

REQUEST FOR PROPOSALS (RFP)

for

GDYT Data and Case Management System 2023



ISSUE DATE: May 23, 2023

RESPONSES DUE: June 27, 2023

AWARD NOTIFICATION: August 28, 2023

City of Detroit

Michael E. Duggan, Mayor

Nicole A. Sherard-Freeman, Group Executive – Jobs, Economy & Detroit at Work

Mayor's Workforce Development Board

Cynthia J. Pasky, Co-Chairperson

David E. Meador, Co-Chairperson

Detroit Employment Solutions Corporation

Alice Thompson, Chairperson

Terri Weems, President



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BIDDING INFORMATION	
Issue Date:	May 23, 2023
Questions Deadline:	<p>June 5, 2023, at 5:00PM (EST)</p> <p>All questions should be received in writing via email to procurement@detempsol.org.</p> <p>To be properly received, <u>Email Subject line must include:</u></p> <p style="text-align: center;">Questions for GDYT DMS 2023 RFP</p> <p>DESC will provide a response to all companies/individuals that requested an RFP via email upon completion of responses.</p>
Response to Questions:	<p>June 12, 2023, at 5:00 PM (EST)</p> <p>Responses to questions will be available at this link: https://www.descmiworks.com/opportunities/rfps-and-rfqs/</p>
Proposal Due Date:	<p>June 27, 2023, at 5:00 PM (EST)</p> <p>Responses must be received electronically by email to: procurement@detempsol.org.</p> <ul style="list-style-type: none"> Files submitted via email must not exceed 25 MB. Do not include embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. To be properly received, <u>Email Subject line must include:</u> <p style="text-align: center;">Response to GDYT DMS 2023 RFP</p> <ul style="list-style-type: none"> Proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 business hours of receipt. <p>Please note: Allow ample time for submitting your proposal. DESC strongly encourages submitting at least two (2) business days prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.</p> <p>DESC WILL NOT ACCEPT PAPER/HARD-COPY OR LATE PROPOSALS.</p>
Award Notice:	The award notification is planned to be provided by July 28, 2023
Contract Start Date:	The contract period is scheduled to begin by September 1, 2023
Applicant Interview/ Demonstrations	DESC will host Demonstrations on an INVITE ONLY basis with those organizations selected as finalists during the review process. Finalists will be notified by email upon completion of written proposal evaluations regarding presentations (scenarios, length, location, materials, etc.)



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I. INTRODUCTION

The Mayor's Workforce Development Board (MWDB) is directly responsible and accountable to the State of Michigan, Labor and Economic Development, Workforce Development (LEO/WD) for the planning and oversight of talent development programs in the City of Detroit. Designated by the MWDB, Detroit Employment Solutions Corporation (DESC) serves as the fiscal and administrative entity that provides workforce services to job seekers and employers. DESC's primary funding streams include Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) that funds Michigan's PATH (Partnership. Accountability. Training. Hope.) employment program, Food Assistance Employment and Training (FAE&T), Wagner-Peyser Employment Services (ES), and other public and private funding. DESC anticipates receiving American Rescue Plan Act (ARPA) funding to support contracts as a result of this competitive bid process.

In July 2019, the MWDB and DESC, known collectively as Detroit at Work, launched a re-designed public workforce system. This included expanding from 3 to 9 Career Centers; doubling the number of youth service locations; physical co-location of federally funded programs with a common intake process; a centralized call center that serves as a single point of entry to our system; expansion of technology-enabled and web-based services; and integration of on-site financial coaching services. In addition, one of the most critical components of the new system has been reorienting program delivery through a Human-Centered design lens that puts the customers' needs at the center of service delivery.

DESC is seeking proposals from qualified individuals and/or firm to provide a data and case management system.

DESC plans to award **one (1) contract** for requested services as detailed in this RFP.

II. CONFIDENTIALITY

DESC will treat as confidential any non-public information that we receive from you in our discussions about the transaction contemplated by your RFP (other than information that we also receive from other, non-confidential sources, or that we independently develop ourselves).

III. ORGANIZATION QUALIFICATIONS

Eligible applicants include U.S. based non-profit organizations, private for-profit companies, units of local government including community colleges and universities, and faith-based and community organizations.

Small businesses, minority-owned firms, women's business enterprises, and labor surplus area firms are particularly encouraged to apply.

Organizations and individuals are ineligible if they are currently barred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by a federal department/agency, or if they are not in compliance with the State of Michigan Department of Revenue or Internal Revenue Service requirements.



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Applicants must possess the following:

- All required licenses, bonding, equipment, and identified core personnel necessary to perform the work as required in the RFP;
- Documentation of the business structure (e.g. corporation., LLC, sole proprietor, partnership, etc.) you have registered to conduct business; and
- Personnel policies and procedures demonstrating compliance with Equal Employment Opportunities requirements, Americans with Disability Act, and Drug Free Workplace and Byrd Anti-Lobbying Act.

Applicants must assure the ability to comply with all applicable laws and regulations, as well as the nondiscrimination and equal opportunity provisions of 29 C.F.R. § 38.25, if awarded a contract and remain in compliance for the duration of the award.

Applicants must be financially and operationally stable and must possess sufficient scale in terms of staff and other resources to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- a) If a contract is awarded as a result of this RFP, Applicants must be able to comply with insurance requirements, as necessary based on the nature of the particular contract. Required coverage may include Commercial General Liability Policy (A \$3,000,000 per occurrence) with the following coverages:
 - Broad form property damage
 - Premises/Operations
 - Independent Contractors
 - (Blanket) Broad form Contractual
 - Personal Injury
- b) Workers' compensation insurance, as required by law,
- c) \$1,000,000 combined single limit automobile liability insurance, including hired and leased vehicles, owned and non-owned autos, and "no fault" coverage,
- d) Errors and omissions liability insurance with minimum limits of \$1,000,000 per occurrence and \$1,000,000 dollars aggregate,

To be considered for an award for this service, the proposing organization or individual must meet the following qualification:

Applicant must have at least **five (5) years** of experience providing requested services described in this RFP.



