



CREDIBILITY • INTEGRITY • ACHIEVEMENT

February 3, 2009

TO: Interested Vendors

FROM: Timothy J. Stockert
Director of Training and Information Technology
Council on Accreditation

SUBJECT: REQUEST FOR PROPOSAL – COA Military Community Child Care Program Provider Partnership Website/Salesforce Integration

I am pleased to send you the attached Request For Proposal for the Council on Accreditation (COA) Military Community Child Care Program Provider Partnership Website /Salesforce Integration project.

I would ask that you submit the proposal to me no later than EOD **February 16, 2009**.

Please forward your proposal via email to:

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Council on Accreditation
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I. Background

The Council on Accreditation (COA) is an international, independent, not-for-profit, child- and family-service and behavioral healthcare accrediting organization. COA partners with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards. To learn more about COA, please see our websites:

<http://www.coanet.org>

<http://www.coastandards.org>

<http://www.coacanadastandards.org>

<http://www.coaaftherschool.org>

II. Scope of Work

Target Audience

The target audience will consist of approximately 4,000-5,000 users.

- 1,500 interested organizations (which could include multiple users);
- 100 Department of Defense staff;
- 1,200 Peer Reviewers, Team Leaders, Commissioners, and other volunteers;
and
- 80 COA staff and Board of Trustees.

Specifications and Deliverables

The purpose of this project is to design and lay out a new website application that will integrate with Salesforce and will meet the following goals:

1. Users will be able to create accounts, possibly for multiple programs and login with username, email address, and password. (See [Website Application Flowchart](#) for details.)
2. Users will be able to save data and continue the process at a later date. (See [Process Flowchart](#) for details.)
3. Data entered by users on the website will be sent to and populated in Salesforce, and data will also be pushed out to the 'Military Community Child Care Program Provider Partnership' website from Salesforce.
4. Users will be able to upload documents to the website and print web pages in a readable format.
5. The site will contain separate log-ins with different profiles for: (1) COA Admin; (2) Department of Defense; (3) Volunteers; and (4) Users.
6. Be developed using Salesforce companionable tools.
7. All source code and working files will become the property of COA.
8. Must include a user manual with source code documentation and a flow chart design.
9. Must be available for low bandwidth connections, e.g., dial-up connections.
10. Must be viewable in all commercially available web browsers.
11. Website must be completed for **go-live date of April 20, 2009**.
12. Contractors must be available for in-person candidate interviews February 16 – 18, 2009.
13. Contractors must be available for launch meeting February 20.
14. Possible incentives available for early completion.

III. Working Relationship

The work described here will be accomplished in collaboration with key staff members of the Council on Accreditation. Any additional responsibilities will be detailed in a specific contract.

- COA will assign a project manager to work with the contractor(s). This person will act as the single point of contact.
- It is understood that selected contractor(s) will need to interface with COA. As such, contractor(s) may need to travel to the COA office for reviews or meetings. Contractor(s) will submit a detailed project plan and schedule with key project milestones.
- Contractor(s) will submit weekly status reports and participate in weekly status meetings, if required.

IV. Vendor Response

To establish your qualifications, please provide the following in your response:

- A well-defined project approach for scope of work including a description of the technology deployed.
- A project schedule and workplan that depicts intermediate tasks and milestone events (projected launch date is February 23, 2009).
- A summary of corporate experience describing successful completion of previous web applications with Salesforce integration
- A summary and examples (2-3) of corporate experience in graphic/page layout design.
- A list of recent clients with similar projects.
- A description of quality control processes.
- A description of your organization
 - ⇒ Number of employees
 - ⇒ Locations
 - ⇒ Years in business
 - ⇒ Awards & Honors
- Project costs in a firm, fixed price.
- Indicate which project functions, if any, are outsourced to other vendors.
- Three professional references (key contact names, titles, and telephone numbers). COA would like to speak with people who have direct knowledge of your ability to provide these services for similar projects.

V. Evaluation Criteria

Proposals will be reviewed with the following criteria in mind.

- Performance Capability: the extent to which the contractor demonstrates the ability to provide the depth and breadth of design and technical experience, skills, and knowledge generally required by this work. This will include a review of professional references.
- Cost: the total cost to COA of the proposed preferred vendor relationship.
- Completeness and Quality of Bid Response: the thoroughness and concern for quality in the vendor's response.

Vendor responses must be received at COA by **6:00** on **February 16, 2009**.