher invoices, days of AP outstanding, discounts taken, etc.). | | | |
| Use purchase orders and invoice information to determine future cash requirements (amount and date of future expenditures). | | | |
| **A/R Customer Master** | | | |
| Able to create user-defined payment terms for customer. | | | |
| Able to classify customers into categories or groups. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Able to store multiple contact information (e.g., name, address, phone number, e-mail, etc.) for a customer. | | | |
| Assign sales managers and collections managers to customer accounts. | | | |
| **A/R Processing Capabilities** | | | |
| Support monthly recurring invoices. | | | |
| Support one-time invoices. | | | |
| Manage initiation and tracking of credit memos. | | | |
| Provide ability to age receivables by location, product line, customer and date sort by customer. | | | |
| Able to create reason codes for AR write-off transactions. | | | |
| Support wire transfers. | | | |
| Support e-mailing invoices to customers. | | | |
| Able to calculate invoice due date based on customer's payment terms and tie to outstanding aging. | | | |
| Able to create customized customer invoices. | | | |
| Support posting of debit and credit memos to expenditure accounts. | | | |
| Post partial payments against any unpaid invoice. | | | |
| Support write-off of entire invoices or specific line items. | | | |
| **Reporting** | | | |
| Customer payment history. | | | |
| Produce customer statements for defined date ranges. | | | |
| Past due account balances. | | | |
| Sales and payment history by customer. | | | |
| Cash flow analysis. | | | |
| **Asset Record** | | | |
| Assign asset class in the asset master. | | | |
| Able to assign location to the asset. | | | |
| Able to attach electronic images (e.g., invoice scans, etc.). | | | |
| Able to use barcoding and other electronic means of tracking. | | | |
| Able to set capitalization policy limits (e.g., prevent items below specified threshold from being capitalized). | | | |
| Facilitate asset record initiation from project accounting. | | | |
| Able to capture lease end date or end-of-life date for an asset. | | | |
| Asset master record that supports following attributes: ID Number, Type (Land, Vehicles, etc.), Category and Sub-Category, Manufacturer, Model, Serial Number, VIN, License Number, Dates: Purchase and Disposal, Life and Depreciation Method, Parent/Child, Location, Department, Responsible Person, Affiliate (for transferred assets to external group), Status, Purchase Order, Project Number, Grant Number, Invoice Number, Description, Purchase Price, Attach Documents. User defined fields | | | |
| **Depreciation** | | | |
| Support multiple depreciation schedules and conventions (mid-month, year, tax, life of lease etc.). | | | |
| Able to set depreciable life for new assets based on asset class (e.g., heavy equipment 12 years). | | | |
| Auto generate and post monthly depreciation JEs. | | | |

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| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Able to run depreciation reasonableness tests. | | | |
| Provide flexibility in closing of periods. | | | |
| Forecast depreciation for multiple years. | | | |
| Reports: Depreciation reasonableness, future depreciation for budgeting/forecasting. | | | |
| **Other** | | | |
| Integrates with the ERP system's AP and GL (either as an integrated module or a separate bolt-on). | | | |
| Able to support physical inventory counts on fixed assets (print count sheets etc.). | | | |
| Provide workflows for asset disposals, with electronic routing of review and approval for disposal. | | | |
| Provide Construction-In-Progress functionality: • Accumulate CIP costs in detail before the asset is put into service (including drill-down to attached invoices and other documentation) • Accept cost updates from AP and from GL allocations • Transfer completed asset to Asset Master | | | |
| Flexible search and reporting capability (vendor, asset class, invoice, bar code etc.). | | | |
| **BUDGETING** | | | |
| Identify if Budget module proposed is within ERP suite or an integrated 3rd party solution. | | | |
| Pull in data from Payroll module to generate personnel Budget. | | | |
| Position Control Budgeting: salaries, COLA increase percent, grades and step increases, benefits, etc. | | | |
| Excel-based Budget Management, e.g. export and import Budget worksheets, Budget adjustments, route for approval, etc. | | | |
| Online Budget worksheet distributed to Departments for entry. | | | |
| Capture budget line-item assumptions, attach supporting documentation | | | |
