

Appendix A: Scope of Work (SOW)

I. Overview of ELC's Data Systems

The following information provides an overview of ELC's data systems currently used:

ELC currently has 47 full and part time employees. The majority of ELC's staff work at the Leon County office which also serves as the meeting location for in-person board meetings. ELC has five satellite locations in Gadsden, Jefferson, Madison, Wakulla, and Taylor Counties.

A. Databases/Reporting/Linked Systems

DEL SharePoint; EFS MOD; EFS MOD Merge Tool; Tableau (Server); Tableau (ELC License); Abila MIP; Appointment Plus; Blue Jeans; Moodle; Cherwell; Constant Contact; ELC Website; Stars Literacy; Bright Beginnings; Quality Performance System (QPS); Early Learning Classroom Support (WELS); ELC SharePoint; Brookes Ages & Stages (A&S) Online Questionnaire; DCF Cares; VPK Provider Kindergarten Website; Canva; Florida Administrative Review (FAR); Boardable; ECE Database; Flaming Early Learning; Teaching Strategies; Teachstone; Paylocity.

B. Social Media and Payment Applications Used

Facebook; Instagram; Twitter; LinkedIn; Pinterest; YouTube; EWS; Vimeo; PayPal

C. Software Applications Used

Microsoft Outlook e-mail, Microsoft Office 365 Pro, SharePoint, Adobe Acrobat Pro, Adobe Creative Suite, Microsoft Edge, JotForm, Zoom, and MS Teams

II. Required Task List

A. System Integration/Reporting Requirements:

ELC is seeking a vendor with significant experience providing consolidated integrated cloud-based data management systems, that incorporate customized reports and forms, to submit proposals to this solicitation, "**Integrated Data Management System Request for Proposals (RFP) #2022.2023-0004**" on or before the due date/time included in **Section V**.

Proposer must offer a system that meets ELC's needs and encompasses the ability to adapt to changes in state or local requirements, and have at least five years' experience providing integrated, cloud-based data management systems with the staffing capacity to provide these services in a high-quality manner with excellent customer service at a reasonable cost to the organization.

Proposer's integrated data management system and support team must provide:

- 1) Training for Coalition staff.
- 2) Administrative rights to the system.
- 3) Linkages to ELC's primary databases/reporting/linked systems, social media and payment applications, and integration with software applications used (as noted above in **Section I**). Proposed system must allow ELC to add/integrate any other new data/reporting systems or applications, as needed).
- 4) Multiple user roles and access for concurrent users.
- 5) Robust reporting capabilities.
- 6) Data backup for redundancy.
- 7) Project management for implementation of the database system.

Appendix A: Scope of Work (SOW)

- 8) Testing to ensure correct functionality of the system.
- 9) Ongoing support and technical assistance.

B. Data Migration and System Implementation Requirements:

Proposer customer management system and their support team will provide:

- 1) Provide technical support for any data migrations necessary to create the initial centralized customer management system.
- 2) Provide training to designated individuals for them to learn how to use the interface, create reports, create forms to collect data, as needed, or manage process flows (project approvals, procurement, customer forms, etc.).

C. System Administrator Requirements

- 1) Proposer will describe how their system enables designated administrators to:
 - a) Manage user access and permissions.
 - b) Add new sections to the user interface (dashboard) and new pages as needed.
 - c) Edit content across all platforms and browsers.
 - d) Search for content by keywords and/or drop-down lists.
 - e) Organize content to suit ELC's current needs.
 - f) Maintain access to historical ("archived") versions.
 - g) Create process flows to approve content.
 - h) Schedule content updates (new/updated content, content removal).
- 2) Proposer will describe how their system includes audit trails for all data/system changes, user-friendly options to print any page (screen) and have standardized and customized reports and web-page templates for commonly used content or functions that can be modified as needed.

D. Responsive Vendor

The responsive vendor will offer an integrated cloud-based data management system that connects ELC's various systems that collect, manage, and report information needed by each department, SR and VPK providers, clients, all funders, teachers, families, business and community partners, and all organizations within our seven-county service area.

Appendix A: Scope of Work (SOW)

A. Evaluation:

Each timely proposal determined to meet all minimum requirements will be evaluated by three (3) Reviewers. If one Reviewer determines he/she has a conflict of interest with a Proposer, that proposal will be reviewed by an alternate reviewer. If two Reviewers (which may include the alternate reviewer) determine they have conflicts with a Proposer, that proposal will be disqualified. **The total score for each proposal will be determined by summing the individual scores submitted by each Reviewer.**

In the event of a tie score, both Proposers will have an equal rank. If Proposers have tie scores in first place, ELC will follow the guidelines outlined in the RFP in **Section IX. F. (Tied Offers/Bids).**

B. Scoring Rubric

All proposals will be evaluated by five reviewers using the same criteria and eligible points for each section.

