



**QRIS DATA SYSTEM PLATFORM  
REQUEST FOR PROPOSAL**

**Application Deadline: 5:00PM PST, Wednesday, November, 28, 2018**

**APPLICATION INFORMATION:**

1. All sections of the application must be completed.
2. Completed applications should be emailed to:  
**[First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org)**
3. Vendor RFP questions are due by **12:00PM PST, Friday, November 16, 2018.**
4. Applications must be received electronically by **5:00PM PST, Wednesday, November 28, 2018.**
5. Vendor demonstrations will take place on **Wednesday, December 5<sup>th</sup>** and **Thursday, December 6<sup>th</sup>, 2018**
6. All applicants will be notified by **FRIDAY, DECEMBER 14, 2018.**

If you have any questions, please contact [First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org)

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## **STATEMENT OF CONFIDENTIALITY AND TERMS OF AGREEMENT**

This request for proposal (“RFP”) describes the method and approach First 5 Alameda County (“First 5”) will take in selecting an Application Provider and/or Implementation Partner to address solutions for the Quality Counts, quality rating and improvement system platform. The existence of this RFP, its content, and any related discussions are confidential. Accordingly, this RFP and related discussions and information (in whole or in part) may not be disclosed to any individuals other than those directly involved with the preparation and delivery of the proposal. This section is therefore intended to further clarify obligations under the Mutual Non-Disclosure Agreement (MNDA) signed by applicants (see Appendix 2: Mutual Non-Disclosure Agreement).

First 5 expressly prohibits the content of this RFP and related information from being shared with any companies or individuals working outside the organization to which the RFP was originally sent without them having signed the MNDA with First 5.

Additional information provided at the meetings prior or subsequent to receipt of this RFP is also confidential and proprietary to First 5 and may not be shared with any individuals who are not directly working on the preparation of your proposal.

The information provided to First 5 will not be returned to the vendor once submitted for evaluation.

Vendor certifies that each statement contained in their response to this RFP is true and correct as of the date of submission.

Any expenses associated with the preparation and presentation of the vendor's response to this RFP are entirely the responsibility of the vendor and shall not be chargeable in any manner to First 5.

While it is the intention of First 5 to select and implement a solution in a timely and expeditious manner, First 5 reserves the right, at any time, in its sole and absolute discretion to terminate this project.

The vendor will be offered the opportunity to ask questions regarding this RFP and related information in order to refine and optimize their assumptions prior to the submission of the Proposal. Questions may be submitted via email **ONLY** to the following email address: [First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org), per the timeline indicated in Section 4: Important Dates.

## KEY TERMS USED THROUGHOUT THIS DOCUMENT

- **Application Providers (or Software Vendors)** – Application software owners and designers with full copyright ownership and licensing authority to branded application software.
- **Implementation Partners (or Vendor Partners or Resellers)** – Strategically aligned application / software implementation specialists. In general possessing the rights under license to sell and install vendor software.
- **System Integrators** – Organizations that specialize in integrating single and multi-vendor solutions with specific customization and/or integration expertise.
- **Applications Footprint** – The amount of space a given application or software occupies if installed locally.
- **Peripheral Systems** – Support systems and/or software outside of the specific QRIS system but considered of high importance to the system implementation. These systems could be configured in tandem with roadmap implementation. Examples include document retention systems and electronic signature.

## SECTION 1: INTRODUCTION

First 5 Alameda County (First 5) has approved a strategic plan for a comprehensive system of early intervention services for children birth to 5 years of age and families in Alameda County. A key component of the First 5 Strategic Plan is the Quality Early Care and Education (ECE) Strategy which builds the capacity of providers and child care sites through rating, coaching and professional development to increase the quality of early childhood education programs. The Quality ECE Strategy also provides information for consumers about childcare quality. The priority strategy performance measure(s) include:

- Percent of programs with improvement teacher/child interactions and ECE environments
- Percent of children ready for kindergarten
- Percent of early care and education providers who utilize best practices

Additional Quality ECE measures include:

- Percent of childcare site providers who report they received what they needed to improve their practice
- Percent of sites that remain high quality over time
- Number of children expelled
- Percent of sites that move from low quality to high quality

These measures will be used to measure the success of Quality ECE, and aggregate to the broader First 5 measures. For more on First 5 Alameda County's results based accountability measures, please refer to the strategic plan:

[http://www.first5alameda.org/files/strategic/F5AC\\_StrategicPlan\\_20July18.pdf](http://www.first5alameda.org/files/strategic/F5AC_StrategicPlan_20July18.pdf)

First 5 is seeking an Application Provider and/or Implementation Partner to develop and

implement a comprehensive solution for Quality Counts (QC), a quality rating and improvement system. QC core applications include Participant Interface, Rating Management and Assessment, Coaching, and Reporting.

Please review the application materials for scope of work, application instructions, and the criteria for selection.

Interested individuals and organizations should submit their application by email ONLY to: [First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org)

## **SECTION 2: BACKGROUND**

The purpose of this section is to provide the background, current state, and future-state requirements defined by the QRIS Data System Platform selection project of First 5. Detailed information about the future-state processes and systems and the system selection methodology is provided in the RFP and the Information Packet. It is strongly recommended to read this information to make the discussions and demonstration sessions efficient and fruitful. Finally, the Application Providers and Implementation Partners should rely on the RFP and Platform Specs to refine and define the scope of their proposal providing reasonably accurate cost and time estimate for the deployment of the recommended solutions.

