

Washoe Tribe of Nevada and California



Request for Proposals

Database Application Development

The Washoe Tribe of Nevada and California (hereinafter known as "the Tribe") invites all qualified bidders to submit proposals for development of a browser based relational database application. This application is in support of the Title IV-E program and must utilize commercial off-the-shelf software that is available at catalog/market prices.

The Washoe Tribe is a non-gaming tribe with a population of approximately 2,000 enrolled members. The initial expected active caseload is not expected to exceed 10% of the population.

A synopsis of the system requirements is provided in Attachment "B," Overview of the Title IV-E Database.

Vendors, other than the owner/publisher, will install and/or customize the software. In addition, the Tribe will have all ownership rights in the software or modifications thereof and associated documentation designed, developed, or installed. The Tribe reserves a royalty-free, non-exclusive, irrevocable license to reproduce, publish, or otherwise use and authorize others to use, for Federal Government purposes, such software, modifications, and documentation.

General Information

Term of Contract

The initial contract term for the database application development will be negotiated at the time of contract award.

Right to No Award

The Tribe reserves the right to reject all proposals, reject portions of any proposal, or accept the proposal deemed most advantageous to the Tribe.

Cancellation

Should the vendor fail to meet the requirements of the contract, the Tribe may cancel the contract with seven (7) days notice and award the remainder of the contract term to the next best vendor.

Vendor Selection and Contract Award

The Tribe will conduct the selection and contract award in the following manner:

- This document will be distributed to all interested vendors
- Proposals will be received and evaluated as described in this RFP. Selected vendors may be asked to make an oral presentation to the Tribe.

Schedule for Evaluation Process

RFP Issued:	January 4, 2011
Proposals Due:	February 4, 2011
Selection Made:	February 11, 2011
Contract Signed:	February 18, 2011

Proposal Submittal

Preparation and Submittal

Vendors will prepare proposals in compliance with all the instructions outlined in this RFP. Partial or incomplete proposals will be rejected. A vendor official with legal authority to bind the vendor must sign the proposal in ink. All proposals must be firm for acceptance within 30 days following the proposal opening.

Number of Copies & Contract Information

Please submit four (4) original copies and an electronic copy (on disk or thumb drive) of your proposal, including all supporting documentation, in a sealed envelope, plainly marked "**SEALED PROPOSAL FOR TITLE IV-E DATASE DEVELOPMENT – DO NOT OPEN WITH REGULAR MAIL**" to:

Washoe Tribe of Nevada and California
IT Department
919 US Highway 395 S.
Gardnerville, NV 89410

Questions:

Any questions related to this RFP must be submitted, in writing, no later than January 17, 2011 to Carol Watkins, via E-mail at carol.watkins@washoetribe.us. Subject line should read Question re: Database Application Development Proposal Question. All questions and answers will be posted on the website at www.washoetribe.us no later than January 21, 2011.

Proposal Format

To facilitate the evaluation of the proposals, vendors shall utilize the following proposal format:

- **Cover Letter Referencing this RFP**
- **Table of Contents**
- **Company Background:** Vendor shall provide a brief (one page) company description, history, number of employees, and financial status.
- **Executive Summary:** Vendor shall describe in non-technical terms its ability to develop client management databases, identifying any unique or distinctive features to which the vendor wishes the evaluation committee to give particular attention. No pricing is to be included in this section.
- **Questions and Answers:** Vendor shall provide detailed answers to the question contained in this RFP.
- **Response to Terms and Conditions:** Vendor shall indicate its agreement to the specified terms and conditions and/or provide the requested responses throughout the entire RFP.
- **Proposal Costs:** All costs incurred by the vendor in preparing the proposal, or costs incurred in any other manner by the vendor in responding to this proposal will be the sole responsibility of the vendor. All materials and documents submitted by a vendor in response to this RFP shall become the property of the Tribe and will not be returned to the vendor.

