

REMINDER

RFP #13-001

Training Registry Software

DEADLINE FOR SUBMISSION IS
03/29/2013

REPLIES ARRIVING AFTER 2 PM
ON 03/29/2013
WILL NOT BE ACCEPTED



Request for Proposal

Training Registry Software

RFP #: 13-001

Deadline for Responses: 2 PM – 03/29/2013

2300 High Ridge Road
Boynton Beach, FL 33426
(561) 740-7000
www.cscpbc.org

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SECTION 1: INTRODUCTION

1.1 WHAT WE ARE SEEKING

Children’s Services Council of Palm Beach County is seeking a qualified software vendor applicant to customize and implement a web-based “off-the-shelf” software package that contains the functionality to support Palm Beach County’s Early Childhood Registry System.

The Training Registry Software package (“The Registry”) will provide information to support the provision of career options, training and education opportunities, and a personal record of professional development and achievements. In addition, the software must include a practitioner Registry, a training Registry, an online training calendar, a training registration system, a training/trainer approval system, as well as an online scholarship processing system.

The Training Registry will be implemented in multiple phases. As requirements are finalized and priorities given to the various modules, the functionality will be allocated to the appropriate phases and timeframes.

1.2 THE COUNCIL

Children’s Services Council of Palm Beach County (CSC), an independent special district created by Palm Beach County voters in 1986, provides leadership, funding and research on behalf of the county’s children so they grow up healthy, safe and strong.

1.3 OVERVIEW OF THE CHILDREN’S SERVICES COUNCIL

The Council invests resources in programs and services that support the physical, social-emotional and psychological development of children. In order to have an impact in those areas, the Council has four goals: children are born healthy, are free from abuse and neglect, are ready to learn when they enter school, and have access to quality afterschool and summer programming.

Supported by a blend of federal, state and local funding, our programs and systems are designed to achieve our goals by providing seamless, efficient, and accountable prevention and early intervention services to Palm Beach County’s children and families. These systems include:

- **Healthy Beginnings**, which provides comprehensive, integrated direct services to pregnant women, infants, and young children.
- **Quality Counts**, which provides services to increase the quality of child care and afterschool providers.
- **Bridges**, which is a neighborhood-based strategy to achieve CSC’s goals at a population level. Bridges address such issues as adult literacy, father involvement, maternal depression, teen pregnancy prevention, cyclical poverty and child development.

The Council believes that by offering families the right approach – and combinations of programs and services – at the right time, in the right place, we will achieve our goals. By strengthening the system of care, which is built upon sound research and strong data, we can achieve our child outcomes.

For additional information regarding CSC, please visit www.cscpb.org.

SECTION 2: TRAINING REGISTRY SOFTWARE

2.1 BACKGROUND

The current existing Training Registry data system that is utilized, also known as *The Registry*, is not meeting the needs of the Children's Services Council Early Childhood Professional Development and Recognition System. *The Registry* has been in place for more than seven (7) years. The original intent of *The Registry* was to be a comprehensive system to record, calculate and track early childhood practitioner and trainer demographics, certification levels, professional, employment, and education information. Additionally, *The Registry* was to allow directors, practitioners, and trainers to access and apply through an online automated format. The idea of a web-based registration and calendar system was to allow the early childhood community in Palm Beach County to access available training events and education opportunities.

The Registry is currently utilized by Palm Beach State College Institute of Excellence in Early Care and Education (PBSC IEECE) with work-arounds for system deficiencies during the last seven (7) years. This has negatively impacted staff efficiency, and the ability to deliver services to practitioners in Palm Beach County. Additionally, PBSC IEECE has limited data-tracking and reporting requirements, which are critical for contract compliance. The current *Registry* is not a tool that produces the information and functionality needed in order to effectively perform job duties.

2.2 PROJECT GOALS

The goal of this RFP is to identify and contract with an experienced software vendor who will customize and implement a Training Registry system currently developed and in use by other areas/states. Upon implementation, this will be a software solution that will streamline and increase the effectiveness and efficiency of various, yet interwoven program monitoring and development activities utilized by Palm Beach State College Institute of Excellence in Early Care and Education (PBSC IEECE).

The newly implemented Training Registry will be a comprehensive, centralized information system that will serve as a powerful resource for managing the day-to-day activities and information to support the provision of career options, training and education opportunities, and a personal record of professional development staff, the portfolio of funded programs and administrative functions.