### **COMPANY BACKGROUND**

In November 1998, California voters passed Proposition 10, the “Children and Families Act of 1998” initiative. The act levies a tax on cigarettes and other tobacco products to provide funding for early childhood development programs. Revenues generated from the tobacco tax must be used to enhance the early growth experiences of children, enabling them to be more successful in school and ultimately to give them an equal opportunity to succeed in life. Revenues must be used for the following specific purposes:

- To create a comprehensive and integrated delivery system of information and services to promote early childhood development;
- Support parenting education, child health and wellness, early child care and education, and family support services; and
- Educate Californians on the importance of early childhood development and smoking cessation.

### **QUALITY COUNTS BACKGROUND**

Alameda County Quality Counts (QC) is a quality improvement program focused on early care and education (ECE). QC is Alameda County’s Quality Rating and Improvement System (QRIS). The goal of QC is to ensure that all children in Alameda County are educated in a quality early learning environment, so they are prepared for kindergarten and to succeed in school and life. To reach this goal, QC works side-by-side with programs and educators who are committed to quality and want to use best practices in ECE. QC also shares quality early care and education information with families so they can make informed choices about the best learning environments for their children.

QC started in 2012 in response to the Race to the Top Early Learning Challenge. QC enrolled a cohort of 19 sites in the first year. QC has since grown to include the participation of close to 400 early learning sites.

First 5 implemented a suite of solutions to support its QRIS operations:

- **ECC ONLINE** - modules for Quality Improvement Initiative and QRIS coaching activity logs, training, Learning Community activities, site Quality Improvement Plans, and site Action Plan(s)
- **WELS (WEB-BASED EARLY LEARNING SYSTEM)** – modules for rating, assessments, application, reporting, site information management (site, classroom, and/or child-level data)

### **SECTION 3: SCOPE OF WORK AND REQUIREMENTS**

#### **PROJECT OBJECTIVE**

The objective is to select First 5's future-state system solutions to support QRIS to be implemented and live by June 30, 2019. The selected solution must also support First 5's plans to:

- Integrate with Salesforce, an agency-wide data system called HIGH5, to inform First 5 ECE measures;
- Integrate with external ECE data systems, such as ASQ Online for developmental screening tracking, to streamline QRIS processes; and
- Offer agencies and sites more technology support for programs beyond QRIS, such as attendance tracking and reporting.

First 5 Alameda County is seeking an Application Provider and/or Implementation Partner to develop and implement a comprehensive QRIS Application for replacing its core QC applications and online portal by June 30, 2019. These applications include, but are not limited to Rating, Coaching, and Participant interface.

#### **CORE APPLICATIONS**

First 5 expects that the QRIS application include, but not be limited to, the following key design features in its core applications:

- I. Participant Interface
  - A. Online participant portal with log-in to maintain program information – add, modify, or delete
  - B. Access rating and quality improvement reports
  - C. Monitor application and rating progress
  - D. Receive notifications/alerts from the system
  - E. Upload and access multiple documents
  
- II. Rating Management and Assessment
  - A. Auto calculate site rating and produce public rating report
  - B. Add assessment domain and sub-scale scores
  - C. Track stages of the rating process

- D. Notifications to participants and QC staff
  - E. Integration with ECE data systems for rating information
- III. Coaching
- A. Tracking and reporting on coaching activities for various types of interventions (i.e., Professional Learning Communities)
  - B. Development of Quality Improvement Plans, Strengths and Areas for Improvement, and Action Plans
  - C. Alignment with Quality Counts Rating Matrix elements and Continuous Quality Improvement (CQI) Pathways
  - D. Collaboration with coaches and sites
- IV. Reporting and Miscellaneous
- A. Standard and Ad hoc Reporting
  - B. Customizable Dashboards
  - C. Internal collaboration on application review
  - D. Integration with internal and external data systems
  - E. Document upload and retention
  - F. Multiple users with varying levels of permissions

#### **INTEGRATION PLATFORM**

Critical to the future-state functionality is the integration of a number of early care and education systems. When integrated, it may help reduce duplication and streamline QRIS processes (i.e., rating). Systems may include, but are not limited to the Workforce Registry and/or HIGH5 (Salesforce) to share individual training and education information; ASQ Online to share aggregate screening data; and the Department of Social Services, Community Care Licensing Division to share facility license and status information.

First 5 does not use an integration platform as part of current state processes. It is expected that the Implementation Partner will recommend a preferred integration platform as part of the proposal and demonstration process. The platform should meet the needs as detailed in the Platform Specs and Business Process Flows documentation, provided in the RFP Information Packet. Additionally, all associated costs (i.e., development and otherwise) should be included in the hours and fees estimates presented.

#### **USERS**

There are approximately 13 internal and 16 external users who access the QRIS system to administer the program. It is also expected that QC participating agencies and sites will also be users of the system. This could potentially mean close to 250 site users. The following are external partner organizations who currently support implementation of Quality Counts in Alameda County and who will have access to the system:

- **Alameda County Early Care and Education Program (ACECEP)** - Provides core support to Title V (California State Preschool Program and General Child Care Center) sites, including Quality Improvement Navigation (coaching), and financial incentives: AB212 stipends and quality awards.