Vendor Qualifications

All vendors submitting proposals must meet the following minimum requirements at the time of proposal submittal to qualify for consideration:

- **Business Operation:** Vendor must have operated a business providing similar service for a minimum of five (5) years.
- **Business Compliance:** Vendor must be in compliance with all city, county, and state business licensing, bond and insurance requirements.
- **Technical Expertise:** Vendor must be able to demonstrate web based relational database application development experience utilizing SQL Server as the DB Engine along with knowledge of IIS7 Platform.

Content of Proposal

The vendor shall include in its proposal, at a minimum, the following information presented in a clear and concise format, in order to demonstrate the vendor's competence and professional qualifications for the satisfactory performance of the services outlined in the "Scope of Services" (Attachment "A") of this Request for Proposal.

1. A list of the most recent projects for which the vendor has performed similar services of similar size, scope, and complexity. This list shall include the name, contact person, address, and phone number for each party for whom the service was provided, as well as a description of the service that was performed, the dollar amount of the contract, and date of performance.
2. The name of the individual or individuals who will be assigned to this project, including a brief biography of the individual(s) summarizing qualifications, licenses/certifications, and experience.
3. A performance and price schedule for all services necessary. The proposal should specify the major components or phases, the price breakdown by major component or phase, and expected time of completion for each component or phase based on the scope of services outlined in the proposal.
4. A total proposed "Not to Exceed" price of the services based on time and materials, or other method of determining price of services, include a Fee Schedule describing all charges and hourly rates for services.
5. A statement that discloses any past ongoing or potential conflicts of interest that the vendor may have as a result of performing the work for this proposal.
6. A description of your organization's business resumption plan in the event of a disaster.
7. How your system would continue to operate and how the data preserved in the event of a non-disaster computer failure.
8. What warranties will be provided.
9. What assurances you will provide to ensure you and/or your agents will keep all data and information collected confidential.
10. The location of the facility from which the contractor will operate.
11. Name of the legal entity with which the contract is to be entered.
12. Name, address, and telephone number of the principal office of the contractor.
13. Proposed payment schedule.
14. Amount and nature of training to be provided.
15. Cost for program updates, if required.
16. Description of technical support services including days and hours of support availability, methods of support contact (email, telephone, real time online, etc.), average support call back time and average problem resolution time.
17. Cost for post implementation maintenance and support.
18. A brief description of experience in answer to the Bidder Experience Questionnaire (Attachment "D")

Basis of Award

The following criteria will be used to evaluate each RFP response:

- Pricing
- Technical capability
- Software capability
- Functionality
- Vendor support, responsiveness, and follow-up
- Ease of use
- Flexibility and ease of product implementation
- Implementation plan and support
- Timely and complete response to RFP
- Training provided
- Vendor client references
- Results of any requested demonstrations and/or presentations

Contract Award

Upon completing evaluation of review of all proposals, if the Tribe determines to award the Agreement, a Professional Services Agreement shall be sent to the successful vendor for the vendor's signature. No proposal shall be binding on the Tribe until after the Agreement is signed by duly authorized representatives of both the vendor and the Tribe.

Vendors not receiving the award for services will be notified in writing.

The Tribe reserves the right to reject any or all proposals, and to waive any irregularity. The award of the Agreement, if made by the Tribe, will be based on a total review and analysis of each proposal and projected costs.

ATTACHMENT "A"

Scope of Services

Development and implementation of a browser based relational database application in support of the Title IV-E program containing elements outlined (but not limited to) in Attachment "B."

This will be a two (2) phase project. Phase I, development of the above-specified database must be completed prior to commencement of Phase II (a General Social Services Database), which will be a smaller database utilizing the same platform and programming, and which must interface with the Title IV-E database.

The browser based relational database application requires the following capabilities;

- Full security implementation

- Queries, adds, deletes

- Transaction Logging Audit Trail

- Ability to produce a variety of reports based on Federal Requirements (included in exhibit "B" and "C")

- Full documentation and code comments

- Utilization of Visual Studio to develop the application

- Application is in C# for the ASP.NET platform and SQL Server

- Visual Studio to develop the application

- Ability to produce a variety of customized reports

- Flexibility to expand without re-engineering

Project Schedule

Start date of this project is March 1, 2011 with final product delivery by July 15, 2011. Additional check points will be scheduled into the project for testing and review.

