



**FIRST 5 Santa Clara County
Data Management System
Request For Qualifications (RFQ) RFQ #24-001
Issued: March 1, 2024**

PROJECT TITLE: Data Management System

RESPONSE DUE: Friday, March 22, 2024 at 5:00 pm, Pacific Time (PT)

ESTIMATED TIME PERIOD FOR CONTRACT: July 1, 2024 - June 30, 2025, with an option to renew in subsequent years, for up to four additional years, based on organizational need, continued availability of funding, and demonstrated community need. FIRST 5 has a strong preference for earlier implementation and may evaluate proposals, in part, based on when the proposer reasonably expects to be able to launch the Data Management System.

PROPOSER ELIGIBILITY: Organizations and entities are invited to apply if they meet the minimum qualifications set forth in this RFQ and are available for lawful work in California.

SUBMIT FINAL RESPONSE BEFORE MARCH 22, 2024 at 5:00pm Pacific Time (PT) via email to: RFQ@first5kids.org

POINT OF CONTACT: RFQ@first5kids.org

Questions regarding this RFQ may be submitted via e-mail only to RFQ@first5kids.org by Friday, March 15 at 5pm PT. Responses will be posted to [the website](https://www.first5kids.org/funding-opportunities/) (<https://www.first5kids.org/funding-opportunities/>) on Tuesday, March 19.

NOTE: If you download this RFQ from the FIRST 5 Santa Clara County website, you are responsible for checking the website for any RFQ amendments, addenda, or proposer questions and FIRST 5 responses.

Request for Qualifications: Data Management Services

FIRST 5 Santa Clara County (“F5SCC” or “FIRST 5”) is soliciting proposals for a qualified contractor to provide a web-based data management system (the “Data Management System”) to perform the tasks and achieve the purposes described in this RFQ. The Data Management System must also include technical assistance and services to support FIRST 5’s use of the Data Management System’s functions and features. Throughout this RFQ, the terms “proposal” and “response” shall be used interchangeably to refer to a proposer’s submission in response to this RFQ.

Background

In November 1998, California voters approved a \$0.50 tax increase on tobacco products through the passage of Proposition 10, the Children and Families First Act (the “Act”). Eighty percent of these tax revenues are allocated annually to the 58 California counties to promote, support and improve early development of children from the prenatal stage through five years of age. The remaining 20% of the revenues supports statewide programs and research. Each county established a commission that has local authority over how to spend Prop 10 revenue in accordance with the intent of the law.

F5SCC is the local county commission for Santa Clara County. It is an independent, local public entity governed by nine Commissioners who represent county government, public health, social services, education, and early care and education. The Commissioners are charged with upholding the intent of Proposition 10 and administering the funds to support and promote programs and services for children prenatal through age 5 and their families. F5SCC’s vision is that we will be a catalyst for ensuring that the developmental needs of children prenatal through age 5 are a priority in all sectors of the community. Our mission is to support the healthy development of children prenatal through age 5 and enrich the lives of their families and communities.

The Act requires outcome-based accountability and evaluation from local commissions. Each county commission is required to submit an Annual Report to the First 5 California Commission by November 1st. The Annual Report provides basic data about client demographics, service delivery counts, program highlights, and expenditure information. In addition to the Annual Report required by state law, F5SCC engages in evaluation activities with its many grantees across a multitude of programs in order to describe and demonstrate the effectiveness of services provided and inform decision-making about First 5 investments in the community. Evaluation activities are used to help guide program development, implementation, and continuous improvement efforts.