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IV. SCOPE OF WORK

Introduction

On behalf of the City of Detroit and the Mayor's Workforce Development Board, Detroit Employment Solutions Corporation (DESC) is the designated grant administrator responsible for planning and implementing public workforce programs for job seekers and employers. DESC works with a wide range of service providers and partners to provide employment, training, and supportive services to adults, dislocated workers, and youth.

DESC seeks a system to process youth applications, onboarding, time reporting, virtual Career Connections Fair(s), and job placement activities. Awarded applicants will be trained on this application.

Grow Detroit Young Talent (GDYT) Program Overview and Objectives

The Grow Detroit's Young Talent Program (GDYT) provides work experiences with career pathways internships, and vocational training to Detroit youth, 14 to 24 years of age (also referred to as participants in this RFP).

DESC is responsible for coordinating GDYT activities to leverage funding, foster partner relationships, and provide expertise to increase the number of summer work experiences available for Detroit's youth and young adults through the GDYT Program. Grow Detroit's Young Talent program serves to:

- Ensure that youth and young adults have meaningful summer work experiences that create pathways to future opportunities.
- Connect youth and young adults to professional networks and employers that can support their career goals.
- Introduce employers to the next generation of Detroit's workforce.
- Align Detroit's youth workforce development programs, thus streamlining service delivery and maximizing efforts to improve outcomes for youth; and
- Ensure employers and providers complete performance appraisals to allow the City and its partners to evaluate participants' skills, match them to future opportunities and provide participants with an opportunity to build a resume.

Along with summer job placements, the GDYT Program will focus on:

- Scale and Pipeline Development: Strengthening relationships with employers through recruitment, continued engagement, and ongoing supports, with the goal of better connecting the program and its participants to future labor market opportunities for an emerging workforce.
- Coordination and Systems Alignment: Building a better infrastructure for summer youth employment in Detroit across the silos of non-profits, public agencies, and for-profit employers.
- Data Management, Technology, and Tracking Youth Outcomes: Track and analyzing data across placements and over the long term to help the City of Detroit make smart (and data-driven) decisions on a wide range of issues, in particular around employment, and economic security, affecting outcomes.



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DESC has identified a Summer Youth Employment Coordinator (SYEC) to implement a three-tiered participant service model that include focus areas/responsibilities detailed in *Attachment A, SYEC Responsibilities* for a more detailed review of these models:

- Tier 1: Career Exploration – Recommended for youth who are 14 to 15 years old.
- Tier 2: Ready to Work – Recommended for youth who are 16 to 17 years old.
- Tier 3: Career Pathways Internships - Recommended for young adults who are 16 to 24 years old.

GDYT program is scheduled to begin no earlier than June 1, 2024 and must end by September 30, 2024 unless other arrangements are made with DESC.

Background: Staff Roles

The GDYT Program has 60 employee-based active users with approx. 8,000 participant files that may be active at one time. We have 150+ employer partner organizations that we utilize for placement services. All staff members would be users however would have different levels of access

The system will be a valuable resource to several different categories of users:

- DESC program staff will use the system for youth and employer related job matching requirements.
- Employers will use the system for youth activities and time reporting for stipend and wage paid participants.
- Program Directors and Executive Leaders will use the system to track and monitor overall program and agency performance and use this information for continuous improvement.

Requirements

The awarded applicant will be expected to provide a data management and youth employment tracking system for Grow Detroit's Young Talent (GDYT) Summer Youth Employment program. All data captured is to be owned by DESC and made available in a format determined by DESC and consistent with current and industry accepted data export standards and best practices. .

The scope of work is segmented into the following discrete but interconnected categories:

A. System Functionality

DESC prefers a Cloud-based solution hosted by the system developer or a third-party vendor.

B. Youth Portal with Document Upload Capability:

The desired system will create an online form or series of forms for youth that are interested in applying for the summer youth employment program. This includes a custom intake form that will capture data and documents necessary for an applicant to be eligible for the program (after being selected). Application data should include but should not be limited to; contact information, demographic information, location, education/work history, desired industry, future education/work plans. Documents envisioned for upload, scan would be identification cards (student ID, driver's license, passport, etc.) for proof of identity, residency and other relevant eligibility criteria, as



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required. Other documents such as work permits will be required.

C. Data Security and Software Integration

Data Security

The system must be compliant with current accepted industry standards for Data Security, PII compliance, and data sanitization/ destruction.

The bidder shall articulate which standards the system is compliant with (such as HIPPA, NIST, etc.) and demonstrate compliance.

Software Integration

DESC utilizes various databases and software programs to monitor customer information and program metrics. The proposed system must integrate with DESC's existing systems via either an industry standard API (REST preferred) or alternatively provide secure and automated file export & import capabilities (.csv or Excel). DESC currently uses Tibco Scribe as it's extract/transform/load or API-based data exchange tool.

The system must be able to house, import, and export ad-hoc information from other DESC data systems. The system will have the capability of adding new data objects and elements in industry standard data types for entry, storage, import, export, and reporting.

The system should come preconfigured with basic Customer (program participants) Employer & Partner Account data objects, payroll objects, timesheet tracking objects, and be able to store banking information securely.

The system must provide either robust reporting, or integration points to third-party reporting tools, such as Power BI (preferred).