- **California School-Age Consortium (CalSAC)** - Partners with First 5 and the ACECEP to administer stipends, grants, and quality rewards to eligible QC programs. CalSAC also participates in the QC leadership council and advisory committee.
- **Resource and Referral Agencies (R&R)** - Three R&R agencies provide community-based training and professional development for ECE educators. The R&Rs also house several Quality Counts Coaches. The three agencies include: Community Child Care Council (4Cs) of Alameda County, BANANAS, and Child Care Links.
- **Jewish Family & Community Services East Bay (JFCS)** - Supports the delivery of CSEFEL training and follow-up coaching for QC programs. The organization also provides consultation and training to family child care cohorts.
- **WestEd** - Provides independent CLASS and ERS assessments.

#### SECTION 4: IMPORTANT DATES

The following dates represent important milestones for the QRIS system selection project:

TASK	PARTICIPANTS	DATE (TIME)
First 5 to release RFP	First 5	Tuesday, November 13, 2018
Letter of Intent to submit RFP Due	Vendors	Thursday, November 15, 2018
Vendor Questions Due	Vendors	Friday, November 16, 2018, 12:00PM PST
Vendor Question Response	First 5	Tuesday, November 20, 2018
RFP Response Due	Vendors	Wednesday, November 28, 2018 5:00PM PST
Software Vendor Demonstration Sessions	First 5/Vendors	Wednesday, December 5 & Thursday, December 6, 2018
Final Decision and Award Notification	First 5	By Friday, December 14, 2018
Implementation and Launch	First5/Vendors	By June 30, 2019

## SECTION 5: TIMELINE AND DELIEVERABLES

### TIMELINE

Implementation and launch of the QRIS data system is to be completed by June 30, 2019.

### DELIVERABLES

1. Creation of data system for First 5 Alameda County
  - User roles, access and permissions
  - Custom functionalities
  - Reporting and dashboards
2. Data migration from legacy system to future system
  - Data mapping
  - Data migration into future system
3. Training and Technical Support (pre and post implementation)
  - QC staff training by role
  - Technical support (i.e., regular check-ins)

## SECTION 6: ELIGIBILITY AND APPLICATION INSTRUCTIONS

### ELIGIBILITY

Qualified applicants will have provided a QRIS data system in Region 4 (Bay Area: Alameda, Contra Costa, Monterey, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz) in the last 2 years.

Past performance, including client satisfaction, data accuracy, and system performance will be taken into account in evaluating proposals.

### APPLICATION INSTRUCTIONS

#### Letter of Intent

Applicants must submit a Letter of Intent (LOI) by **Thursday, November 15th, 2018 at 5:00 PST**.

The letter of intent must include:

1. Appendix 1: Eligibility Form
2. Appendix 2: Mutual Non-Disclosure Agreement

Applicants who submit a complete LOI by the deadline and found eligible to apply will be provided an RFP Information Packet to accompany this RFP.

#### RFP Response

Responses to the Request for Proposals are due **Wednesday, November 28, 2018 5:00PM PST**.

The response must include:

1. Proposal Narrative
2. Appendix 3: Budget Form
3. Attachment A: First 5 Platform Specifications

Responses must be submitted to **First5QualityCounts@first5alameda.org**, electronically by email only. Applicants are responsible for ensuring that applications are complete and received by the deadline.

### **INFORMATION PACKET**

This RFP includes comprehensive information and a detailed explanation about First 5's business practices, core business application selection project, and expected implementation scope. The Application Providers and Implementation Partners who submit a complete LOI and are found eligible to apply will be provided an RFP Information Packet to accompany this RFP. Invited applicants are expected to read carefully the information package, which includes the following:

- I. RFP for QRIS Data System Platform Vendor Selection or "RFP" (this document);
- II. Attachment A - First 5 Platform Specifications November 2018 ("Platform Specs"); (to be filled out and returned with proposal)
- III. Attachment B - First 5 Standard Reports and Dashboards November 2018
- IV. Attachment C1 - First 5 Use Cases November 2018
- V. Attachment C2 – First 5 Selected Use Case Sample Data November 2018 (Optional)
- VI. Attachments D1 - D6: Process Flows
  1. Attachment D1 - Process Flow Acronyms and Legend November 2018
  2. Attachment D2 - Quality Counts Process November 2018
  3. Attachment D3 - Application and Enrollment November 2018
  4. Attachment D4 - Rating November 2018
  5. Attachment D5 - Coaching November 2018
  6. Attachment D6 - Funding Incentive\_detail November 2018
- VII. Attachment E - Quality Rating and Improvement System (QRIS) Matrix and Continuous Quality Improvement (CQI) Pathways document

Partners are expected to use the contents thereof to prepare an effective proposal and demonstration session. The Application Providers and Implementation Partners may provide complementary or optimizing solutions to those provided in the Platform Specs document to highlight the optimal features of their products.