F5SCC seeks a Data Management System that will enable it to comply with state law, accomplish its evaluation activities, maintain adequate records, and manage its contracts and solicitations. Using the Data Management System, F5SCC will implement online intake and enrollment functions and manage data that are submitted by others during intake and enrollment or that are otherwise associated with those functions. The Data Management System will allow for the collection of client level data, aggregate data, service data, and assessment data to complete state, local, and other reporting requirements, ensure accurate monitoring for accountability, evaluate outcomes, guide continuous quality improvement efforts and allow for contract and invoice management. The Data Management System must permit over 250 users’ access to over 120 different programs or projects. One example of the types of report needs the system must be able to support is found at

https://www.cafc.ca.gov/pdf/partners/data_systems/ar/Annual%20Report%20Guidelines%20FY%202023-24.pdf

Funding Availability

Funding available through this RFQ is for a one-year term with an option to renew in subsequent years, for up to four additional years, based on organizational need, continued availability of funding, and demonstrated community need.

Consistent with the intent of the California Children and Families Act of 1998, no monies from this program may be used to supplant state, county, or local monies available to the agency for any purpose. Funds are not allocated for capital improvements.

Scope of Work / Deliverables

FIRST 5 Santa Clara County is seeking proposals from experienced contractors able and willing to provide a web-based data management system and associated data support services that together fulfill all the functions described in this Scope of Work.

1. Individual Client & Family Database

- a. The system will have the capacity to input core client data, specifically including tracking of individual and family program data with unique client and family identifiers, customizable demographic data, services, and assessment collection. Data will be collected on a fiscal year timeline with the ability to rollover information from year to year.
- b. The system will include a user-friendly case management system tracking that allows for the integration of a closed loop (within system) referral system. A closed loop referral system allows users to refer clients to other users of the same system, accept those referrals, and communicate about the client to ensure a smooth transition.
- c. The system will allow communication between users and clients including direct messaging capabilities via text and e-mail.
- d. The system will provide a section to complete forms and assessments, with support for other languages, that allow for electronic signature.
- e. The system will include a client profile which can be customized at the project or program level.

2. Workflow Automation

- a. The system will have capabilities to define rules and triggers to streamline automatic administrative workflows to reduce repetitive tasks and processes by users. For example, an automated intake workflow where users are taken step by step to enter the basic client information required for a new intake.

3. Reporting, Evaluation, and Continuous Quality Improvement

- a. The system will have the capacity to generate various, aggregate reports for F5SCC staff and partners to review and analyze all data input within the system. These reports will be easily customizable by users. One example of the types of report needs the system must be able to support is found at https://www.cafc.ca.gov/pdf/partners/data_systems/ar/Annual%20Report%20Guidelines%20FY%202023-24.pdf

- b. The system should be able to provide analytical tools necessary for implementing evaluation activities, including customizable raw data exports.
 - c. The system will allow for the setup of quantitative and qualitative performance measures for partners.
 - d. The system will include built-in, customizable data visualization tools to enhance usability by making complex data more understandable and actionable.
4. Interoperability
- a. The system will allow for Application Programming Interface (API) connections to reduce double entry and for system customization to align with other data systems as needed.
 - b. The system must be able to import and export files that can be used across other data management systems (e.g., CSV, Excel, etc.).
5. Data Security and Data Privacy
- a. The system must be HIPAA and FERPA compliant, including security features with the ability for customizable configuration and deployment of user permissions and system level access.
 - b. The system will include comprehensive data security features, including policies and practices which prevent unauthorized access, redundant infrastructure, and regular backup.
6. Training and Technical Assistance
- a. The contractor will accommodate the transfer of existing data from all currently used data management systems.
 - b. The contractor will build out the system and transition from all currently used data management systems. The contractor will provide refinement and maintenance throughout the first year following implementation. See “Time Considerations and Requirements” section for more information.
 - c. The contractor will provide customer support and technical assistance for F5SCC staff and funded partners on the data management system, including data administration activities, providing a user guide, establishing user profiles and appropriate levels of access consistent with F5SCC policies and procedures.
 - d. The contractor will provide training and technical assistance services in the use of the database system for all staff, funded partners, and evaluators.
 - i. The contractor will provide a dedicated support person or team throughout the entirety of the process from build through implementation.
7. Financial Module and Invoicing System
- a. The system will provide fiscal reporting and invoicing functionality which can accommodate budget line items with line-item detail/funding sources and entry of expenses by grantees/contractors along with the ability to upload supporting documentation. The system will be able to generate an invoice for payment processing by F5SCC, including automatic tabulation of rows and columns, obviating the need to export to a different program or manual tabulation.
 - b. The system will allow F5SCC users and grantee/contractor users to securely upload and store documents (e.g., insurance certificates grant agreements/amendments, budget modifications) and to download forms and documents.
 - c. The system will offer both grantees and F5SCC users a user-friendly dashboard, enabling real-time tracking of invoice statuses (including submitted, under review,