There must be mechanisms to ensure that personal information (especially Personally Identifiable Information, or PII) is protected and secured during any transfers and at-rest.

D. Staff Portal with Case Management Capability

The system will allow staff to have administrative access to view each participant's file including demographics and summer work experience for multiple years, determine eligibility and enroll participants into the program. Staff and participants should also have the ability to communicate via text message and email with applicant and participants. The system should provide industry standard text message and email opt-out mechanisms.

The system will have an administrative portal/dashboard that will facilitate managing and monitoring applicant cases, employer progress, warehouse resumes and e-Portfolios, distribute employer/customer evaluations and capture employment information.

The administrative portal should allow views based on roles and responsibilities.

DESC partner stakeholders will require access to refer participants to other youth programs.

Custom reports should have the ability to be pre-programmed for GDYT admins to easily generate real time, anytime data.



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E. Support

Applicant's System Administrators will provide training and technical assistance to both internal and external users, conduct system training, and monitor data quality.

Applicant's System Administrators will configure and monitor external system integrations; monitor and manage data, database access control, backups, and security policy compliance.

F. Financial and On-demand Reporting

Desired functionality includes the ability to provide real-time snapshot with drill-down ability of financial status per funding stream. Information should also be available for printing and downloading.

All GDYT applicants, participants and separations related to the program should be tracked and reportable in the system. Active applicant information should be available in the system, and reportable in the administrative dashboard to allow administrative staff to monitor progress of applicants, staff, and employers.

Additional Requirements

Awardees must attend meetings throughout the contract period on a timeline agreed upon with DESC.

V. COOPERATIVE APPLICATIONS

If two or more organizations plan to share responsibility for carrying out the main work of the grant, then those organizations may partner as co-grantees with one organization being designated as the "lead". However, each organization will be equally responsible for the performance and financial obligations. This relationship need not result in a new legal entity being formed, but some form of a contractual relationship must be documented and submitted that reflects the roles and responsibilities of the party.

If one organization will be responsible for the overall work of the grant, with other organizations performing separate and distinct functions to serve or aid that principal effort, then such other organizations must be procured by the prospective applicant as a subgrantee or subcontractor.

Subcontractors and subgrantees cannot be identified in a bid proposal response or bid proposal budget unless they were competitively procured for the intended purpose prior to the submission of the bid/proposal. The prospective applicant must ensure that the identified parties were properly procured, or the proposal must be rejected.

All professional qualifications required of the primary provider must also be met by any subcontractors, and these qualifications must be described in the proposal.

DEFINITIONS

[Grantees] Grantees are defined as "a recipient of funds under a grant or grant agreement. Synonymous with 'Recipient'.

[Sub-grantees] Sub-grantees are synonymous with sub-recipient which means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program.

[Sub-contractors] A sub-contractor is a vendor that provides goods or services to the contractor.



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(Please note: DESC's procurement policy follows the guidelines set forth in the Workforce Development Agency, [Policy Issuance 19-30 Change 1](#). DESC's procurement guidelines will also follow guidance as set forth by the Grantor supporting contracted services as a result of this competitive bid process.

VI. AWARD, TERM AND RENEWAL INFORMATION

If a contract is awarded as a result of this RFP, it will be a **vendor-based** contract. **The period of performance will be for a minimum of four (4) months and may not be earlier than September 1, 2023 or later than December 31, 2023.**

Award amounts will be determined solely at DESC's discretion after review and evaluation of the proposals. If more than one contract is awarded pursuant to this RFP, the applicant acknowledges and understands that contract award amounts may differ between vendors and that the determination is made at DESC's sole discretion.

Based on performance during the initial contract period and contingent upon availability of funds, contracts may be extended for four (4) one-year (1) renewal options. Multi-year contractual engagement must not exceed 60 months from date of fully executed initial contract. Any renewal option exercised under this contract is effective only after approval by the DESC Board of Directors and/or the President, as required.

In the event that additional funds become available, DESC reserves the right to use such funds to select additional providers from proposal applications received in response to this RFP. If no funds or insufficient funds are appropriated to DESC, or if funding is otherwise unavailable during the period of payment due under the contract, then DESC, upon written notice to the vendor, shall have the right to amend or terminate the contract without any penalty or expense to DESC.

VII. PROPOSAL REQUIREMENTS

Accuracy and Completeness of Information: All information pertaining to the prospective applicant's approach in meeting the requirements of the RFP shall be organized and presented in the prospective applicant's proposal. The instructions contained in this RFP must be strictly followed.

Accuracy and completeness are essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all applicants are further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

Ambiguous or inaccurate budget information is a basis for proposal disqualification.

VIII. RFP PROCESS AND PROCEDURES

A. Questions, Question Deadline and Responses to Questions

Should a vendor have any questions about this RFP or be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the prospective vendor must make a written request for an official interpretation or correction.



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Prospective vendors are advised that no oral interpretation, information, or instructions provided by an officer or employee of DESC shall be binding upon DESC. DESC will only honor questions submitted in writing.

All questions regarding the RFP shall be received by email no later than **June 6, 2023 at 5:00 PM (EST)** to procurement@detempsol.org.

To be properly received, Email Subject line must include **Questions for GDYT-DMS 2023 RFP**

Responses to questions will be available by **June 12, 2023 at 5:00 PM (EST)** and available at this link: <https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

DESC does not guarantee a response to questions received after the question deadline. NO TELEPHONE CALLS WILL BE ACCEPTED.

ALL INQUIRIES MUST BE VIA EMAIL at procurement@detempsol.org .