### **PROPOSAL GUIDELINES OVERVIEW**

- I. First 5's expectation is that Application Providers and Implementation Partners present an RFP response that is holistic in nature and contains a solution that is fully integrated, complete, and seamless. The comprehensiveness, clarity, and transparency of the proposals will be a factor in the final selection decision.
- II. The proposals for software fees and implementation should be submitted to First 5 according to the schedule detailed above.

- III. The vendor's quotation with prices and rates shall remain firm for at least ninety (90) days after the date of the proposal unless noted otherwise.
- IV. Without exception, proposal content will be considered a final document containing no draft material.
- V. If any data submitted is not to be disclosed to the general public or used for any purpose other than proposal evaluation, such data should be clearly marked as confidential and proprietary information.
- VI. First 5 welcomes ideas and suggestions if a company has a proven solution other than what First 5 has requested. Please provide any alternative approach as a separate attachment. This information will be kept confidential. Desired exceptions and/or changes in any requirements, terms or conditions of this RFP must be clearly set forth in the proposal.
- VII. Communications:

All communications and questions relating to this RFP should be sent via email ONLY and directed to: **[First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org)**

**Please do not contact anyone else within First 5 regarding this RFP.**

All questions should be directed to: [First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org) in writing through email correspondence. The RFP document and supporting documents are intended to provide a comprehensive source and level of detail for preparing the RFP response and demonstration scenarios, however questions may be used to clarify the scope and expectations as detailed in this RFP document and supporting documents. The latest date to submit questions is by **noon PST on Friday, November 16, 2018**. First 5 will consider and provide initial feedback to Application Providers and Implementation Partners inquiries by **Tuesday, November 20, 2018**.

## **PROPOSAL NARRATIVE ELEMENTS**

### **I. Overview and Approach**

Include an opening summary that details your organizational structure and financial situation, your understanding of the situation, an overview of the proposed solution(s), a brief discussion of your proposed approach, a brief summary of your qualifications, including experience in providing a QRIS data system in Region 4 in the last 2 years, and proposed product cost(s).

### **II. Functionality**

Provide the following information related to the functionality of your products:

- A. A summary of how your product meets the project requirements;
- B. An indication of your intention to address all or some of the desired system functionality (include response in the proposal as well as the Platform Specs document, in MS-Excel format);
- C. Indicate whether your core products meet each requirement or if they need potential modification/customizations(include response in the proposal as well as

- the Platform Specs document, in MS-Excel format);
- D. Indicate the degree of configurability that the product provides (e.g. workflows that can be configured during run-time by end-users) – include response in the proposal as well as the attached requirements document, in MS-Excel format; and
  - E. Summarize any relevant additional features your product contains that are not included in the requirements but enhance your offering.
- F. Requirements Delivery
- a. In the Platform Specifications spreadsheet that has been provided please annotate each requirement with one of the following descriptions:
    - i. Out-of-box - Any functionality that comes “shipped” directly from the software vendor or can be configured easily (where “easily” means configured by a business, not IT user) with built-in workflow tools, and/or templates provided directly by the vendor.
    - ii. Configurable - Any functionality that can be created using built-in workflow tools shipped by the vendor. To be considered configurable, functionality should be forward-compatible with future releases and can be configured by an in-house IT user.
    - iii. Customizable (level of effort needed for customization) - Any functionality that is configured using built-in workflow tools shipped by the vendor, but may not be forward compatible with future releases. In addition, other functionality not shipped directly from the vendor that cannot be created using built-in workflow tools shipped by the vendor. All customization has no guarantee of compatibility with future releases and contains the risk of being costly to maintain over time.
      - 1. If a requirement is customizable, please provide a high-level estimate with one of the options below:
        - a. Low = 0 to 8 hours of effort
        - b. Med = 8 hours to 40 hours of effort
        - c. High = More than 40 hours of effort
  - b. Please attached the filled out Platform Specs spreadsheet with the RFP submission

### III. 3rd Party Products

The Application Provider and/or Implementation Partner must clearly identify any third party product or services that are part of its response, and must explain what the contractual basis for such products will be (e.g. licensing or subscription of software directly from a software publisher). First 5 desires that all products be provided via a single contractual and operational solution offered through a single supplier.

If you use 3<sup>rd</sup> party software, please detail any vendor application partnerships included in your proposals to clarify the following points:

- A. Whether these partnerships can be non-integrated 3<sup>rd</sup> party application providers or whether they are implementation partners as defined below:

1. Non-integrated 3<sup>rd</sup> party application providers provide software included in your proposal, but integrated interfaces between your software and the 3<sup>rd</sup> party Application Provider's software do not exist.
  2. Implementation Partners are vendors whose software is included in your proposal and the integration between your software and the partner's software is already developed and included in your company's roadmap for at least five years in the future.
- B. Describe the degree of integration with each of these partners and ownership of the integration. Please specify if the integration is included in your proposed costing, highlighting separately the cost by component/partner.

IV. External Hosting Services/Software as a Service (SaaS)

Please describe any external hosting services and/or SaaS (if available and applicable) offered for your solution, either by your organization or a certified partner.

A. The hosting services descriptions should include:

1. Hosting of the application and supporting servers;
2. Upgrade services related to applications new releases and bug fixes;
3. Connectivity between the application server(s) and First 5's location as described in the scope section of the RFP;
4. Disaster recovery services / capabilities;
5. Other services that may be provided by the hosting vendor;
6. Standard Service Level Agreement (SLA) terms offered for transaction response times, system availability and system support response times / availability hours; and
7. Integration services and requirements related to the applications outside the hosted environment.