2.3 MINIMUM REQUIREMENTS

In order to ensure Proposers possess the minimum qualifications and/or experience needed to support CSC's needs, applicants must meet the following requirements:

- Demonstrate experience in customizing, implementing, interfacing and maintaining Training Registry software applications in a SQL Server database environment
- Demonstrate the ability to host the Training Registry and provide helpdesk support for software, as well as maintain production and training environments
- Outline the disaster recovery process and procedures that will be implemented for this system. Also, explain in detail the fail-over protection and redundancy mechanisms
- Provide training and technical support
- Help define and refine desired end products via planning sessions
- Provide assistance in initial training to staff

- Provide technical support until qualifications of proposal are completed
- Provide training assistance with manipulation of data for report purposes
- Provide technical assistance for at least 4 months following deployment of system
- Provide a detailed description of security and privacy measures implemented on data system
- Be able to store large volumes of information and can be expanded as client base increases
- Application must be Web/Internet based
- Affords users the ability to export, download and print all required forms
- Supports e-mail communication
- Ease of user access and wide browser support¹
- Able to interact with the early childhood project group and attend meetings with key stakeholders
- Proposers will provide a brief overview of their company's history and sufficient data to support that the company is financially capable of handling the project as outlined.
- Complete all required submission documents and sign as required
- Submit a current resume or vitae for each individual who will be working with CSC
- Participate in the presentation process and conduct software product demonstrations, upon request
- Provide three professional references specifically relating to assignments completed within the past five years. These references shall include clients with similar projects. Give client's name, project name, objectives, start and end dates, dollar value of project, contact name, contact telephone number and contact email address.
- Proposer will provide a detailed timeline that will show the earliest date available to begin the consulting process as well as anticipated date for completion of all elements of the project.

¹ Users accessing the Training Registry via the web will be early childhood educators with varying levels of comfort with technology. The application should be developed with a strong emphasis on ease of access and wide browser support, including but not limited to: Internet Explorer, Safari, Chrome and Firefox.

2.4 REGISTRY SYSTEM REQUIREMENTS

1. Database

- a. Ability to record and maintain demographic information, including a unique identifier, name, address, social security number, email address, phone and fax numbers and website URL for:
 1. Practitioners
 2. Trainers
 3. Training Organizations
 4. Registry Staff
 5. System users as assigned access
- b. Ability to track certification levels as they pertain to career ladders/lattices, licensing requirements, etc., through an automated system based on information provided such as:
 1. Training completed
 2. Education completed
- c. Ability to track professional, employment and education information by practitioner, trainer or Registry staff
 1. Employment information
 2. Work experience/history
 3. Verification of various licensing requirements
 4. Education levels, certificates, degrees
 5. Workshops, conferences, seminars, informal training attended, and CEUs completed
 6. Other certificates held
 7. Membership in professional organizations
- d. Ability to calculate and display certification levels to both practitioners and trainers based on established criteria
- e. Ability to calculate and display certification to practitioners and trainers using criteria/requirements that vary at each level
- f. Ability to create certificate document to provide to practitioners/trainers as proof of:
 1. Membership
 2. Level/Tier
 3. Training completed
- g. Ability to assign certification levels in detail with all of the criteria that must be met in order to achieve a level. Also have queries that will determine the levels based on what is entered in the system.
- h. Ability to keep all information entered by practitioners into a “pending” status until Registry staff has verified all documentation and information
- i. Ability to calculate and display practitioner/trainer levels as updates are entered in the database
- j. Ability to track trainings by levels, Core Knowledge Areas and how many hours and each area within the training, language in which training is being offered, etc.
- k. Ability to track defined categories of trainings as identified; to include but not limited to:
 1. Pathway trainings
 2. Community trainings
 3. Conferences