| What-if budget modeling, e.g. changes in positions, pay, benefits, increasing a tax rate, etc. | | | |
| Multiple budget iterations per year with version control | | | |
| Annual budget projections of revenues and expenses by percentage, dollar amount, and prior-year underspending based on yearly average. | | | |
| **PROCUREMENT/PURCHASE ORDERS** | | | |
| **Vendor Management** | | | |
| Able to link vendor to one or more contracts. | | | |
| Determine and record vendor performance. | | | |
| Able to capture payment terms for each vendor. | | | |
| Able to capture lead times for products at vendor level. | | | |
| **Purchase Orders** | | | |
| Able to create a requisition and send for approval. | | | |
| Automatically create a purchase order from a requisition when all approvals have been obtained, defaulting as much information as possible from the requisition. Combine multiple requisitions to the same vendor into a single purchase order. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Copy information from previous purchase order to obtain recurring monthly or annual (from one fiscal year to another) purchase orders. | | | |
| Prevent creation of purchases designated for non-approved vendors (initiate approval process). | | | |
| Combine orders into a blanket purchase order. | | | |
| Provide "drill down" to view the related requisition, invoice, purchase order, receipt documents, and general ledger account related to the purchase order. Able to apply credits (e.g., trade-ins, returns, and allowances) on a line-item basis. | | | |
| Route requisitions and purchase orders for review and approval. | | | |
| Single vendor master for all integrated modules. | | | |
| Online vendor registration portal with review and approval before posting to vendor master file. | | | |
| Vendor master file data: Vendor number, Legal name, doing business as name, Business category, Parent/child, Tax ID, EIN, SSN, Addresses - Physical, Remit To, Ship To, Mail, etc., Status - Active, Inactive, On Hold, etc., Payment and discount terms, 1099 Status, Insurance and bond data, Business or Contractor License Number, W 9 status, ACH information for vendor payments (secured),. User-defined fields | | | |
| Support pre-encumbrance and encumbrance accounting. | | | |
| Create a Purchase Order without a Requisition. | | | |
| Budget verification at creation of Requisition and Purchase Order; option to warn or block if over Budget. | | | |
| Rules-based workflow routing for approval of Requisitions and Purchase Orders based on dollar amount, General Ledger account, Department, Object Code, etc. Flag Purchase Order or line item as a Fixed Asset with electronic method to set up a Fixed Asset record. | | | |
| **PROJECT AND GRANT ACCOUNTING** | | | |
| Project Master File Data to include: Number, Name, Description, Type, Funding Sources; one or multiple, Project Budget, Grant Number, Related Contract Number , Location, Sub–Project, Phases, Tasks, Start and End Dates, Status; Active, Inactive, etc., Project Manager, User Defined Fields Track expenditures against a Project or Grant; Purchase Order, Invoice, Journal Entry, wages, etc. | | | |
| Online query to display current status of a Grant; percent complete, percent remaining, dollars spent, dollars remaining, etc. | | | |
| Track expenditures against a Project or Grant; Purchase Order, Invoice, Journal Entry, wages, etc. | | | |
| **HUMAN RESOURCES** | | | |
| System checklist or workflow to manage Onboarding process, e.g. notification to departments, issue new hire packet, collection of forms I-9, W-4, initiate criminal background check, drug screen, orientation, training, issued assets, attach signed agreements, etc. | | | |
| Track forms issued to new hires with submitted and due date (e.g. within 30 days). | | | |
| Date-effective changes pay changes; dollar or percent. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Track Probation periods; start and end dates, issue reminders when nearing review date, etc. | | | |
| Maintain position history by position and employee, e.g. hire dates, position changes, class changes, pay grade, title, etc. | | | |
| Define salary schedules with positions, steps, grades, (min/mid/max). | | | |
| Reporting and tracking to support the management of FMLA to maximum allowed of 480 hours. Describe tools that help with management and required notifications. Monitor employees on Workman's Comp disability leave. | | | |
| Accrue vacation leave using variable rates based on years of service. | | | |
| Accumulate vacation leave and carry over up to various maximums | | | |
| Performance review management; track dates, resulting grade, pay change, scan and attach review forms, etc. | | | |