B. The SaaS solutions descriptions should include:

1. Options available for single-tenant and multi-tenant environments;
2. Standard SLA terms offered for transaction response times, system availability and system support response times / availability hours; and
3. Integration services and requirements with the applications outside of your SaaS solutions.

V. Contract, Warranties, and Agreements

Application Provider and Implementation Partners standard contract document(s) applicable to First 5 including warranty, support agreements, and other relevant terms and conditions such as billing practices should be included with your proposal.

VI. Implementation Partners

The system Implementation Partner, if applicable, should include in their proposal all of the elements required to demonstrate an understanding of the scope of the implementation, a detailed basis for the estimation, and their credentials for performing the work. The proposal should at a minimum include:

- A. A description of your organization (size, financial information), background, and other relevant credentials;
- B. The company's policy and demographic data regarding workplace diversity;
- C. Proposed solutions, related details, and implementation methodology;
- D. An implementation plan including potential phases and timeline;
- E. Cost information including a summary table and related detailed breakdown of costs for all in-scope products and services, and underlying assumptions. At a minimum, the cost elements should include detailed estimates for:
  1. Professional services
  2. Reports
  3. Interfaces
  4. Data conversions
  5. Potential customizations
  6. Training
  7. User Acceptance Testing support
  8. Change enablement/management
  9. Post implementation support
- F. Cost estimates should be provided in both hours and dollar amounts, by project phase (e.g., design, build, test/validation and post go live support) and by project role (e.g., Development, Project Management, etc.);
- G. An indication of whether or not your organization provides "managed services" to maintain the application(s) and support First 5 users. If managed services are provided, describe these services and related costs;
- H. An implementation methodology, samples of supporting tools such as pre-defined information gathering templates, questionnaires and similar tools;
- I. A detailed description of Vendor's and First 5's roles and responsibilities;
- J. Identification of the individual team members you will assign to the project and the hours projected to be spent by each, broken up by implementation phase, project stage and project role. The minimum experience of each team member should be clearly explained, highlighting experience relevant to the role each person will have on the First 5 engagement;
- K. A detailed plan for the resources you will need from First 5 in order to effectively

execute on the commitments in your proposal;

- L. A recommended profile of the First 5 technical resources that we should hold post-implementation in order to ensure long-term success;
- M. A clear definition of the responsibilities of the Application provider, Implementation Partner, First 5, and any other parties. First 5 reserves the right to interview the proposed project manager and other key resources prior to awarding the work; and of all parties involved in meeting the commitments you have included in your response; and
- N. A minimum of three (3) client references of similar size and business process that have previously worked with vendor and system integrator with a summary of their situation, the services/solutions you provided, and corresponding outcomes/results (references will not be contacted without the prior permission of the vendor and system integrator).

VII. Specifications, Infrastructure, and Support

Application Providers and their partners should include in their proposal all of the elements to enable First 5 to assess the products and services proposed. It should at a minimum include:

- A. Specification of proposed solutions and related applications footprint;
- B. Software programming language and database technology used to develop and support the applications;
- C. Capacity constraints such as maximum number of users, database, and logical structures related to the master data such as number of companies, cost centers, products, etc;
- D. Technology to design data access authorization based on the roles and other relevant criteria satisfying regulatory requirements;
- E. Technology to maintain the auditability of the data records and change history;
- F. A description of the technical infrastructure and supporting technology required to accommodate the proposed solution, including tools to develop interface to other applications such as API and web services; and
- G. A description of the application (software) warranty and support options in the following areas:
  - 1. The warranty period and support options offered for fee after the expiration of the warranty;
  - 2. Items that are and are not covered in warranty and post warranty periods; duration of the warranty period; anticipated frequency of software updates; and frequency/policy of new releases/versions of application and system software;
  - 3. Policy for maintaining customizations when software revisions are released, including integrations of components provided by partners and any First 5 potential customizations that you are contracted to provide;

4. Operating hours of normal and emergency support for both the warranty and post warranty periods; and
5. Hot line support, (remote user support), user group involvement, support fees, and local offices.

VIII. Costs

Please complete the attached budget form (Attachment E) and explain your proposed budget in a brief narrative including estimated amounts of time to carry out activities. Specifically detail staff to be assigned to project, respective hourly rates and submit staff resumes. It is assumed that the costs will include the salary and benefits for dedicated staff and related expenses. Costs should be reasonable and well justified.

Provide a detailed description of the following costs in the narrative proposal:

- A. A breakdown of license or software subscription costs into their detailed components. The cost breakdown (in a summary table and supporting details) should include at a minimum:
  1. Software by module or component (including peripheral systems)
  2. Upgrades
  3. Database
  4. Installation Wizards
  5. Reports development tools
  6. Data conversion tools
  7. Applications integration technology
  8. Maintenance and support
  9. Implementation Partner costs (if applicable)
- B. A clear description of the basis for the costs quoted;
- C. License or subscription costs stated at list price and the discounted price offered to First 5, if applicable. Application providers should state their commitment to lock in the license or subscription discount rates for two years.

