CHILDREN'S SERVICES COUNCIL OF LEON COUNTY

CSC LEON
REQUEST FOR PROPOSALS
Integrated Information Management Solution
SEPTEMBER 2022

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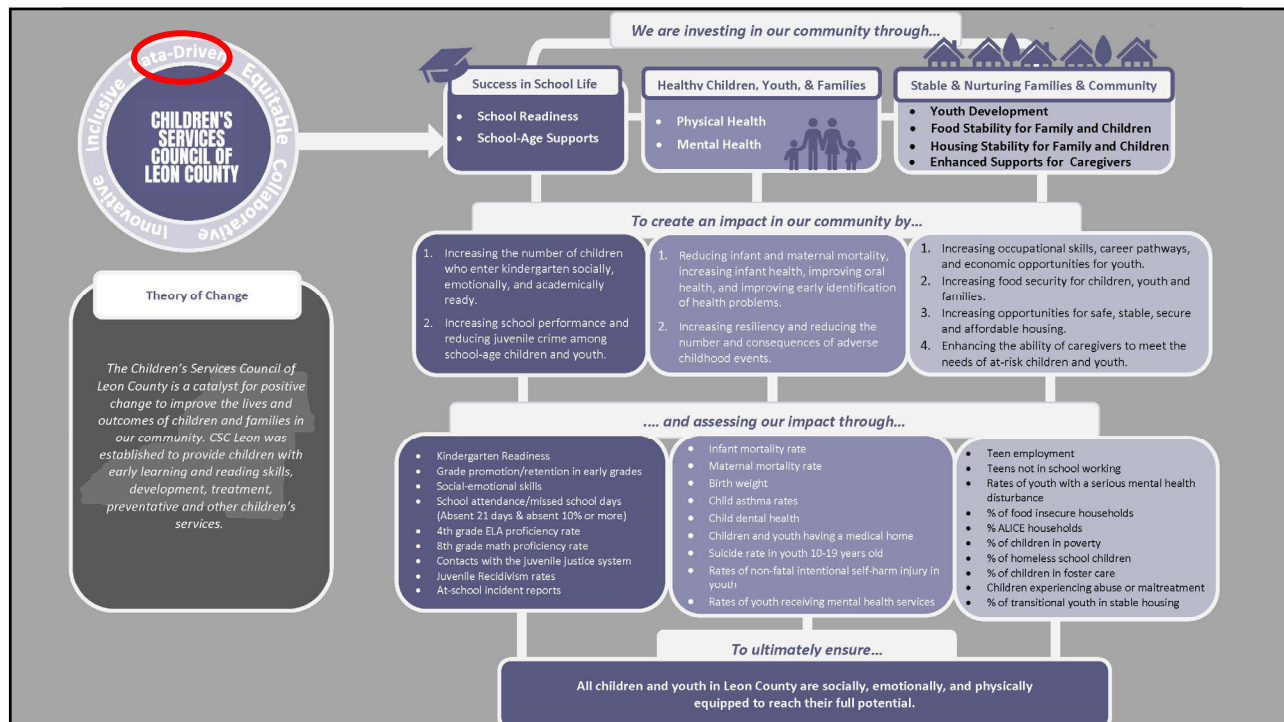# PRIORITY AREAS

Success in School and Life

Healthy Children, Youth & Families

Stable and Nurturing Families & Community

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OVERVIEW

A. Develop a ***grant making*** and ***contract management system*** with a comprehensive solution for supporting programmatic functions, including performance measurement and reporting.

B. *Integrate* with the current CSC Leon accounting software (Bill.com).

C. Introduce an integrated ***customer relationship management*** (CRM) solution to enhance community engagement efforts.

D. Work with existing community partner database systems to develop ***data sharing*** agreements and processes to better serve clients.

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REVIEW OF PROCUREMENT

1. **Introduction**
2. **Solicitation Process**
3. **Response Format & Contents**
4. **Evaluation of Responses**
5. **Award Process**
6. **Forms A-C**
7. **Exhibit 1 (Draft Contract)**
8. **Schedules A-G**

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SOLICITATION PROCESS: TIMELINE

Release Procurement	Friday, September 16	By 5:00 p.m.
Informational Session (via Zoom)	Monday, September 19	2:00 p.m.
Questions Deadline	Friday, September 23	By 5:00 p.m.
Questions Responses Posted By	Tuesday, September 27	By 5:00 p.m.
Full Response Due	Friday, October 14	By 1:00 p.m.
Public Opening (live stream)	Friday, October 14	3:00 p.m.
Vendor Presentations (Closed, via Zoom)	Tuesday-Thursday, October 18-20	varies
Evaluation Results (Public Meeting) & Recommendation of Award	Thursday, November 3	2:00 p.m.
Intent to Award Released	Friday, November 4	By 9:00 a.m.
CSC Leon to Consider Recommendation of Award	Thursday, November 17	4:00 p.m.
Contract Implementation Start Date	Thursday, December 1	n/a

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EVALUATION OF RESPONSES

1. **Experience, Qualifications, References (15%)**
2. **Technical Capabilities (30%)**
3. **Statement of Work (55%)**

Vendor presentations are woven into the scoring criteria.

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STATEMENT OF WORK

BUSINESS MODULES (PAGES 77-78)
A. Grant Making & Contract Management
B. Performance Measurement and Information Management
C. Customer Relationship Management

CURRENT SOLUTIONS (PAGES 78-80)

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FORMAT OF RESPONSE

A. Cover Letter
B. Respondent Experience, Qualifications & References
C. Technical Capabilities (Form C)
D. Statement of Work (Schedule A)
E. Pricing (Schedule B)
F. Proposed Changes (Form B)

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VENDOR PRESENTATIONS

- Vendors who submit a response will be invited to "*sign up*" for a virtual presentation.
- The invitation will include instructions for the presentation.
- Any responses deemed non-responsive will not receive an invitation.
- The invitation will come from **hmcphail@cscleon.org**.

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VENDOR PRESENTATIONS

Example of instructions:
- Include a visualization of the architecture needed to support the proposed comprehensive solution.
- Include a visualization of how the proposed applications work together to create a comprehensive solution.
- Provide a step-by-step user experience demonstration for each business module
- Show internal and external user interface
- Include an organizational chart of personnel
- Include the proposed milestone schedule

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QUESTIONS & ANSWERS

Must be submitted in writing by September 23 to procurement@cscleon.org.

Question responses will be published on September 27 on our website.

Full proposals are due Friday, October 14, by 1 p.m. We will host (live stream) a public opening at 3 p.m. of all responses received.

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