Please Note: The database elements and relationships have been determined (see Attachment "C") and the database is ready for relationship structuring and implementation.

ATTACHMENT "B"

Overview of the Title IV-E Database System

The major functional components are: Service Management, which provides support for basic intake, investigation, and family services and child protection casework processes and service delivery; Provider Management that encompasses provider recruitment, background investigations, licensing, training, and contract support; Financial Management which calculates payments, and guides eligibility management, federal reimbursement, and budget and financial monitoring tasks, and Staff Management for maintaining information about service delivery staff, their location, training, and caseloads, and for tracking casework assignments.

Another major design component, the common application functions, or CAFs, should include system infrastructure features, such as security, person merge capability, and tickler functionality. CAFs support the functional components, by providing structure and familiarity to often-used system features, such as search, or system help and policy.

The basic building blocks of the database should permit management of services, staff, providers, and financial processes. Basic technical processes support system interfaces and standard structural components and features called Common Application Functions (CAFs).

The Title IV-E database must be organized into four major functional categories, or modules, that reflect the system design's relationship to the principal services delivery and management areas of the Title IV-E program. The modules are: Service Management, Caregiver Management, Financial Management, and Staff Management. These are supported by Common Application Functions.

Each module may be further subdivided into functional areas, or topics. These topics should divide the system's capabilities into logically connected functional units, which consist of related processes and features, such as Family Services and Foster Care, Foster Parent Recruitment, or Create and Process Payments.

The integrated components of the Title IV-E database must also merge information from the functional modules to produce timely, accurate and complete reports to support casework and management activity. For example, information from services, provider, and financial modules may be incorporated in a report of quarterly spending on foster care placements.

The system must support planning and budget control; it also must permit targeting of resources in response to service demand and expenditure trends. There must be flexible reporting processes that take full advantage of the integration of the database, allowing for the definition of reports on virtually any combination of data elements in the system. The production of routine monthly or quarterly activity reports must be achieved without demanding staff resources for tedious manual counts.

When special information requests emerge, in response to executive-level queries, federal requests for program or client data, authorized users must be able to quickly define and create ad hoc reports.

Service Management

Encompasses the tools and processes that support workers and supervisors in the delivery of services to children and families. Services management topics provide case management tools and support such activities as protective services intake and investigation, and voluntary services intake processing. The Services topic paper incorporates family services, foster and care and adoptive placement, and adoptive petitions and adoptive subsidies. The database will support the basic case management processes associated with the full range of on-going services to social services clients, whether in out-of-home placement or receiving support services, whether children or adult family member.

Caregiver Management

Provider management topics include the system tools that management recruitment, certification, contracting, monitoring, and support of provider organizations and foster care homes. These topics assist social services staff in recruiting and retaining home providers. The provider resource directory provides on-line information to caseworkers who must make placement decisions or service arrangement with child welfare or family services providers. Home provider training and certification must also be planned and tracked.

Financial Management

Financial management topics will support the business of child welfare and family services by allowing users to perform fiscal management tasks, assure proper payment for services, maintain accurate eligibility records, and claim associated Federal reimbursement. The database must capture information that results in the generation of payments to providers for ongoing services.

The database must maintain information about current budgets and up-to-date expenditures made for one-time and recurring payments. This information, available on the basis of detailed accounting attributes, will allow the user to access current year and historical expenditure for analysis, monitoring and audit purposes.

Financial Management functions allow the user to: Calculate payments for services provided to case participants; General information about providers and participant eligibility to support reimbursement processes; Maintain accurate client eligibility status and redeterminations to support Federal reimbursement claims; Assist in the preparation of Federal claims by identifying service delivery and administrative costs through linkages with cost allocation processes; Maintain a history of payment and spending activity; and support fiscal management and control processes.

Staff Management

The staff management feature will assist in caseload assignment and management, associating staff with particular cases, and providing information that supervisors can use as a basis for assigning cases to workers. The system should maintain information about staff and their location, staffing assignments, and case counts. The system must maintain assignment history, displaying every worker who has had an assigned role in the case life. History may be viewed on the worker's desktop throughout the life of a case.