## **SECTION 7: DEMONSTRATION PROCESS**

### **OVERVIEW**

The information related to software demonstration defined in this RFP is intended to provide First 5 management with adequate understanding of the Application Providers solutions and Implementation Partners capabilities. Implementation Partners are encouraged to demonstrate as fully as possible not only their ability to provide best-fit solutions for the core applications, but also any relevant features and solutions that differentiate their technologies and methodologies from competitors.

Candidates must be available for demonstration sessions on one of the following dates: **Wednesday, December 5<sup>th</sup> or Thursday, December 6<sup>th</sup>, 2018**. First 5 staff will contact you to schedule the demonstration session. Demonstration sessions will be all-inclusive of background/introductions, demo, and questions and answer period. A demo session should focus on the solutions and use cases discussed in the Use Cases, Platform Specs, and various process flows documents. However, the Partners are encouraged to include topics promoting their business advantages and methodologies that go beyond the limits of the Use Cases, Platform Specs, and Process Flows.

Given the timeframe listed within the RFP, First 5 requests that Partners should walk through as many steps in all processes listed in the Use Case document as possible. **First 5 has changed the font to red for the sections that must be demonstrated by the vendor during these sessions.** **First 5 has changed the font to green for the sections that have the next level of priority during the session.** Please go beyond a generic presentation of your products and combine separate key functions into a chain of relevant events to prevent repetition and save time.

Representatives of the software vendor should conduct the demonstrations with the support of representatives from the system integrator. Also, the Application Providers and Implementation Partners are encouraged to use the Requirements document to refine and define the scope of their proposal by considering the demonstrated solutions in alignment with the expectations of First 5 in the short term and long term.

#### **DEMONSTRATION APPROACH**

- A. **Please note: given the timeframe listed within the RFP, First 5 requests that vendors should walk through as many steps in all processes listed in the Use Cases (Attachment B) as possible.**
- B. **Sections in red font in Attachment B: First 5 Use Cases must be demonstrated by the vendor during these sessions.**
- C. In case the Application Provider and Implementation Partner represent two different companies, it will be their responsibility to achieve a consensus about the solutions and related software demonstration.
- D. Demonstration should provide the scenarios in alignment with the information provided in the Requirements document and in the demo use cases outlined in appendices of this document.
- E. Application Provider and Implementation Partner should show the configuration tools, customization technology, or add-ons that have been used. In other words, it is very important to demonstrate “what it takes to make the system work.”
- F. Demonstrations are to be conducted using a live instance of the product (i.e. not screen images).
- G. Demonstration sessions should be led by the company representatives in person to present and explain special topics and handle First 5 questions.
- H. There may be 8-10 First 5 attendees participating in any given section, along with our RFP process partner. Participants may rotate in and out. Some repetition / summary of

functionality for certain process areas may be necessary. However, demonstrations should be conducted efficiently to ensure completion within the time allotted.

- I. Our corporate dress code is business casual.
- J. Demonstrations will be held at First 5 Alameda County, 1115 Atlantic Ave Alameda CA. 94501.
- K. Demonstrations should be able to be broadcast via web meeting for remote attendees (as needed).
- L. High speed internet access and a projector are available for your use in our office.

First 5 recommends that you organize the demonstration sessions based on the following breakdown and timing. However, you can use your judgment and experience, and the information provided by First 5, in deciding how much time and effort to allocate to each area.

Please refer to and ensure coverage of the recommended demonstration scenarios and associated functionality requirements (including optional sample data) located in the following documents:

- Attachment A - First 5 Platform Specifications November 2018
- Attachment C1 - First 5 Use Cases November 2018.
- Attachment C2 - First 5 Selected Use Cases Sample Data November 2018

These should be covered at a minimum and additional functionality should be demonstrated at the discretion of the vendor within the allotted time as deemed to be appropriate and relevant to First 5.

Item #	Demonstration Areas	Duration	Additional Reference Documents
1.	General presentation including: <ul style="list-style-type: none"> <li>• Vendor and system integrator credentials</li> <li>• Company presentation</li> <li>• Other relevant information to introduce your background to First 5 team</li> </ul>	15 min.	Not Applicable
2.	Program Enrollment	30 min.	Attachment D3 - Application and Enrollment
3.	Coaching	30 min.	Attachment D5 - Coaching
4.	Rating and Assessment	30 min.	Attachment D4 - Rating

Item #	Demonstration Areas	Duration	Additional Reference Documents
5.	Reporting and Dashboards	30 min.	Attachment B – First 5 Standard Reports and Dashboards
6.	Site Changes/Data Management	20 min.	Not Applicable
7.	Child-level Data	20 min.	Not Applicable
8.	Systems Administrator	20 min.	Not Applicable
9.	Professional Development and Financial Incentive	20 min.	Attachment D6 - Funding Incentive_detail
10	Questions and Answers	30 min.	Not Applicable
<b>TOTAL TIME</b>		<b>Approx. 4 Hours</b>	

## SECTION 8: PROPOSAL ASSESSMENT

First 5 will assess all proposals on an equal basis. The main criteria of the assessment will be:

1. Whether or not the proposal meets the business requirements and supporting solutions as articulated in this RFP.
2. How well the potential Application Provider and/or Implementation Partner demonstrated the capabilities and relevance of the proposed solution.
3. Total cost of the proposed software and services and transparency of the cost elements.
4. Total cost of ownership of the proposed solution over a 5 & 10-year period.