4. Department of Education, Department of Children and Families
 5. Online, etc.
- l. Ability to interface with Quality Counts (QC) system and accommodate benchmark requirements for assessment purposes
 - m. Multi-level, multi-role, multi-user security, which allows practitioners and trainers to view, enter and update some of their information, and permits Registry staff to view and update all information, only limited by their security role. Ability to interface with other agency databases for automated downloads of data from their tables to the Registry's tables
 - n. Data quality assurance processes to review and edit data before it is applied to the Registry database
 - o. Ability to upload course catalogs into the Registry database to minimize data entry, with edits and quality assurance processes
 - p. Ability for database to be configured for different areas in the county/state if necessary
 - q. Ability to track detailed information about programs and practitioners (benefits, policies, personal, etc.)
 - r. Ability to accommodate school-age practitioner information in the same manner as early childhood education practitioner information
 - s. Complete web-based scholarship module, allowing practitioners to apply for the scholarship and submit it online. This module is to complete all necessary verifications to ensure that the practitioners are eligible for the scholarship. Ability to send notification of approval or denial is a needed feature.
 - t. Ability to identify the same person as having any combination of roles, such as practitioner, trainer, consultant, sponsor, director, administrator, etc. Ability to run pre-existing canned reports from web interface
 - u. Ability to accommodate multiple current employment records per practitioner record reflecting the number of hours per week the practitioner works for each employer
 - v. Ability to print practitioner/trainer/center reports from web interface including date and time of print
 - w. Ability to deactivate courses without deleting them from the system
 - x. Ability to accommodate established training approval processes
 - y. Ability for system to track what a practitioner or trainer needs to move from one level to another level and let them know that when they access the system
 - z. Ability to calculate individual site turnover percentages
 - aa. Ability to calculate turnover percentage for multiple sites
 - bb. Inclusion of an audit trail system that allows for data integrity and quality assurance checks
 - cc. Ability to create extremely complex reports from web interface using a tool with the same or greater power as Microsoft SQL Server Reporting Services or Microsoft SQL Server Management Studio
 - dd. Ability to establish a direct database connection via ODBC or similar protocol to be able to develop custom, ad hoc reports and data extracts
 - ee. Ability to move the entire system (all data, database schema, programs, web pages, and all other components needed to make the system work with the exception of those that are readily available through third-party vendors) to a different service provider without penalty

2. Practitioner Registry

- a. Maintains records and documentation of individual practitioner's professional and educational accomplishments. The Training Registry will accommodate approximately 10,000 – 15,000 individual practitioners and will have the capacity to expand up to 40,000+ practitioners over time.
- b. Online Practitioner Application
 1. Ability for practitioners to complete their Registry application online
 2. Ability for system to generate an automated list of documents needed to be submitted by the practitioners based on the information provided in the online application by the practitioners
 3. Ability for practitioners to scan documentation and submit everything electronically to the Registry
 4. Ability for practitioners to view their Registry reports and submit updates when necessary to the Registry. Ability scan updates and submit everything electronically to the Registry
 5. Ability for practitioners to create an account online to view their reports
 6. Ability for practitioners to be able to change their passwords if forgotten
 7. Ability for all practitioner-initiated entries and updates to be placed in a pending status until reviewed by registry Coordinator
 8. Ability for registry Coordinator to review all pending changes for accuracy, correct errors, and release from pending status

3. Trainer/Training Approval System

- a. Online Trainer Application
 1. Ability for trainers to complete their Registry application online
 2. Ability for system to generate an automated list of documents needed to be submitted by the trainers based on the information provided in the online application by the trainers
 3. Ability for trainers to scan documentation and submit everything electronically to the Registry.
 4. Ability for trainers to view their Registry reports and submit updates when necessary to the Registry. Ability to scan updates and submit everything electronically to the Registry
 5. Ability for trainers to create an account online to view their reports
 6. Ability for trainers to be able to change their passwords if forgotten
 7. Ability for all trainer-initiated entries and updates to be placed in a pending status until reviewed by Registry Coach
 8. Ability for Registry Coach to review all pending changes for accuracy, correct errors, and release from pending status
- b. Give trainers ability to complete and submit the following online:
 1. Ability to submit all required documents for training approval
 2. Training Approval Request form to enter and submit new trainings
 3. Ability to duplicate already approved trainings
 4. Ability to put a tracker on trainings for the length of time that the training is approved for before it needs to be resubmitted to the Registry for approval