approved, rejected, and paid). Additionally, the dashboard will feature proactive reminders for upcoming invoice submission deadlines, as well as notifications for past due invoices and missing documents, ensuring timely and comprehensive financial tracking and management.

- d. The system will allow customizable approval workflows to accommodate approval process for invoices.
 - e. The system will provide advanced reporting tools for F5SCC users to analyze grantee invoicing trends, expenses, and budget utilization.
8. Preferred Modules/Components
The following items are optional modules or components for which F5SCC currently has separate solutions. Ideally, these will be integrated into the contractor's data management system. If the contractor's solution does not support this component, indicate so in your proposal.
- a. Online Medi-Cal Administrative Activities (MAA) tracking: The system will allow for F5SCC staff and grantees to time survey for Medi-Cal Administrative Activities (MAA), to review and approve signed time surveys, to audit time surveys, and run reports for reimbursement.
 - b. eProcurement: The system will allow for F5SCC to manage requests for proposals (RFPs), requests for qualifications (RFQs) and other competitive solicitations, including to advertise solicitations to prospective bidders; track and manage responses to solicitations; and track, manage, and issue communications to bidders.

Qualifications and Experience

Must have experience working with large government organizations and/or experience working with county First 5 Commissions and/or other public agency programs.

The ideal contractor will have the following qualifications:

1. Recent and long-term experience as a provider of client case management systems that includes a web-based intake, enrollment, and data management system.
2. Strong expertise in technical assistance services associated with utilization of the data system by a variety of users, including data administration activities, a user guide, establishing user profiles and appropriate levels of access consistent.
3. Demonstrable knowledge of database interoperability and Application Programming Interface (API) functionality that allow for system customization to align with other data systems.
4. Ability to enter into a contract with FIRST 5 Santa Clara County and implement the Scope of Work as defined in this proposal.

Time Considerations and Requirements

1. To be considered, proposals must be received by FIRST 5 Santa Clara County before **Friday, March 22, 2024 at 5:00pm Pacific Time (PT)**. Late proposals cannot be accepted.
2. Questions regarding this RFQ may be submitted via e-mail only to RFQ@first5kids.org by Friday, March 15 at 5pm PT. Responses will be posted to [the website](https://www.first5kids.org/funding-opportunities/) (<https://www.first5kids.org/funding-opportunities/>) on Tuesday, March 19.

3. FIRST 5 intends to require some or all proposers to conduct a database demonstration during the week of Monday, April 1, 2024, through Friday, April 5, 2024. FIRST 5 intends to alert proposers as early as practicable as to whether a demonstration will be required, and intends to be as flexible as possible when scheduling the demonstrations. Nonetheless, proposers are urged to plan now for maximum availability during the week of April 1-5, 2024.
4. Notification of Recommendation of Funding is intended to be sent on **Friday, April 12, 2024**.
5. The time period for implementing this project is expected to begin by **July 1, 2024**, with the database setup completed and ready to launch by no later than **December 31, 2024**. FIRST 5 has a strong preference for earlier implementation and may evaluate proposals, in part, based on when the proposer reasonably expects to be able to launch the Data Management System.