Tracking Functions

The Title IV-E database requires the following functionality:

- Ability to determine economic eligibility for agency services
- Ability to search system for client by key fields
- Ability to alert staff to any reasons for past ineligibilities
- Ability to alert staff of client eligibility or other available services within the agency

Intake

- Ability to maintain data for both individuals and families
 - a) At any point in time
 - b) During and after family composition change
- Ability to link individuals to a family
- Ability to track referred from source
- Capture current employment and education
- Capture for each client all demographics required for Federal reporting
- Capture current outside services utilized

Centralized Intake

- Capability of sharing intake information between programs with no duplication of records
- Ability to design central intake form to ask sufficient questions to determine eligibility for most social services programs

- Ability to update entire database if client information is changed or updated in one component
- Error/omission tracking for client intake or update

Agency Services

- Ability to custom enter list of services offered
- Ability to update status of each client need
- Ability to track client participation in programs
- Ability to enter narrative of client progress, developments, concerns, et.

Referrals

- Ability to maintain referral agency details
- Ability to search referral agency by multiple criteria

Case Management

- Ability to track client interactions (i.e. phone, meetings, file updates)
- Ability to schedule client meetings and notify case worker when due.
- Ability to track client goals, progress and outcomes
- Ability to enter notes for each interaction
- Ability to maintain history of employment and education during service period and upon exit
- Ability to maintain history of outside services
- Ability to monitor program outcomes as distinct from client outcomes

Reporting

- Ability to create ad hoc lists and reports using all database fields
- Ability to include user-defined fields in reports
- Ability to produce unduplicated client counts by all demographics and program criteria and data
- Ability to produce services counts by date range
- Pre-made report forms for standard queries such as number of client in a program, number of services per client and per program, list of clients per program, mailing lists of clients per program and per geographical area
- User customizable queries for different reports
- Ability to print all forms and reports to a local or network printer.

Data Management

- Ability to export data
- Ability to import data
- Ability to maintain/edit standard drop-down lists
- Ability create/define fields for intake information
- Ability to create/define fields for services information
- Ability to create/define fields for case management information
- Automatically enters current date when record is entered with user override
- Automatically updates date when record is edited
- Security based on
 - (a) role of user
 - (b) group
 - (c) program confidentiality requirements
- Ability to customize with relative ease
- Ability to create mailing lists of clients by program, date of service, or any key field