Proposer #: Evaluation Criteria	Proposer Response Criteria	Evaluator #:	
		Eligible Points	Evaluator Assigned Points
Fatal Errors:			
Proposal Due Date	Proposer submits application <i>after</i> the posted due date <u>and</u> time per the date and timestamp applied via ELC's e-mail server.	0	N/A
Cone of Silence	Proposer violates the cone of silence by attempting to call or personally contact any of the parties identified in RFP Section VIII (page 3) .	N/A	N/A
Incomplete Proposals	The proposal template will not allow user to submit form if any required sections are missing.	0	N/A
Proposal Evaluation:	<i>Section numbers used in Scoring Rubric come from RFP Proposal Outline (Appendix B)</i>		
Organization, size, and structure of Proposer's company (Section II) *Company name is in Section I.	Section II contains responses to all items with asterisks. Responses to questions regarding primary services and organizational structure/capacity demonstrate Proposer's capability to provide coordinated delivery of services outlined in SOW. Proposer experienced with different types of organizations similar to ELC.	0 – 5	
Qualifications of Key Staff Who Will Provide Services Outlined in the SOW, Appendix B (Section III) One page experience summaries not required with	Contract manager's education and work experience/responsibilities demonstrate proficiency managing projects that involve on-site and remote technical support, data security, training, and recovery, network disaster management, and remote technical support services.	0 – 20	

Appendix A: Scope of Work (SOW)

Proposer #:	Proposer Response Criteria	Evaluator #:	
Evaluation Criteria		Eligible Points	Evaluator Assigned Points
proposals. <i>Only finalist(s) must provide one-page summaries.</i>	Proposer demonstrates capacity (types of positions and experience) which qualify them to provide services described in SOW. Proposal includes one-page summaries for each individual that will provide any of the services outlined in the SOW.		
<p>Experience with Different Types of Organizations (Section IV)</p> <p>Corrected type of services provided (highlighted in yellow).</p> <p>Added bullets in place of semi-colons (for readability)</p>	<p>Proposer describes the:</p> <ul style="list-style-type: none"> • types of cloud-based integrated data management services they have provided for government, not-for-profit, early learning coalitions or similar coalitions • types of libraries of forms, templates, reports, etc. available to all customers • methodology used to administer their networks, PBX, and ensure data security • types of technical support provided; number of users supported • types of technical support provided; number of users supported • demonstrates at least two (2) consecutive years' experience with government/non-profit organizations • demonstrates experience with other early learning coalitions or other coalitions mandated by Florida Statute 	0 – 25	
Letters of Support (Section V) Replaced “References” with “Letters of Support”	<ul style="list-style-type: none"> • Proposal includes three (3) letters of support on company/organization letter • Letter describes why Proposer would be best choice to provide an IDMS that meets ELC’s needs 	0 – 5	
Proof of Past Performance (Section VI)	In addition to letters of support , Proposer provides three (3) specific examples of Proposer’s past performance that demonstrate firm’s success in implementing integrated data management systems	0 – 15	
Proposer Budget (Section VII)	Proposer completes all required budget questions. All budget line items support the required deliverables outlined in the SOW. All line items appear reasonable, allowable, allocable, and necessary. Proposer offers a reasonable and competitive budget annual budget.	0 – 10	

Appendix A: Scope of Work (SOW)

Proposer #: Evaluation Criteria	Proposer Response Criteria	Evaluator #:	
		Eligible Points	Evaluator Assigned Points
Implementation Plan (Section VIII)	Proposal describes the methodology to implement the data management system in a cost effective and timely manner. Plan shows required tasks in a coherent sequence. Proposer has management, staff, and resources necessary to implement the plan.	0 – 20	
Sub-Total Points (Proposal Scores)		0 – 100	
Panel Presentations (Section IX)	Proposer attends and conducts Presentation Proposer adheres to the stated time limit. Proposer's presentation clearly addresses all points in the outline provided by ELC.		
Sub-Total Points (Panel Presentation)		0 – 10	
Total Points (Proposal + Presentation)		0 - 110	

Section X – Required Documentation

Scoring of these items incorporated in other sections as follows:

- Signed letters of support) for all Proposers must be uploaded. Scoring on completed effective letters will be completed in **Section V**.
- Sunbiz.org Annual Report — completion scoring associated with **Section II**.
- CBE and CBE Designations — completion scoring associated with **Section II** (if currently registered in MFMP as a CBE).