Proposal Requirements

The proposal must not exceed 10 pages. Text must be double-spaced, and the font size must be at least 12 point. The proposal must address the following:

1. Experience:
 - a. Describe your qualifications and your past and current experience with similar work as outlined in this RFQ.
2. Strategy:
 - a. Provide a complete description of the proposed database system, its functions and features, and how those functions fulfill the requirements in the Scope of Work section.
 - b. A proposed work plan and timeline to develop, implement, and launch the full data management system. Launch may not be later than **December 31, 2024**. The timeline should identify major tasks needed to implement and maintain the data management system, the start and end date for each task and the person in-charge of completing each task.
3. Cost:
 - a. Proposals must include a complete and detailed budget for implementing the scope of work and ongoing annual costs for the web-based data management system that includes storing and maintenance of data, as well as migration from existing data management systems. In addition, the budget will include any additional training and implementation costs, additional products or modules, ongoing standard data storage and maintenance costs and limits, as well as ongoing technical assistance/support for internal and external users. All proposals must include the per user month/annual cost. Proposals must include all prospective tiers or pricing structures to be charged to fulfill the requirements in the Scope of Work section, if applicable.

FIRST 5 reserves the right and sole discretion to determine whether to reject a proposal based on the proposal's failure to follow the specified format, and/or to treat a proposal as non-responsive and ineligible for consideration based on its failure to conform to the requirements of this RFQ.

Additional Required Information

- **Primary Contact Person** - include the email, mailing address, and phone number of the primary contact person.
- **List of References** – provide a list of at least two (2) current or former clients and the title of the project completed. Please include the agency name, its address, the agency's contact names, telephone numbers, email addresses (if applicable). 5SCC may contact some or all the bidder's references as part of its review process.
- **Example of Prior Work** – items that help visually demonstrate the database will be accepted, including screenshots or a short video preview (less than 10 minutes). Large files may be shared to RFQ@first5kids.org via Dropbox or Google Drive.

Evaluation of Proposals

FIRST 5 will evaluate responses to this RFQ based upon the submissions and reserves the right to conduct interviews if and to the extent FIRST 5 determines it is necessary or advisable to do so. FIRST 5 also reserves the right to require proposers to demonstrate their Data Management System to FIRST 5 and intends to require proposers to conduct these demonstrations during the week of April 1-5, 2024.

FIRST 5 will issue an award or awards in response to this RFQ on the basis of which bidder or bidder's response best fits FIRST 5's service requirements.

Terms and Conditions

Award Process

FIRST 5 may direct negotiations with Proposer(s) with the highest ranked proposal(s), may direct negotiations with multiple Proposers, and/or may request best and final offers. The discussions may include price and conditions attendant to price. Each Proposer agrees that its proposal shall and does constitute a firm offer that it is bound to, and that FIRST 5 shall have the option for at least year after the closing of the solicitation to accept that firm offer.

FIRST 5 always reserves the right to terminate or suspend negotiations and may begin negotiations with other proposer(s). This process may continue until execution of one or more contract(s) acceptable to FIRST 5 or rejection of all proposals. No proposer shall have any rights against FIRST 5 arising from or related to such negotiations, suspensions, or terminations thereof.

If and to the extent FIRST 5 issues to any Proposer any notice, including any of intent to recommend funding for the Proposer's proposal, that notice shall not create rights, interests, or claims of entitlement in the Proposer(s).

Protest and Appeals

Following the release of the Notification of Recommendation of Funding, proposers not recommended for funding may file an appeal in writing to F5SCC by email at RFQ@first5kids.org. No protest shall be considered timely unless it is received at or before 5:00 p.m. Pacific Time on the third business day after the issuance of the Notification of Recommendation of Funding. Only proposers or their authorized representatives may file a

protest. Grounds for appeal are limited to a violation of a F5SCC procedure, law, rule, regulation, or practice regarding this RFQ process. Appeals will not be accepted on any other grounds. The appeal letter will be reviewed and a written decision on the appeal will be sent to the proposer that filed the appeal. FIRST 5 will endeavor to act as promptly as possible, but there shall be no specific deadline for FIRST 5 to issue a decision. FIRST 5's written decision is final. No other protest or appeal process is available to the protesting party.