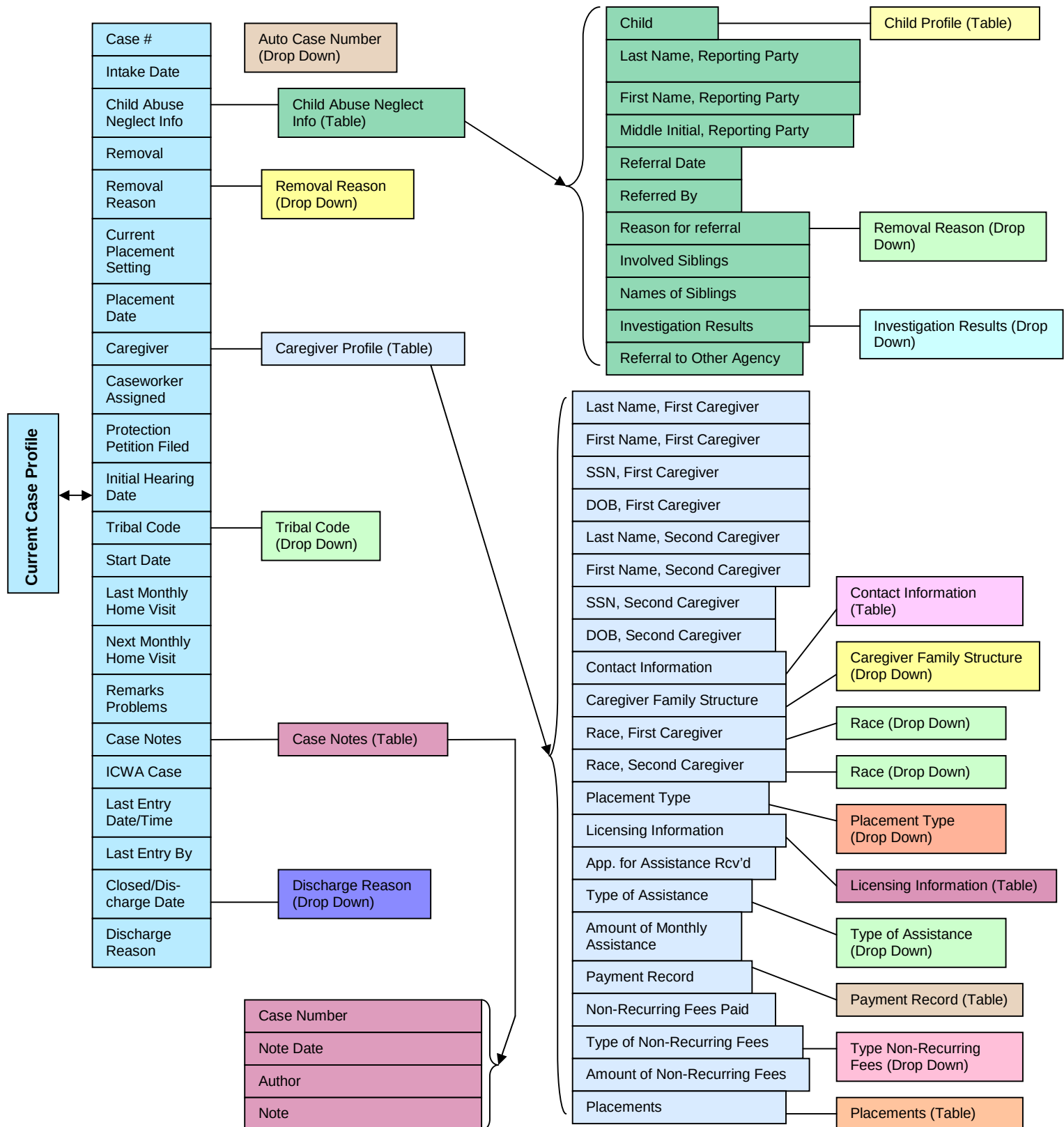
Training

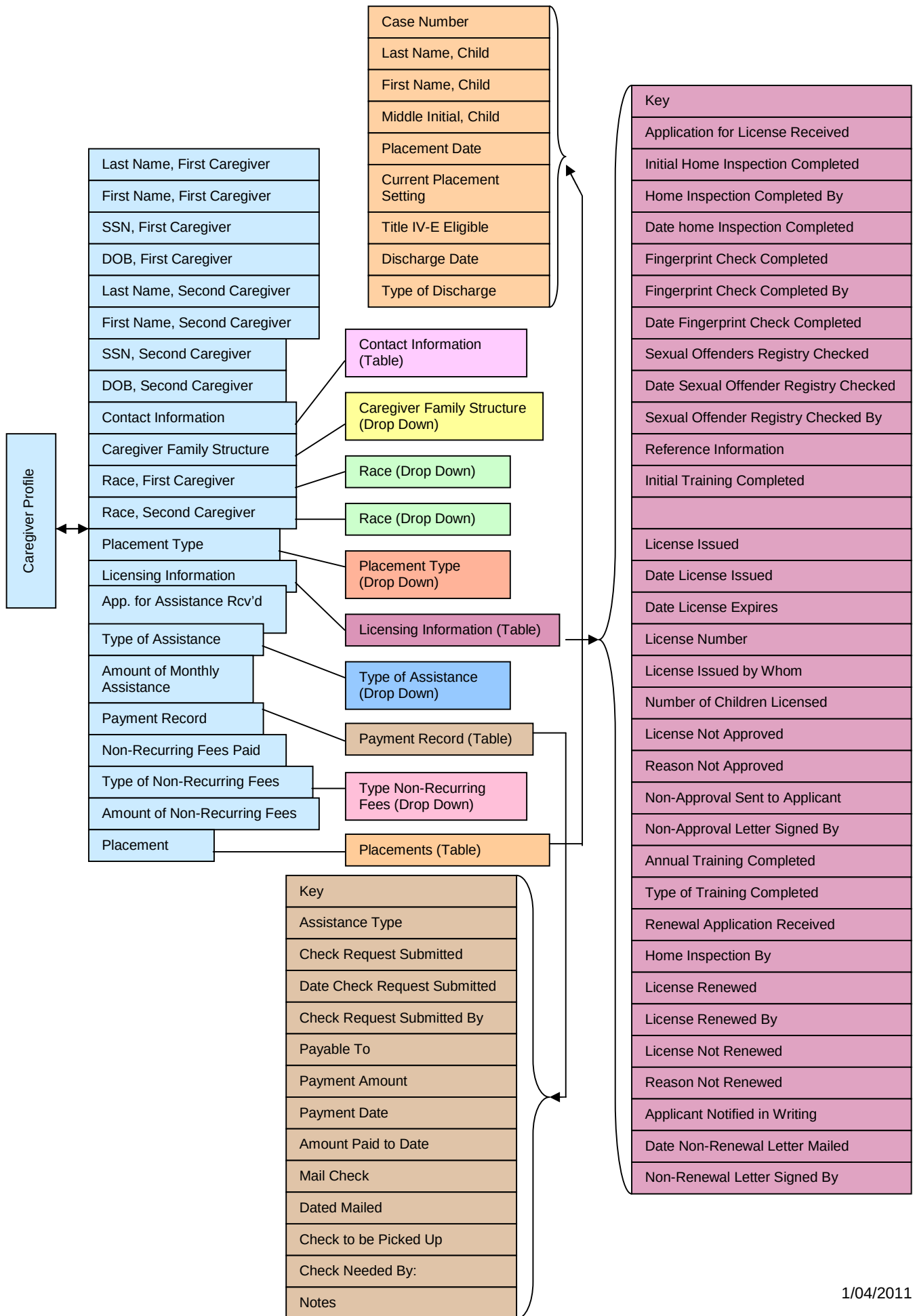
- Inclusion of standard training package be included with purchase of services.
- Details of availability of additional training packages (cost, duration, user level)