These assessment criteria are offered in good faith and they are subject to modification at any time in the sole discretion of First 5.

### SELECTION PROCESS

All applications will be reviewed by an internal staff committee. Candidates must be available for demonstration sessions on one of the following dates: Wednesday, December 5<sup>th</sup> or Thursday, December 6<sup>th</sup>, 2018. References may be consulted.

## SECTION 9: OTHER INFORMATION

1. **Bid Protocol.** All information provided by First 5 in this RFP is offered in good faith. Individual items are subject to change at any time.
2. **No Publicity.** No publicity or news releases pertaining to the existence of this RFP, related responses and discussions of any kind, or the award of any contract as a result of this RFP, may be released without the prior written approval of First 5.
3. **Award Consideration.** No response will be considered for award unless submitted in full, delivered on or before the date specified in this RFP.
4. **Right to Reject.** First 5 reserves the right to accept or reject any and/or all submitted proposals and to request additional information from all prospective vendors. First 5 specifically reserves the right to negotiate a contract with the selected partner. The vendor's response to this RFP may be incorporated by reference, in whole or in part, in a final contract. Any contract that is eventually awarded will be made to the organization who, based on the evaluation of all responses, applying all criteria and responses to oral interviews, is determined by First 5, to be the best qualified to provide the requested solution and support. Solicitation of qualifications in no way obligates First 5 to purchase any or all of the described goods or services prior to bid award by the First 5 Commission.
5. **Addendums.** Specifications are carefully prepared describing the services desired. An addendum will be issued to all applicants, if necessary, stating revisions, deletions, or additions to be made to the specifications.
6. **Indemnification.** First 5 shall require indemnification on behalf of itself and Alameda County entities with any agencies or individuals into which it enters into agreements. In addition, First 5 requires all agencies to provide evidence of both workers compensation and general liability insurance, with First 5 listed as additional insured.



**QRIS DATA SYSTEM PLATFORM RFP**

**APPENDIX 1: ELIGIBILITY FORM**

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**APPLICANT INFORMATION**

Company Name: \_\_\_\_\_

Tax ID: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Contact Email: \_\_\_\_\_

**ELIGIBILITY**

Qualified applicants must have provided a QRIS data system in Region 4 in the last 2 years. Please indicate the counties in which your company has provided a QRIS data system:

- |  |   |
|--|---|
| <input type="checkbox"/> Alameda County      | <input type="checkbox"/> San Francisco County |
| <input type="checkbox"/> Contra Costa County | <input type="checkbox"/> San Mateo County     |
| <input type="checkbox"/> Monterey County     | <input type="checkbox"/> Santa Clara County   |
| <input type="checkbox"/> San Benito County   | <input type="checkbox"/> Santa Cruz           |

Submit First 5 Alameda County Mutual Non-Disclosure Agreement

If you have any questions, please contact [First5QualityCounts@first5alameda.org](mailto:First5QualityCounts@first5alameda.org)



## QRIS DATA SYSTEM PLATFORM RFP

### APPENDIX 2: MUTUAL NON-DISCLOSURE AGREEMENT

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This Mutual Non-Disclosure Agreement ("the Agreement") is made by and between First 5 Alameda County ("First 5") and **Full Company Name** ("**Short Company Name**") as of **November 13, 2018**.

**WHEREAS**, First 5 is a public entity with the goal of helping fund early care and education for children 0-5; and

**WHEREAS**, **Short Company Name** is a **Company Description (i.e. software integration)** company; and

**WHEREAS**, First 5 and **Short Company Name** may wish to disclose proprietary and confidential information for purposes of such discussions;

**NOW, THEREFORE**, in consideration of the mutual covenants and promises set forth and other good and valuable consideration, First 5 and **Short Company Name** hereby agree as follows:

#### I. CONFIDENTIAL INFORMATION: DEFINITION

For purposes of this Agreement, the term "Confidential Information" means all information that is disclosed by one party ("the Disclosing Party") to the other party ("the Receiving Party") and designated as "confidential" or "proprietary" by the Disclosing Party. Such designation shall be clear and in writing, either before the Confidential Information is disclosed or within a reasonable time afterwards. The term "Confidential Information" also means such personally identifiable client information, intellectual property (source code), and inventions that reasonably would be considered confidential and proprietary notwithstanding the absence of such designation. However, the term "Confidential Information" does not include information that is:

- A. Known to the Receiving Party without restriction when received, or thereafter developed independently by the Receiving Party; or
- B. Obtained from a source other than the Disclosing Party through no breach of confidence by the Receiving Party; or
- C. In the public domain when received, or thereafter in the public domain through no fault of the Receiving Party.