Incurring Costs

This RFQ does not commit FIRST 5 to award, nor does it commit FIRST 5 to pay any cost incurred in the submission of any proposal, or in making necessary studies or designs for the preparation thereof, nor procure or contract for services or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract award.

Claims Against FIRST 5

Neither proposers' organization nor any of their representatives shall have any claims whatsoever against FIRST 5 or any of its respective officials, agents, or employees arising out of or relating to this RFQ or these RFQ procedures.

No Public Opening

There will be no public opening for this RFQ.

California Public Records Act (CPRA)

All proposals become the property of FIRST 5, which is a public agency subject to the disclosure requirements of the California Public Records Act (CPRA). If proposer's proprietary information is contained in documents submitted to FIRST 5, and proposer claims that such information falls within one or more CPRA exemptions, proposer must clearly mark such information "CONFIDENTIAL AND PROPRIETARY," and identify the specific lines containing the information. In the event of a request for such information, FIRST 5 will make reasonable efforts to provide notice to proposer prior to disclosure. If proposer contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief, or other appropriate remedy from a court of law in Santa Clara County before FIRST 5's deadline for responding to the CPRA request. If proposer fails to clearly mark information submitted with the response as CONFIDENTIAL AND PROPRIETARY and/or fails to seek or obtain such remedy prior to FIRST 5's deadline for responding to the CPRA request, such failure shall constitute a waiver of the proposer's right to object to disclosure of the information, and FIRST 5 may disclose the requested information to the requester without incurring or owing any penalty or liability to the proposer.

By submitting a proposal, proposer further agrees that it shall defend, indemnify and hold FIRST 5 harmless against any claim, action, litigation, damage or injury (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from partial or complete denial of access to, or non-disclosure or redaction of, documents arising from any representation, action, or inaction by the proposer.

Confidentiality

All data and information obtained from FIRST 5 by the proposers and their agents in this RFQ process, including reports, recommendations, specifications and data, shall be treated by the proposer and its agents as confidential. The proposers and its agents shall not disclose or communicate this information to a third party or use it in advertising, publicity, propaganda, marketing, or in another job or jobs, unless prior written consent is obtained from an authorized representative of FIRST 5. Generally, each proposal and all documentation, including financial information, submitted by a proposer to FIRST 5 is to be treated as confidential by a proposer. Notwithstanding the foregoing, the proposal and all documentation are subject to the California Public Records Act, as described immediately above.

Reservations

FIRST 5 reserves the right to do any of the following at any time:

- Reduce, increase, amend, and/or rescind this RFQ or the funding available under this RFQ at any time prior to final execution of the contract.
- Request clarification or additional documentation from any proposer.
- Reject any or all response(s).
- Waive or correct any minor defect, irregularity, or error in a response or the RFQ process.
- Cancel or terminate the RFQ process, even after review of responses, and, at its option, issue a new RFQ.
- Procure any equipment or services specified in this RFQ by any other means.
- Accept all or a portion of any proposal.
- Accept proposals through sources or modes other than those required by this RFQ and beyond the due date and time, at its sole discretion.
- Negotiate with any or none of the proposers.
- Modify in the final agreement any terms and/or conditions described in this RFQ.
- Terminate failed negotiations with a proposer without liability, and negotiate with other proposers.
- Disqualify any proposer on the basis of a real or apparent conflict of interest or evidence of collusion evaluated by FIRST 5.
- Eliminate, reject or disqualify a proposal of any proposer that is not a responsible proposer or fails to submit a responsive offer as determined solely by FIRST 5.

END OF REQUEST FOR QUALIFICATIONS