B. Preparation of Proposals

DESC reserves the right to reject proposals that do not meet these requirements and they may not be evaluated. **Do not include** embedded links to external information in proposal submissions. Links provided in response to this RFP will not be evaluated. Applicants must provide written notice in the proposal of intent to take exception to any requirements of the RFP. Such exceptions may reflect negatively on the evaluation of the proposal. Information detailed below must be provided for all entities identified as co-grantees in the proposal.

Proposal Response Format

Must be composed in a single document and entitled **GDYT DMS RFP Response**. Acceptable document formats are MS Word or PDF. Proposal response or attachments should not be handwritten, should be of good copy, quality, readable and legible. Each page should be numbered in this format '*n of N*'.

Page limits for the RFP response:

- Single applicant proposals are limited to Twenty (20)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- Two (2) or more Co-applicants are limited to Thirty (30)-pages; double-spaced using a 12-point font unless stated otherwise in the preparation directions.
- **Page limits do not apply to** financial documents, price proposal, subgrantee and/or subcontractor agreement documents or required attachments (exhibits, resumes, organizational charts, etc.).

Proposal response should be composed as follows:

1. **Table of Contents** (listing all documents submitted for response to this RFP)
2. **Summary**

Provide a one (1) page summary that outlines Organization's background and history.



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3. Qualifications

Applicant shall provide the following information that describes qualifications to successfully carry out activities described in the RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

1. Describe the number of years of experience you have providing scope of work services to public agencies, non-profit organizations, federal grant recipients.

4. Performance History

The applicant shall provide the following information that demonstrates a proven track record:

- A. **References.** Provide at least three (3) customer references that your company provided similar services (as described in this RFP scope of work), by your company- who can attest to the qualifications presented in this bid.
- B. **Customer Reference Detail.** Provide contact information for each customer reference listed above. Contact information should include: Customer name; site address, city, zipcode; contact telephone number and/or email address.
- C. **Describe** no more than two (2) situations where project deadlines could not be executed in accordance with the initial project plan and how you and your customers met these challenges.
- D. **Contract Termination Information.** Indicate if Applicant's has had a contract terminated for any reason within the last five (5) years?
- E. **Claims or Lawsuits.** Indicate if any claims or lawsuits brought against the individual or organization proposing service within the last five (5) years.

5. Application Solution and Service Delivery Description

The applicant shall provide the following information describing a service delivery model that effectively achieves the stated GDYT program goals and referral targets. In answering the questions below, indicate whether you are proposing any practices, tools or models to ensure optimal effectiveness and service delivery.

- A. Describe your proposed hosting arrangement. For cloud-hosted applications. Describe your actual client uptime experience and how you manage regular system maintenance and upgrades.
- B. Is your solution fully available through a web-browser?
- C. Is a test environment provided during and after launch for testing interfaces or other system integration?
- D. How is the system monitored for security breaches and what are the notification protocols?
- E. Provide (in-line or as an attachment) a system design overview that describes the high-level data model. Describe how the data fields concerning services provided are structured – do they have a start and end date? Do they get entered each time a service is received, how detail can description be? How customizable can it be?
- F. Describe functionality for purging data after a specified time period.



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- G. For what system components (particularly, “Employment and Time Entry Tracking”) is functionality supported on smartphones?
- H. Is your solution is agnostic with respect to browsers and operating systems. Confirm that the use of plug-ins and other downloaded required software (Java, .NET, etc.) should not constrain the ability of the system to operate across different operating systems. The system should also be designed in such a way so as to not preclude users of mobile devices from being able to access and use the system (e.g., no use of Flash that would result in usability issues for iOS users).
- I. Provide the following technical details regarding your system:
1. Development toolsets and programming languages
 2. Back-end database
 3. Audit trail and security capabilities on both field and object levels.
 4. Reporting and analysis tools that are either native or interactable via API.
 5. New version release schedule, and past version completed release schedules.
 6. Modules, if applicable
 7. Application Architecture, including:
 - a) *Transaction processing*: address the ability of the application to perform online and batch updates.
 - b) *Integration between Applications and Modules*: Address the underlying architecture to achieve application integration.
 - c) *Documentation*: Identify specific elements of documentation, which are available with the system, including operations and technical manuals (both online and hard copy), data element dictionary, online help, and testing scripts.
- J. Describe how your system meets the below security requirements:
1. The system must conform to current and industry accepted data and systems security standards and best practices. It must also comply with any and all mandatory application security requirements and regulations required of federal, state, and local government entities and agencies, as applicable.
 2. Secure Connectivity: At a minimum, the system must require HTTPS authentication as its standard communications protocol.
 3. Secure Data Transfer: All data interfaces must demonstrate the appropriate level of security. Options for ensuring secure file transfer via SSH or other mechanisms should be included.
 4. Secure Passwords: The system must have strict password controls that include, but are not limited to:
 - a) Support for strong passwords, requiring a combination of letters, numbers, punctuation marks, and capital letters.
 - b) Mandatory password expirations (after a set number of days).
 - c) Inability to use the same password within a given number of cycles (e.g., six months, one year, etc.).
 - d) All passwords must be managed on a self-service basis. Users, including system administrators, cannot assign passwords to users. Password resets must occur within



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the confines of the system and require authentication methods such as security questions.

- e) Does the system support multi-factor authentication (MFA)?
- f) Does the system support Single Sign On for staff, authentication from DESC's Azure Active Directory?
- 1. **User and Group Access Privileges:** The system must provide for strict role-based access control. Such access privileges should be explicit in nature, meaning that a user's access profile must be proactively created, ensuring a tight level of control of different screens, functionality, and sets of data. Access privileges can be set at the user or the group level.
- 2. **Security Tokens:** For particularly sensitive data sets stronger security may be required, including the use of a security token mechanism for validating a user's identity. Describe how you have handled this requirement for current WDA customers.
- 3. **Data Masking and Encryption:** Mechanisms for masking data as well as storing encrypted data should be used, particularly as it pertains to sensitive data sets such as social security numbers.
- 4. **Hosting Environment:** Any hosting environment, whether hosted by the system developer or some other party, must comply with all federal, state, and municipal regulations and current accepted industry standards that govern hosting centers with respect to data security, with all of the necessary controls in place to prevent outside intrusions and data theft.
- 5. What specific IT, security, data, PII, or other compliance requirements has the system been certified for?