5. Scan documentation and submit everything electronically to the Registry.
 6. Ability to record detailed information about the training (organization name, course title, description, trainer name, course type, hours/CEUs/credits, self-paced, web-based or classroom, training level, core knowledge areas and hours, target audience, delivery methods, ages addressed, assessments, status, links to trainer qualifications, etc.)
 - c. Give trainers access to their trainer report along with training profile
 - d. Give trainers ability to update their records, scan updates and electronically submit everything to the Registry
 - e. Ability for trainers to be able to enter attendance in the database and have the information automatically populate the practitioners' records
 - f. Give trainers ability to scan evaluation forms and submit electronically to the Registry
 - g. Ability to assign more than one trainer to a training event
 - h. Notify Registry training department when new entries or changes have been submitted to training data
 - i. Track Quality Assurance process with dates, feedback and fields from QA tracking sheet (attached)
 - j. Track Quality Assurance Training Observation dates, training, trainer, training session and observer in the trainers and training session records
 - k. Ability to create and print training labels, create reports with date and time of print and training certificates
4. Training Calendar/Registration System
- a. Maintains a calendar/listing of training events and education opportunities
 - b. Provides online database of training and education opportunities offered by selected training entities
 - c. Allows multiple training organizations to input, update and edit training information directly into calendar database
 - d. Search capabilities by all trainings, registry approved trainings, community trainings, conferences, keyword, city, date, organization, training title, trainer, content area
 - e. Display training information as defined:
 1. Provides date, time and location of training
 2. Provides description of training event
 3. Provide drop w/w/o penalty time period
 4. Indicates if training is available for credit, non-credit, CEU, in-service
 5. Identifies suggested audience
 6. Indicates cost of training if appropriate
 7. Provides contact information for training event (name, phone number, email)
 - f. Allows for tracking the number of times the site is visited
 - g. Allows for tracking the number of times a link is made to different training entities
 - h. Allows the training entity to track the number links to their site receives from the calendar page
 - i. Allows user to provide feedback
 - j. Add to Cart function to keep track of trainings chosen
 - k. Ability for trainers to be able to view roster from registrations
 - l. Ability for trainers to be able to send mass emails to participants prior to and/or during the trainings sessions

- m. Ability for trainers to print rosters for trainings which will be used as a sign-in sheet
- n. Ability for trainers to be able to scan documents (such as evaluation forms, sign-in sheets) and send them to the Registry electronically
- o. Registration Function-practitioner can register on the Registry website only if a practitioner is an active Registry member
- p. Post 'closed' or 'full' when maximum enrollment reached
- q. Email functionality:
 - 1. Emails sent to trainers every time a person registers for a training, and when the training has reached its maximum capacity and a listing of all of the people who have signed up for the training
 - 2. Emails sent to practitioners stating that they have registered for a training 1) at time of registration and 2) as courtesy reminder 3 days prior to event

5. Director Module

- a. Feature where directors can go on the website and electronically provide the Registry with a number of important information items about their staff:
 - 1. Name
 - 2. Position
 - 3. Date of hire
 - 4. Date of resignation
 - 5. Degrees
 - 6. Trainings
 - 7. Age group the work with
- b. Ability to access all of their staff records and deny access when a staff member resigns
- c. Ability to track turnover online and submit to the Registry electronically
- d. Ability to send automatic emails to directors when a practitioner submits an application associated with their center through the online application
- e. Ability for directors to access and edit their program profiles
- f. Ability for directors to download all required forms; for example, release of confidential information

6. Scholarship Module

- a. Online web-based form for practitioners to complete, which pulls up their registry profile once they login
- b. Ability for scholarship application to go into a pending status until it is reviewed and approved
- c. Scanning abilities for practitioners to submit supporting documentation
- d. Ability for emails to be sent to Career Advisors to notify them that a scholarship applications needs approval
- e. Allows Career Advisors to access remotely the individual's record
 - 1. Relate to the individual's Career Development Plan
 - 2. Check that all information is accurate, then approve (or not) the scholarship request
 - 3. Enter completion information and grades

- f. Feature where practitioner received a confirmation email that application has been received. Also an email notification informing practitioners of approval or denial of scholarship application
- g. Feature where scholarship awarded to practitioners can be tracked within the practitioners record
- h. Ability to keep track of items that practitioners are receiving scholarships for books, tuition, trainings, application fees, etc.
- i. Compiles data for reports
 - 1. Numbers of scholarships, type, dollar amount for any time period
 - 2. Track trends — achievement of milestones
- j. Ability to pull reports regarding scholarship awarded
- k. Ability to connect to a separate database to share scholarship data and populate registry tables once all fiscal reconciliations have been completed

SECTION 3: RFP PROCESS

3.1 LIMITATIONS ON CONTACTING CSC PERSONNEL

This Request for Proposal is issued by the Children’s Services Council of Palm Beach County. The contact person listed below is the sole point of contact for this RFP:

Scott Davey, Project Manager

Scott.Davey@cscpb.org

All contact shall be by email only

3.2 PROPOSER DISQUALIFICATION

Proposers are prohibited from contacting CSC personnel or board members regarding this solicitation other than the person identified above. Any occurrence of a violation may result in the disqualification of the proposer.