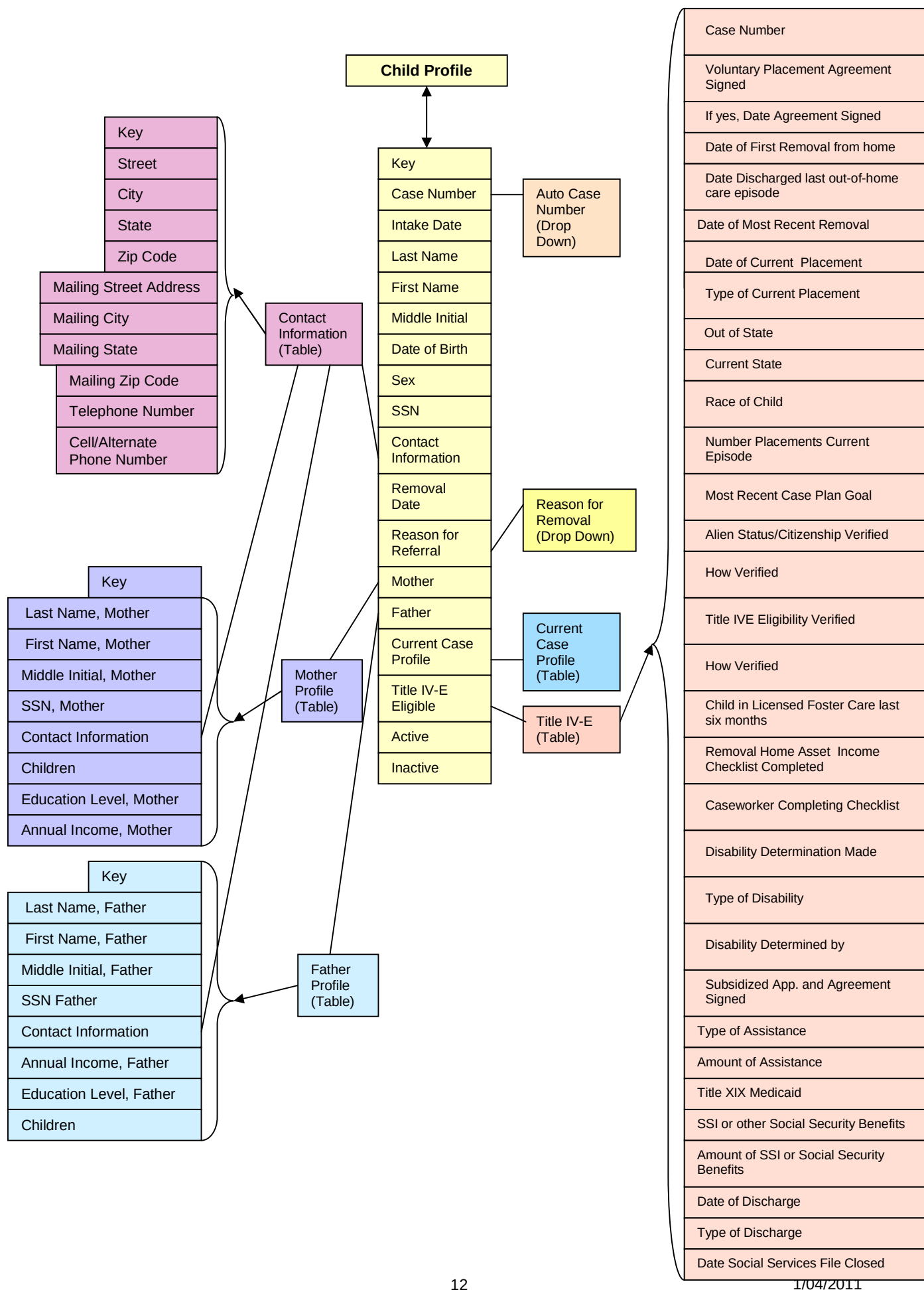
Support

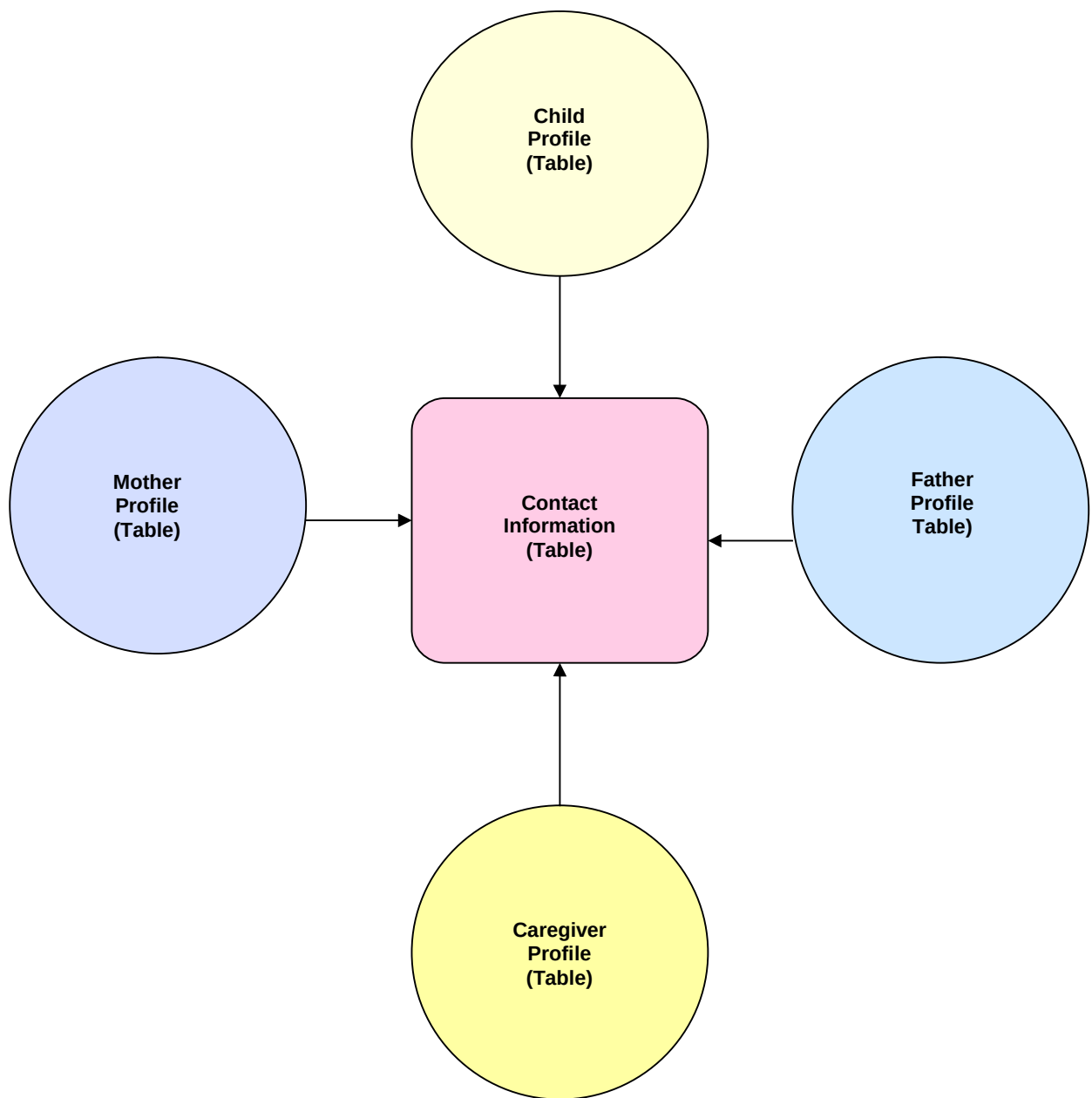
- Ability of the program to be customized to meet individual needs.
- Cost of program customization
- Approach to addressing customized vs. standardized program updates across the customer base.