System Functionality

- A. The system shall be web-based.
- B. Does the system have a mobile responsive design to support data entry on a variety of devices?
- C. Describe how the system prevents duplicate records and any merging tools for correcting duplicate records.
- D. Can the system trigger email alerts based on data that has been recorded?
- E. Describe how the system implements text messages and emails to customers, and how text and email opt-out is implemented.
- F. Describe the system's audit trail features to enable tracking of changes to data over time on both objects (tables) and fields (data elements).
- G. Explain the system's role-based security.
- H. Do you support search throughout the software? And can the administrator determine which fields are searched and which columns to return in search result sets?
- I. Can the software be used to track non-client entities (staff, resource referral partners, etc.)?



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- J. Does the system have any scheduling features, and do they sync with any external calendaring systems (such as Outlook or Google Calendars)?
- K. Describe how the system can support the import of historical or ongoing data via common file formats such as CSV or Excel.
- L. Describe any machine-readable APIs the system exposes, and the implemented functionality of those APIs.
- M. Describe the audit trail of imported files and whether they enable administrators to see what records were successfully uploaded and what records were not successfully uploaded.
- N. Does the software contain any electronic signature options?
- O. Describe how the system's data is protected/secured during transfers as well as at rest.

System Configurability

- A. Do you provide a configurable landing page for staff members to provide them with quick access to features in the software, messages/alerts, and reports?
- B. Does the system enable Agency administrators to create new fields, and reports within the software without programming knowledge and without relying on the vendor to make changes?
- C. Can the duplicate check functionality be set by the administrator based on any combination of demographic fields?
- D. Can users be restricted to only see information that are applicable to their own program(s)?
- E. Is there a way for employer partners or other non-agency users to access the system?
- F. Does the system have the ability to publish a survey to clients?
- G. Can ad-hoc new objects/tables/forms/fields be created?
- H. Describe the data backup and restore process for the system.

Data Migration

Describe best practices and your methodology for performing the data migration from existing applications necessary to fully implement the proposed functionality. Identify the following:

- A. Do you provide import tools for loading batches of data?
- B. Does the batch import tool respect duplicate check settings in the software?
- C. Describe the minimum set of data types that would ideally be migrated to the new system to facilitate a smooth transition
- D. Can all data be exported from the system in comma-separated values (CSV) or Excel?
- E. Do you support both updates and inserts through your standard import?
- F. Describe your methodology for executing data migration as part of your implementation methodology.



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- G. Describe typical challenges with data migration and your approaches for overcoming them.
- H. Describe data storage limits and overages – clearly state all data storage limits associated with the system. Where exceeding such data storage limits would cause the DESC to incur additional cost, state such costs.
- I. Provide a statement of your data protection practices and the responsibility to protect and prevent the use or sale of data to/or by external entities. Include your full data protection policy.
- J. Explain the system's ability to retain DESC data in a manner that is searchable and capable of compliance with records retention laws and industry standard best practices.

Implementation Methodology

- A. Describe your overall implementation approach.
- B. Proposed Project Team - Roles/Responsibilities and Expectations for Vendor and Agency staff.
- C. Describe your project management methodology including how DESC leaders and staff will be expected to interact with your implementation team? What resources will you need from DESC to be successful? Outline the time commitment required from DESC as the implementation progresses and what preparation will be necessary.
- D. Describe instances where project deadlines could not be executed in accordance with the initial project plan and how you and your customers met these challenges.
- E. Training - Please describe your training approach and methods during the implementation process.
- F. Describe your knowledge transfer process (including documentation) for ensuring DESC has a solid understanding of all customizations performed specifically for DESC (and the ramifications for compatibility with future upgrades of your system).
- G. Describe your methodology for training the users, super-users, and IT staff, and how customized materials will be left with DESC staff for use with new staff post-implementation.
- H. Describe your methodology for determining the optimal phasing of the implementation, in terms of waves or groups of functionalities.

Reporting

- A. Do you provide a full ad-hoc report writing tool that enables the creation of graphical reports without requiring programming?
- B. Is all data available through this tool?
- C. Are new fields and forms immediately available within the tool as they are added through the interface?
- D. Does the reporting tool enable reports to be saved and published?
- E. What formats can the reports be exported into?
- F. Can reports contain filters (such as the ability to run by date range)?



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- G. Describe how your solution promotes measuring client progress in programs.
- H. Describe any integration points to other industry standard reporting tools, Power BI preferred.

Interfaces (maximum three pages)

- A. Interface(s) to the DESC Customer Relationship Management System (LaunchPad - software built on a Salesforce platform) to provide interdepartmental referrals and case management case share details, data, and outcomes.
- B. Interface(s) to DESC data stores such as a central SQL data warehouse / business intelligence tool to allow for easy extraction of data for external reporting
- C. Please describe your approach for implementing these interfaces. Note explicitly if you have created interfaces to Salesforce software.

Service Level Agreement (SLA)

Please provide an example of your standard Service Level Agreement

Users and Access Levels

- A. Describe your enterprise license subscription agreement or similar which provides unrestricted access to the software to all DESC users for the life of the contract and any executed contract term extensions.
- B. Describe the options for various licenses or license levels depending on usage complexity.
- C. Explain the license subscription model and does the model includes software updates, upgrades and platform changes throughout the life of the contract.