Failure to have performed any contractual obligations with CSC in a manner satisfactory to CSC will be sufficient cause for disqualification. To be disqualified as a proposer under this provision, the proposer must have:

1. Previously failed to satisfactorily perform in a contract with CSC, been notified by CSC of unsatisfactory performance, and failed to correct the unsatisfactory performance to the satisfaction of CSC; or
2. Had a contract terminated by CSC, by any other county or state agency, or by any Children’s Services Council for cause.

3.3 RFP TIMETABLE

02/15/2013	RFP packets are available on the CSC website: (www.cscpbcc.org/openprop)
03/08/2013	Deadline for submission of questions regarding clarification of RFP
03/15/2013	Final posting of questions and answers and/or clarification or addenda to RFP (if any) on CSC website (www.cscpbcc.org/openprop)
03/29/2013	RESPONSE DEADLINE - All RFP responses are due by 2 PM at: Children’s Services Council of Palm Beach County 2300 High Ridge Road, Reception Boynton Beach, FL 33426
	Responses are opened publicly at 2:01 PM
03/29/2013 - 04/12/2013	Evaluation of responses by CSC
04/12/2013	Notification by email to proposers selected for software demonstrations and list of those selected to conduct presentations posted on CSC website (www.cscpbcc.org/proposal-outcomes)
04/15/2013 – 04/26/2013	Software demonstrations at CSC offices
04/26/2012	Ratings Complete
04/29/2013	Notification by email to proposers not selected for further contract discussions
04/29/2013	Notification by email to proposers selected for contract discussions
04/30/2013 - 05/10/2013	Discuss and Finalize Contract
05/23/2013	Council meeting to award contract to selected proposer
06/03/2013	Contract signed / Work begins

CSC reserves the right to adjust the timetable and any adjustments will be made available on the CSC website.

3.4 INQUIRIES

All inquiries requesting clarification regarding this RFP must be made in writing and emailed to the identified contact person by 03/08/2013. Proposers must not submit any forms of advertisement during the RFP period. Copies of responses to all inquiries which require clarifications and/or addenda to the RFP will be made available no later than 5 PM 03/15/2013 on CSC's website. CSC reserves the right to adjust the timetable and any adjustments will be made available on the CSC website.

3.5 ACCEPTANCE OF APPLICATIONS

All responses must be received by CSC no later than 03/29/2013 by 2 PM at:

Children's Services Council of Palm Beach County
2300 High Ridge Road
Boynton Beach, FL 33426
Attention: Reception – RFP: 13-001 Training Registry Software

No changes, modifications or additions to the responses submitted will be accepted by, or binding on, CSC after the deadline for submissions has passed.

<p>RESPONSES NOT RECEIVED AT THE SPECIFIED LOCATION OR BY THE SPECIFIED DATE AND TIME OR BOTH WILL BE REJECTED AND RETURNED UNOPENED TO THE PROPOSER BY THE CSC.</p>

CSC reserves the right to reject any and all responses or to waive minor irregularities when doing so would be in the best interest of CSC. A *minor irregularity* is defined as a variation from the RFP terms and conditions that do not affect the price of the application, or do not give the proposer an advantage or benefit not enjoyed by other prospective proposers, or do not adversely impact the interest of CSC.

3.6 PROCEDURE FOR CONDUCTING SOFTWARE DEMONSTRATIONS

After completion of the scoring process based on the review criteria, CSC will determine which, if any, proposers meet the minimum requirements deemed necessary by CSC for presentations. Assuming that such minimum requirements have been met, CSC will require face-to-face or web-based software demonstrations with one or more proposers.

3.7 NOTICE OF SOFTWARE DEMONSTRATIONS

CSC will post a list of qualified proposers for presentations on 04/12/2013 by 5 PM on the CSC website, and will e-mail these proposers.

3.8 NOTICE OF QUALIFIED PROPOSERS FOR CONTRACT DISCUSSIONS

CSC will notify qualified proposers via email communication regarding contract discussions by 5 PM on 04/29/2013.