If the Receiving Party believes that any of these three exceptions applies to any information designated by the Disclosing Party as Confidential Information, the Receiving Party shall notify the

Disclosing Party and shall have the burden of proof with respect to its applicability

## **II. CONFIDENTIAL INFORMATION: DUTIES**

- A. The Receiving Party shall preserve Confidential Information securely and in confidence, exercising no less than the same degree of care used to protect the security and confidentiality of its own confidential and proprietary information, and no less than reasonable care.
- B. The Receiving Party shall not disclose Confidential Information to any third party without prior written authorization from the Disclosing Party.
- C. The Receiving Party shall use the Confidential Information solely for purposes of the discussions between the parties, and for no other purpose, and shall disclose Confidential Information only to such officers and employees of the Receiving Party with a need to know such Confidential Information for purposes of those discussions.
- D. Confidential Information shall remain the property of the Disclosing Party notwithstanding any disclosure under this Agreement. Neither this Agreement nor the exchange of Confidential Information under this Agreement shall be construed as granting any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by either party.
- E. The rights and obligations provided by this Agreement shall take precedence over specific legends or statements associated with Confidential Information when received.
- F. If and to the extent that Confidential Information includes information that is confidential or proprietary to a third party, the Disclosing Party warrants that the disclosure does not violate any agreement with the third party or any rights of the third party, including any agreement or rights under the Health Insurance Portability and Accountability Act ("HIPAA") and other federal or state laws governing medical records and shall indemnify the Receiving Party as to any claim against it by the third party or a government agency relating to such disclosure.
- G. Upon the termination of this Agreement, or upon the written request of the Disclosing Party, the Receiving Party shall cease use of any Confidential Information, and shall destroy all such Confidential Information including copies thereof, then in its possession or control, promptly furnishing the Disclosing Party with written certification of such destruction. Alternatively, at the request of the Disclosing Party, the Receiving Party shall return all such Confidential Information to the Disclosing Party. If destruction or return is not practicable, the Receiving Party shall so notify the Disclosing Party and shall keep such Confidential Information secure and confidential in perpetuity.
- H. In the event that the discussions contemplated by this Agreement lead to an agreement on any work to be performed, jointly or otherwise, that subsequent agreement shall be in writing and shall address ownership and license rights, if any, as to any intellectual property that is developed by parties in the course of performing such work.
- I. The obligations of this Section II continue in full force and effect for a period of three (3) years after the effective date, notwithstanding any termination of this Agreement.

**III. TERMINATION**

Unless otherwise agreed to by the parties in writing, this Agreement shall terminate on **November 13, 2020**. The obligations of Section II shall remain in effect pursuant to its terms, regardless of the manner of termination

**IV. AGREEMENT AND AMENDMENT**

- A. This Agreement constitutes the entire understanding between the parties as to the exchange of Confidential Information, and supersedes all such prior agreements whether oral or written.
- B. This Agreement does not obligate either party to disclose any information to the other or enter into any other agreement or arrangement.
- C. No amendment to this Agreement is valid or binding on the parties unless made in writing and signed on behalf of each party by its authorized representative

**V. ENFORCEMENT**

- A. In the event of a breach of this Agreement, the non-breaching party may seek injunctive relief or damages.
- B. This Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws provisions. The parties hereby consent to the exclusive jurisdiction the federal and state courts of California

**IN WITNESS HEREOF**, the parties have caused this Agreement to be executed by their duly authorized representatives.

**First 5 Alameda County**

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Kristin Spanos  
Chief Executive Officer

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Date

Full Company Name

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Print name of authorized signatory  
Title

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Date



**QRIS Data System Platform  
Request for Proposals**

**APPENDIX 3: PROPOSED BUDGET**

**Applicant Name:** \_\_\_\_\_

BUDGET LINE ITEMS	First 5 Funded Budget	Description of Expense
<b>PERSONNEL EXPENSES</b>		
<i>List position, FTE % on project, rate</i>		<i>Brief description of job responsibilities</i>
<b>Total Salaries</b>	\$ -	
Personnel Benefits	\$ -	
<b>Personnel Expenses SUBTOTAL</b>	\$ -	
<b>GENERAL EXPENSES</b>		
Training	\$ -	
Program Materials		
Printing		
Office Supplies		
Staff Travel		
Consulting Services		
<i>List hourly unit cost, # of hours, term</i>		
Evaluation ( <i>Maximum 10% of Direct Costs</i> )		
Miscellaneous		
<b>General Expenses SUBTOTAL</b>	\$ -	
<b>EQUIPMENT</b> <i>Itemize equipment costs more than \$1,000</i>		
<b>Equipment SUBTOTAL</b>	\$ -	
<b>SUBCONTRACTORS</b> <i>Requires First 5 prior approval; List separately, if more than one subcontractor</i>		
	\$ -	
<b>Subcontractors SUBTOTAL</b>	\$ -	
<b>OTHER EXPENSES</b> <i>Additional line items exceeding \$5,000</i>		
<b>Other Expenses SUBTOTAL</b>	\$ -	

Applicant Name: \_\_\_\_\_

BUDGET LINE ITEMS	First 5 Funded Budget	Description of Expense
<b>SUBTOTAL OF DIRECT EXPENSES</b>		
<i>Sum of totals for Personnel, General, Equipment, Subcontractors and Other</i>	\$ -	
<b>ADMINISTRATIVE/INDIRECT COSTS</b>		
<i>Maximum 15% of Direct Costs *</i>	\$ -	
<b>TOTAL BUDGET</b>	\$ -	