Timeline

- A. Propose an implementation of the required components and/or all proposed functionality, with logical sequencing /phasing explicitly described.
- B. Document assumptions about the number of interfaces required, the amount of migration required, and the amount of training to be performed. Milestone-level timing must be provided; additional planning detail is highly desired.
- C. Organizational Capacity and History (no more than six pages, no limit on attachments.)
- D. Describe your change order process.



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Ongoing Support

- A. Describe your approach for providing ongoing support (post-implementation) throughout the ownership of the proposed software. This could include but not be limited to:
- 1) Post implementation/ongoing training
 - 2) Support for ongoing workflow and other configuration activities
 - 3) Help desk
 - 4) Break-fix
 - 5) Upgrades / patch management
 - 6) Provision of customized training materials that can be used to train new staff post-implementation.
 - 7) Regular reviews of system configuration and performance
 - 8) Consultative services
 - 9) Provision of industry analysis or other educational content
 - 10) User community for sharing of best practices and feature suggestions
 - 11) User focus groups
 - 12) Warranty
- B. Describe your software licensing model
- C. Confirm that you will warrant that the system (software and all related interfaces) will operate as required, specified, and designed for a period of one (1) year after the system goes into production at the time of “Go Live.” Confirm further that you will be responsible for fixing, without charge and as quickly as reasonably possible, all technical errors (including programming, configuration, hosting, etc.) identified during this warranty period.
- D. Confirm that you will provide maintenance and support services for the system for a minimum period of 12 months after Go Live. Services must include development and application of all necessary software upgrades such as patches or revisions to correct software problems. System developers should provide regular software enhancements, ideally based on user requests and according to a predefined schedule. Such upgrades and enhancements should be thoroughly tested before installation. System developer will also provide support services related to the use of the system, including “Help Desk” support for functional, technical, and other issues related to the ongoing operation of the system. Maintenance and support will include the hosting environment (physical server environment, server software, etc.).
- E. Confirm that you will provide qualified personnel for system support and perform system maintenance within reasonable response times.



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6. Administrative Capacity

Applicants shall provide the following information to determine administrative capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

- A. **Attach** Organizational Chart detailing current key staff and reporting structure.
- B. **Attach** Resumes of Key Staff and Designers on your team that may be assigned to complete assignments for DESC. Information must include, as applicable:
 - 1) Name.
 - 2) Title.
 - 3) Place of legal employment.
 - 4) Education and Training.
 - 5) Software application skills and years of experience staff has with software.
 - 6) Detail services the key staff may be expected to provide for this proposal
- C. **Describe** process and methods to track project hours.
- D. **Attach** Entity's business registration documentation registered to conduct business. (e.g. corporation., LLC, sole proprietor, partnership, etc.) Include 501 (c)3 papers (if applicable).

7. Price Proposal

Bidders are requested to make a firm cost proposal to DESC. Please submit the chart below that shows all proposed rents due during the entire initial term of the lease.

If a contract is entered into as a result of this RFP, DESC will not provide reimbursement for any activities outside of the agreed terms and conditions.

BEST AND FINAL OFFER (BAFO): A BAFO may be requested at the sole and exclusive discretion of the DESC. A BAFO or other alteration to original proposals submitted after the Proposal Due Date will not be accepted unless requested in writing by DESC.

Provide a budget narrative that encompass all expected costs associated with two implementations:

Implementation of only the required components and/or all proposed functionality (both required components and non-required components which you propose to offer), with logical sequencing / phasing explicitly described.

Please complete and submit Table 1: GDYT DMS Total Ownership Costs included with this RFP:

Please include / attach additional commentary or supporting documentation to support this table.

Document your assumptions about the number of interfaces required, the amount of migration required, and the amount of training to be performed. Use the below estimates as part of your assumptions:



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8. **Financial Fit and Capacity** section of the proposal response must be composed in a separate document and submitted as an attachment with RFP proposal response. **Include Financial Fit in the attachment's title.** Acceptable file formats are MS Word, MS Excel or PDF.

Financial Fit and Capacity response must be provided for all parties identified as co-grantees in the proposal.

Note: any applicants and/or proposed co-grantees, subcontractors or other partners deemed by DESC or funder to be financially insolvent are subject to disqualification. A contract may not be awarded without a determination of Financial Fit and Capacity as it relates to this RFP.

Applicants shall provide **one (1)** of the following options to determine financial fit and capacity necessary to support DESC throughout the term of a contract, if awarded as a result of this RFP.

Options	Statement	Years:		
1	Balance Sheet and Income Statement	2021	2020	2019
2	Tax Returns	2021	2020	2019
3	Audited financial statement *	2021	2020	2019

*Required if the agency has more than \$750,000 or greater in federal funds.

Note: Provide a summary explanation if financial information cannot be provided from options stated above.

9. **DESC Cover Sheet (Form A).**

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. **This document must be signed and submitted as a separate attachment with RFP proposal response.** Form A must detail the full legal name and business address of the prospective subrecipient, including a street address if different from the mailing address, and must be signed and dated by the person or persons authorized to bind the prospective subrecipient. **A Separate cover sheet (Form A) is required for each co-grantee, detailed in the response.**

10. **Representations and Certifications**

This document must be submitted as a separate attachment with RFP proposal response. Template is included as an attachment with this RFP. Provide as applicable below.