SECTION 4: RFP RESPONSE

4.1 INSTRUCTIONS FOR SUBMITTING RESPONSE TO RFP

All responses must be submitted on the forms included in this package (forms available on CSC website (www.cscpsc.org/openprop). During the RFP period, proposers must not provide CSC with any marketing or promotional materials that would raise the proposer's profile or give the proposer an advantage or benefit not enjoyed by other perspective proposers. Please submit **1 original and 1 PDF copy of response on a CD** in a sealed package no later than **03/29/2013 at 2 PM**. Responses must be prepared utilizing the format outlined below.

4.2 INCOMPLETE RESPONSES

Failure to respond to any item, including providing any requested information, or failure to follow these instructions shall be considered submission of an incomplete response and may result in disqualification from further consideration.

4.3 RESPONSE FORMAT

The typewritten portion of your response is to be submitted on the RFP forms included in Section 5, single-spaced with font style and size Calibri 12 point. The forms are available on CSC's website: www.cscpsc.org

4.4 RESPONSE REVIEW AND SELECTION CRITERIA

Proposer selection will be based upon the following criteria:

	Criteria	Points
1.	Cost (initial, enhancements, maintenance)	15
2.	Technical architecture - Hosting / Backup & Recovery / Security	10
3.	Data migration and data system interface capabilities	15
4.	Comprehensiveness of approach as outlined in proposal	20
5.	Vendor resources, experience and references	10
6.	Ease of customization and configuration	10
7.	Time schedule	10
8.	Vendor presentation	10

4.6 COMPLIANCE WITH SECTION 287.133, FLORIDA STATUTES

In accordance with Section 287.133, Florida Statutes, persons and affiliates who have been placed on the convicted vendor list may not submit responses, contract with, or perform work (as a contractor, supplier, subcontractor or consultant) with CSC in excess of the threshold amount provided in Section 287.017, Florida Statutes, for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list. Any response received from a person, entity or affiliate who has been placed on the convicted vendor list shall be rejected by CSC as unresponsive and shall not be further evaluated.

SECTION 5: SUBMITTAL DOCUMENTS


The following documents can be downloaded from CSC's website at:

www.cscpsc.org/openprop

Reference file name: RFP #: 13-001 Forms

Responses should be assembled in the following manner:

1. **Cover Page** – Complete this entire document and include with response.
2. **Questionnaire** – Complete this entire document and include with response.
3. **Proposer Qualifications** – This section must contain all pertinent data related to the Proposer (including proposer's organization, if applicable) and experience that would substantiate Proposer's qualifications and capabilities to perform the services requested.
4. **References** - List three clients professional references associated with work previously performed by the Proposer within the past 5 years. For each reference, please specify:
 - a) Name, address, telephone number
 - b) Project start date and duration
 - c) Scope and cost of project
 - d) Role in project
 - e) Outcome of project
5. **Fee Schedule** – Provide a schedule of fees (can include hourly, per unit, project, etc.) Attach a line item budget that delineates all costs used to arrive at the total cost for implementing the system including maintenance for the system with associated costs for the next three (3) years. In addition, estimate the number of hours needed to complete this project and include an hourly rate for additional consulting services.
6. **Non-Collusion Affidavit** – Complete this document and include with response.
7. **Technical Requirements** – This section of the response should explain the architecture and methodologies to be employed in the development of the application.
 - a) Provide a detailed description of a seamless migration plan for the data in existing databases (Registry and SEEK databases).
 - b) Provide a detailed description of the automated tools that will be used to support the customization and maintenance of the system. Provide the name of the database engine, development/customization tool, vendor, and release date and whether they are proprietary and/or commercially available. The vendor should also include background information regarding their experience with using the tools.
 - c) Provide a detailed description of security measures implemented on data systems.
 - d) Outline the disaster recovery processes and procedures that will be implemented for this system. Also, explain in detail the fail-over protection and redundancy mechanisms.
 - e) Provide a detailed description of reporting standards and services.
8. **Quality Control** – Provide examples of processes used to ensure quality control over incoming/outgoing data streams including data validation.