Attachment "C"









ATTACHMENT “D”

BIDDER EXPERIENCE QUESTIONNAIRE

Please briefly describe your experience with the following:

Using Microsoft, SQL Server, and C# for Applications in a Windows environment (servers and workstations).

Database Application Development Services, including:

- Business analysis
- Requirements definition
- Design and development of database applications in a multi-user environment
- Application design using Visio sketching tools
- Database splitting, linking, and compacting/repair utilities
- Differentiation of data from application and distribution of database components
- Error handling in VBA code
- Record locking
- Table relationships for databases which may contain several thousand related field per record
- Stability of database when using ODBC connections to other applications
- Migrating SQL applications from current version to SQL server 2008
- Using the new data reporting tools in SQL 2008
- Using InfoPath to develop forms for data entry and reporting
- Project Management
- Client server application development and support using:
 - Access
 - SQL Server
 - SQL Server Reporting Services
 - C#
- Web application development and support using;
 - ASP.NET
 - Ajax
 - SQL Server
 - SQL Server Reporting Service
- Application testing and performance tuning
- Deployment and installation support

Multi-application Platforms, including:

- Merges in Word which may contain several hundred fields, including memos and concatenated recordsets
- Cell-specific links to Excel and export of data calculated from embedded formulae
- Web-based data exchange, html forms, data extraction utilities
- Interface with data scanning/OCR software for import of printed data
- Windows Server and SQL Server web hosting
- 99.8% or better uptime with guarantee

Web Hosting, including:

- Shared or VPS hosting servers
- Windows/IIS/ASP.NET
- SQL Server 2008

Web Design, including:

- HTML layout and design
- CSS Implementation
- Graphics design

Web-Based Reporting, including:

- Database analysis and data mapping
- Web-based database development
- Database conversion
- Data integrity checking and audit methodology
- Post-conversion clean up
- Methodologies to keep data in sync between the new and legal systems during implementation

Development and Coordination with staff, including:

- Creation of user-friendly forms for data entry and transparent, easily understandable structures within database
- Code annotation for long term viability of application
- Where development work will be performed
- Method of application deployment, installation
- User training

Project Tracking, including:

- Task tracking, sharing, and assigning across multiple records
- Possible data sharing between divisions and/or databases