If registered with www.SAM.gov, provide Representations and Certifications Report; otherwise; If not registered with SAM.gov, complete and provide DESC Representations and Certifications for RFP Offerors as provided in this RFP. **This information must be provided for all entities identified as co-grantees in the proposal.**

11. **Co-Grantee Agreements.** If two or more applicants are submitting a proposal as co-grantees, response must include Memorandum of Understanding (MOU) that clearly outlines the roles and responsibilities of each partner. MOU must state that all co-grantees are equally responsible for performance and financial obligations and signed by authorized Agents of each entity. Agreement must be included with Attachments as described below. Acceptable file formats are MS Word or PDF. Agreement response must be composed in a separate document and **include MOU Agreement in the title of the file.**



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12. Subgrantee and/or subcontractor agreements section (if applicable)

Subgrantee and/or subcontractors that will receive funds as a result of this competitive bid process must be procured. For each subgrantee or subcontractors identified in the RFP response, the following documentation must be provided:

- a) RFP/Q Solicitation detailing issue and response dates.
- b) Bid list or copy of the advertisement.
- c) Awarded Applicant(s) response.
- d) The summary document listing all respondents and scores/rankings.

Agreement response must be composed in a separate document and **include Subgrantee Agreement in the attachment's title**. Acceptable file formats are MS Word or PDF. **This information must be provided for all entities identified as co-grantees in the proposal.**

13. **Consolidated Affidavits (Exhibit E).** This document must be submitted as a separate attachment with RFP proposal response and **include Exhibit E in the attachment's title.** This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.

14. **Non-Collusion Affidavit with Conflict of Interest (Exhibit F).** This document must be submitted as a separate attachment with RFP proposal response and **include Exhibit F in the attachment's title**. This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.

15. **City of Detroit Accounts Receivable Clearance.** Applications must be submitted online: <https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-treasury/treasury-clearances>. This document should be submitted as a separate attachment with RFP proposal response and **include AR Clearance in the attachment's title**. This information is required for all co-grantees, subgrantees and subcontractors expected to receive funding as a result of this RFP.

If Applicant is unable to provide an approved Accounts Receivable Clearance from the City of Detroit, upon bid submission, Applicant should provide a statement indicating that an application has been submitted to the city of Detroit and a determination is pending. This document must be titled '**City of Detroit Accounts Receivable Statement**' and submitted as a separate attachment with RFP proposal response. **Please contact the City of Detroit for assistance related to this requirement, as needed.**

Contractors (individuals, businesses, Co-Grantees, or Subcontractors) cannot be awarded a contract and are not authorized to perform services, as a result of this competitive bid process, if in arrears to the City upon debt or contract or has defaulted as a surety or upon any obligation to the City.

16. **City of Detroit Income Tax Clearance.** Applications must be submitted online: <https://detroitmi.gov/departments/office-chief-financial-officer/ocfo-divisions/office-treasury/treasury-clearances>. Applicants in response to this RFP should provide an approved Income Tax Clearance from the City of Detroit. This document must be submitted as a separate attachment with RFP proposal response and **include Tax Clearance in the attachment's title**.



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Please contact the City of Detroit for assistance related to this requirement, as needed.

If Applicant is unable to provide an approved Income Tax Clearance from the City of Detroit, upon bid submission, Applicant should provide a statement indicating that an application has been submitted to the city of Detroit and a determination is pending. This document must be titled '***City of Detroit Income Tax Statement*** and submitted as a separate attachment with RFP proposal response.

An approved Income Tax Clearance states that an individual, business or subcontractor seeking employment or contracts with the City of Detroit has complied with all the provisions of the City Income Tax Ordinance.

Contractors (individuals, businesses, Co-Grantees, or Subcontractors) cannot be awarded a contract and are not authorized to perform services, as a result of this competitive bid process, until they are in compliance with the City Income Tax Ordinance.

C. Changes in Proposal Requirements

DESC may make changes to the requirements of this RFP as it deems necessary. Such changes will be in writing, issued by DESC and will be publicized or sent to applicants who have formally identified themselves as a potential vendor. If changes are made, DESC may, at its discretion, extend the time allowed for submission of proposals.

D. Submittal Information

Prospective vendors shall submit their proposals in the following order and must contain the elements listed below, including all applicable attachments.

1. Table of Contents

2. Proposal Response, required

- a. Summary
- b. Qualifications
- c. Performance History
- d. Application Solution and Service Delivery
- e. Administrative Capacity
- f. Price Proposal using Table 1:GDYT DMS Total Ownership Costs (*provide budget and budget narrative as separate documents*), required

3. Financial Fit/Capacity, required

4. DESC Cover Sheet (Form A), required

5. Representation and Certifications, required

6. Co-Grantee Agreements. (if applicable)

7. Subgrantee and/or subcontractor Agreements (if applicable)

8. Consolidated Affidavits (Exhibit E), required

9. Non-Collusion Affidavit with Conflict of Interest (Exhibit F), required

10. City of Detroit Accounts Receivable Clearance, required

11. City of Detroit Income Tax Clearance, required



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E. Submittal Instructions

1. Proposals must be received electronically on or prior to the exact date and time detailed herein.
2. Attachments should be of good copy, quality, and legible.
3. Do not include embedded links to external information in proposal submissions. Links to external information provided in response to this RFP will not be evaluated.
4. Responses must be received no later than **June 27, 2023 at 5:00 PM (EST)** by email to: Procurement@detempsol.org. Files submitted via email must not exceed 25 MB.
5. To be properly received, Email Subject line must include **Response to GDYT DMS 2023 RFP**

Important Note: Allow ample time for submitting your proposal. DESC strongly encourages submitting at least one business day prior to due date above. DESC will not extend the submission deadline due to technical issues or outages.

Due to the nature of this solicitation, proposal email submissions that include DESC staff will not be accepted. Confirmations of proposals received will be provided within 48 hours of receipt.

DESC WILL NOT ACCEPT PAPER / HARD-COPY OR LATE PROPOSALS.