COVER PAGE			
Submit this RFP response to: Children's Services Council of Palm Beach County Attn: Reception – RFP 13-001 2300 High Ridge Road Boynton Beach, Florida 33426		 <h1 style="margin: 0;">Children's Services Council</h1> <p style="margin: 0; font-size: small;">PALM BEACH COUNTY</p>	
RFP Title: Training Registry Software			RFP #: 13-001
NAME OF FIRM, ENTITY, ORGANIZATION:			
NAME OF CONTACT PERSON:		TITLE:	
PHONE NUMBER:	FAX NUMBER:	EMAIL:	
MAILING ADDRESS:			
CITY:	STATE:	ZIP CODE:	
HEADQUARTERS ADDRESS (If different than mailing address):			
FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN):		STATE OF FLORIDA BUSINESS LICENSE NUMBER (If Applicable):	
ORGANIZATION STRUCTURE (Please check one): Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Joint Venture <input type="checkbox"/> Other <input type="checkbox"/>			
If Corporation, please provide the following: (A) Date of incorporation _____ (B) State or Country of incorporation: _____			
<p>I certify that this Proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all terms and conditions of this RFP and certify that I am authorized to sign this Proposal and that this Proposal is in compliance with all requirements of the Request for Qualifications, including but not limited to, certification requirements.</p>			
_____ <i>Authorized Signature (Manual)</i>		_____ <i>(Authorized Signature (Print or Type))</i>	
		_____ <i>Title (Print or Type)</i>	

QUESTIONNAIRE

The following Questionnaire shall be completed and submitted with the Request for Qualifications. Proposer guarantees the truth and accuracy of all statements and answers herein contained.

1. How many years have you/your organization/company been in business?
2. What is the last project of this nature that you have completed?

3. Have you ever failed to complete work awarded to you? NO YES If so, where and why?

4. *Availability to Perform the Requested Services* – Indicate current and anticipated workload. Provide information concerning all contracts in progress as of the date of submission of this Proposal.

Name of Project	Total Contract Value	Contracted Date of Completion	% of Completion to Date

5. Explain how, with the proposer’s current schedule as noted in question #4, the proposer will meet any agreed upon project deadlines, which may, at times, require expedited timelines.

PROPOSER QUALIFICATIONS

This section must contain all pertinent data related to the Proposer's experience that would substantiate their qualifications and capabilities to perform the services requested:

- a. Provide details on the qualification of the individual(s) who will perform the design work; including relevant education and experience with similar work.

- b. Describe the Proposer's primary business focus and target market for previous work.

REFERENCES

List three clients, current or past that can serve as a reference on the development of similar work performed by the Proposer in the past five years. For each reference, please specify:

- a. Name, address, telephone number
- b. Project start date and duration
- c. Scope and cost of project
- d. Role in project
- e. Outcome of project

Reference #1:
Reference #2:
Reference #3:

FEE SCHEDULE

PURPOSE: The purpose and intent of this RFP is to secure a fixed and firm fee schedule and establish a term-contract for professional services.

CSC intends to award contract(s) to the lowest, responsive, responsible, qualified Proposer in response to this RFP, taking into consideration experience, staffing, equipment, materials, references, and past performance. In the case of disputes in the award of contract(s), the decision by CSC shall be final and binding on both parties.

PRICES SHALL BE FIXED AND FIRM FOR TERM OF CONTRACT: If the Proposer is awarded a contract under this solicitation, the prices quoted by the Proposer shall remain fixed and firm during the term of the contract; however, CSC may request a price quote from the pool of qualified contractors based on special projects or statements of work.

WORK AUTHORIZATION: Statements of Work will be authorized by the CSC Chief Executive Officer or designee. No work shall commence without written authorization.

INVOICES AND PAYMENT: Detailed reports will be required with submittal of invoices. Payment will be made within 15 days of receipt of invoice and acceptance of the complete unit(s). No down or partial payments will be made.

FEE SCHEDULE

Include all relevant fees associated with professional services (i.e. hourly rate, travel expenditures, unit cost, etc.)

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NON-COLLUSION AFFIDAVIT

By submission of this affidavit, the Proposer certifies that this price is made independently and free from collusion. Proposer shall disclose below, to the best of its knowledge, any CSC Council member, employee, or any spouse, son, daughter, stepson, stepdaughter, or parent of any such officer or employee, who is an officer or director of, or has a material interest in, the Proposer's business. For purposes hereof, a person has a material interest if he or she directly or indirectly owns more than five percent (5%) of the total assets or capital stock of any business entity, or if he or she otherwise stands to personally gain if the contract is awarded to this vendor.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment.

NAME

RELATIONSHIPS

(Print Name)

(Print Name)

(Proposer's Signature)

Sworn to and subscribed before me in the state and county first mentioned above on this

_____ day of _____, 2013.

(Affix seal)

Notary Public

My commission expires