| Track mandatory training and certifications required with renewal dates; generate reminders when nearing due dates. | | | |
| Workflow to manage separation process, e.g. notification to Departments, Cobra letters, retirement benefit enrollment, pay-outs (e.g. leave), exit interview, collect issued equipment, etc. | | | |
| Functionality to support requirements of the Affordable Care Act; track required hours and monthly data for Forms 1094-B and C, 1095-B and C, and track hours worked for look back purposes. | | | |
| Self-Service for staff and managers: leave balances, leave request approvals, performance reviews, notifications, etc. | | | |
| Employee Self-Service to include view and update after workflow approval of: Leave balances, Request leave, Pay advice, W2, 1095, Direct deposit, Contact information , Benefit elections, W 4 - modeling and changes, Skill set tracking: training, certifications, CDL | | | |
| Allow for the storage of policies and employee handbook online accessible to employees | | | |
| Retain history of changes made to employee record; pay, benefit elections, transfers, etc. | | | |
| **TIMEKEEPING AND PAYROLL** | | | |
| Electronic time card with ability to enter daily time, exception time, etc., and the ability to utilize mobile device technology for transacting | | | |
| Rules-based comp time accrual based on schedule and eligibility, e.g. time and a half, hourly, etc. | | | |
| Rules-based workflow approval routing of time entry to one or multiple supervisors; with ability to override and correct, route back to employee. Authorize using electronic signature. | | | |
| Leave bank verification at time entry; visibility to leave balances. | | | |
| Support flex time schedules based on employee group, e.g. 37.5 hour work week. | | | |
| Alert or report on missing time entry for employees in the system before processing payroll. | | | |

## EXHIBIT III: FINANCE ACCOUNTING

| FEATURES LIST | AVAILABLE OUT-OF-BOX? | VIA CONFIGURATION? | VIA CUSTOMIZATION? |
|---|---|---|---|
| | YES/NO | YES/NO | YES/NO |
| Generate a report for part-time or temporary employee hours worked to manage hour threshold for Affordable Care Act compliance. | | | |
| Create unlimited pay codes that are rules-based including formulas, fixed amounts and number of pay periods per month. For example: a. Overtime by employee type; pay or comp time bank. c. Vacation Pay Out: daily rate or # hours x hourly rate. d. Sick Leave Pay Out: $25/day or # hours x hourly rate e. Sick Leave Pay Out for Retirees: 30 days at 100% balance at 50% Create unlimited deduction codes that are rules-based with formulas, fixed amounts, number of pay periods per month, etc. Examples: medical, dental, taxes, 457 plan contributions, Long Term disability, garnishments, child support, etc. Rules-based payroll deductions hierarchy e.g. tax liens 1st, then child support, health benefits, retirement and taxes, etc | | | |
| Define rule to ensure employee receives guaranteed net pay amount, e.g. after taxes, garnishments and other deductions. Carry forward deductions until obligation is fully deducted. | | | |
| Apply change to pay by percent or dollar amount for a group of employees by class, group, etc. and ability to exempt new hires or specific staff. e.g. COLA increase, Review before updating employee records. Process retroactive pay adjustments and associated impacts on contributions, deductions and reporting to benefit providers. Ability to model pay check before posting is Nice to Have. | | | |
| Exception reporting to review all records for changes since last payroll, e.g. no pay, or other anomalies. | | | |
| Calculate and process mid-period pay changes for active employees, terminations, new hires, etc. | | | |
| Calculate and process off cycle pay runs as required. | | | |
| Generate pay advices and bank file for direct- deposit employees; post pay advice to self-service dashboard. | | | |
| Support multiple direct deposit accounts | | | |
| Generate Positive Pay file. | | | |
| Produce data for monthly, quarterly, and yearly tax forms and filings. | | | |
| Produce Forms W-2 and print directly from software; make available via self-service dashboard. | | | |
| Electronic reporting to Social Security, IRS, State and Workers Comp, and electronic check stubs | | | |
| Ability to accommodate calendar and fiscal year rate change | | | |
| Wage garnishment service | | | |
| Migration of payroll information from Jan 2021 thru September 2021 (for a October 2021 go live) | | | |
| Allow for the storage of scanned documents and images | | | |
| Provide an audit log | | | |
| Ability to enforce overtime rules | | | |
| Configuration for FL retirement system (457b plan) | | | |
| Mileage reimbursement and timekeeping | | | |