F. Changes in Facts

Applicants shall advise DESC during the time the proposal is open for consideration of any changes in the principal officers, organization, the financial ability of, or any other facts presented in the proposal with respect to the applicant or the proposal immediately upon occurrence.

G. Communications

Applicants must submit all inquiries related to this RFP in writing to procurement@detempsol.org. Due to the competitive nature of this procurement, prospective applicants should refrain from communicating with DESC staff or stakeholders regarding elements of this procurement opportunity. Individualized technical assistance is not available to assist in completing a response to this RFP. DESC reserves the right to disqualify an Applicant's proposal from evaluation for failure to comply with requirements of this RFP.

H. Evaluation Procedures, Oral Presentations, and Site Inspections

Following the receipt of the applicant's proposal, a DESC designated evaluation committee will evaluate each response. All proposals which meet the required format of this RFP will be evaluated. Any proposal determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be disqualified unless DESC determines, at its sole discretion, that noncompliance is not substantial or that an alternative proposal by the prospective vendor is acceptable.

DESC reserves the right to request additional information to amplify, clarify, or support proposals. DESC also reserves the right, at its own discretion, to request oral presentations regarding proposals received in response to the RFP. Failure to make an oral presentation after one is requested by DESC will be grounds for rejection of your proposal.



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Applicants will be notified by DESC of the date, time and location for any pre-award survey, site inspection, or oral presentation, if one is requested. A final determination will be made by DESC after any pre-award survey, site inspection, or oral presentations are completed.

Applicant programs will be evaluated in accordance with the criteria listed below. Please note, only finalists will be invited for an oral presentation, as required. DESC reserves the right to award or reject funding for a proposal. Decisions regarding applicant proposals are the final determination of DESC.

CATEGORY		MAXIMUM POINTS POSSIBLE
A.	Summary	5
B.	Qualifications	10
C.	Administrative Capacity	20
D.	Performance History	20
E.	Service Delivery Description	75
F.	Price Proposal	20
G.	Financial Fit/Capacity	Pass/Fail
TOTAL MAXIMUM POINTS – WRITTEN PROPOSAL		150
H.	Interview and System Demonstration	50
TOTAL MAXIMUM POINTS – WRITTEN PROPOSAL and Demo		200

I. Pre-Award Termination of RFP process

DESC in conjunction with the MWDB reserves the right to cancel this RFP in part or in its entirety, to accept or reject any or all proposals received, to waive any non-conformity, to re-advertise for proposals, or withhold the award for any reason DESC determines, and to take any other appropriate action regarding this RFP that is in the best interest of DESC.

DESC reserves the right to negotiate with all qualified entities. This RFP does not commit the MWDB or DESC to award a contract, to pay any costs incurred in the preparation of a proposal under this request, or to procure or contract for services.

J. Requests for Feedback and Information

A request for information related to this request for proposals can be made in writing via email to procurement@detempsol.org. Include FOIA Request in the subject line. Describe the records you seek and the format (hard copy or electronic). Provide Requestor's name, email address, physical street address and contact phone number.



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K. Contract Negotiations/Stipulations

The RFP is competitive. Each proposal should be submitted in the most favorable terms that the prospective vendor can submit from a technical and price standpoint. The offer is subject to negotiation, but costs cannot increase during contract negotiation unless required by DESC.

All contracts with DESC in excess of \$10,000 are subject to termination for cause, and for convenience by DESC. DESC will not enter into a contract with any person or entity that has been debarred or suspended from contracting with any Federal or State governmental unit. All prospective vendors must accept DESC's contract boilerplate language or have a negotiated revision to said language on file with the DESC. DESC's standard contract provisions can be provided upon request.

DESC has the right to terminate the negotiation process, at any time for default, or for convenience, at the sole discretion of DESC.

L. Contract Approval

Upon award of a contract, pursuant to this RFP, DESC and the applicant shall execute a contract that shall contain all contractual terms and conditions in a form provided by DESC. No contract shall become effective until the contract has been approved and executed by DESC. Prior to the completion of this approval process, the vendor shall have no authority to begin work under the contract. The Chief Financial Officer of DESC shall not authorize any payments to the vendor prior to such approvals; nor shall DESC incur any liability to reimburse the vendor regarding any expenditure for the purchase of materials or the payment of services.

M. DESC Performance Monitoring and Evaluation Procedures

DESC may conduct periodic monitoring and evaluation of all vendors to determine contractual compliance relative to funding requirements and guidelines, performance outcomes, quality of operation, and/or customer service. Based on the results of the evaluation or monitoring efforts, DESC may request performance improvement plans. In instances of significant performance or compliance deficiencies, DESC may place the contractor on a corrective action plan.

N. Modification of Services and Funding

DESC reserves the right to modify the services provided by vendors awarded a contract during the contract period. Any modification and resulting changes in pricing shall be made by amendment to the contract and the vendor and DESC.

DESC also reserves the right to decrease or increase contract amounts during the life of the contract, based on the utilization of funds, vendor performance, and the availability of funds, or as further described in the contract.

Any individual/organization applying under this RFP must be willing to adapt its proposal to specific funding guidelines or changes in DESC's, state, or federal regulations or policies.

Prospective vendors may be required to submit cost, technical, or other revisions of their proposal that may result from negotiations.



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O. Terms and Conditions

The successful applicant will be expected to enter into a contract with DESC which will contain the Terms and Conditions outlined in a separate document that can be found on DESC's website at <https://www.descmiworks.com/opportunities/rfps-and-rfqs/>

Other funding sources may be utilized to fund services requested. Refer to **Attachment B: City of Detroit Contract Terms and Conditions** related to contracts executed on behalf of funded by the city of Detroit.