



Request for Proposal

Cultural and Linguistic Competency Agency Reports

Request for Proposal

July 21, 2009

To Whom It May Concern:

Community Connections of New York is seeking your proposal to develop a web based data entry and reporting function. This application will allow participating agencies to log-on to our website, input specific data indicators and generate personalized reports. Attached you will find a 10 page Request for Proposal. Please review it carefully and respond to each of the requirements. Bids must be received by **August 14, 2009 no later than 2:00PM**. Delivery will be via email to be considered.

Please note that sections 4 & 5 give you an outline to follow when submitting your proposal. If you have any questions, I can be contacted preferably by email at dmonroe@comconnectionsny.org or by telephone at (716) 430-3395.

Thank You and I look forward to your reading proposal,

Sincerely,

David Monroe
Community Development Specialist

1 OVERVIEW AND GENERAL

Introduction: Community Connections of New York, Inc. (CCNY) a Not-For-Profit Corporation has been tasked to provide training to the Family Voices Network of Erie County. CCNY is a [IRS 501(c) (3)] organization and therefore exempt from Sales Tax.

Current Status:

Community Connections of NY is responsible for the cultural and linguistic competency (CLC) of mental health services provided within the Family Voices network of Erie County. We are looking to establish a system on our website whereby external agency representatives can input specific CLC data into a web based program that will then create specific CLC reports detailing agency outcomes, process, as well as system outcomes and process. When describing your solution, please make sure that you address the following.

Your company should be able to do the following:

- Create an application that is a part of CCNY's sub-domain;
- Provide login and password access to the data entry and reporting functions of the site for individuals;
- Create an access hierarchy that will provide data security for organizations and appropriate reporting;
- Create reports based on data entry (formula's and functions will be provided to winning bid);
- Deliver a cost effective, timely application.

1.00 Quote Due Date

The deadline for submission of quotes in response to this RFP is **2:00PM August 14, 2009**.

1.01 Bid Delivery

The Bidder is to email their bid to dmonroe@comconnectionsny.org as a PDF file and Excel file. The Bid should follow the outline provided in Sections 4 & 5. The bids should be named **[company name] CLC proposal.pdf** and **[company name] CLC proposal.xls**. We also accept Excel 2007 .xlsx files.

1.02 Requests for Information

All requests for additional information, clarification of item specification, procedure and all other needs for information must be submitted on or before **by August 7, 2009 3:00PM**. Questions & requests may be verbal, faxed and/or e-mailed so long as they are received by the stated date.

David Monroe, Community Development Specialist

Community Connections of New York

605 Niagara Street

Buffalo, NY 14201

Phone: (716) 430-3395

Fax: (716) 829-1549

e-mail: dmonroe@comconnectionsny.org

1.03 False or Misleading Statements

If, in the opinion of CCNY, a Proposal contains false or misleading statements of references that do not support a function, attribute, capability or condition as contended by the vendor, Proposal will be rejected. Proposals with excessive mathematical errors may also be disqualified.

1.04 Clarification of Quote

Include vendor contact information available for questions and clarification. CCNY reserves the right to obtain clarification of any item or feature in a vendor's quote or to obtain additional information necessary to properly evaluate the proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of a vendor's quote.

1.05 Contract Terms and Conditions

Please supply a sample contract (if applicable) for evaluation; include all language, clauses, stipulations and conditions.

1.06 Acceptance of Quote Content

The contents of the quote and all statements made within it will become, at the option of CCNY a contractual obligation if a contract ensues. Failure of the successful bidder to accept this obligation may result in cancellation of the award.

1.07 Responsiveness

Proposals should respond to all requirements and requests for information of this RFP to the maximum extent possible. Vendors are asked to clearly identify any limitations or exceptions to the requirements inherent in the proposal. Please deliver an electronic copy including an Excel Spreadsheet with price information.

1.08 Gifts

Let it be noted that CCNY staff are never to accept gifts, kickbacks or gratuities, in any form from any Vendor; only Agency credit memos or items that solely benefit the Agency can be accepted.

1.09 Evaluation Criteria

The proposal will be evaluated based on the following criteria:

- Details of your technical solution;
- Prior experience providing this type of solution;
- And the value your solution adds to the project when compared to its cost.

1.10 Expenses for Response

Potential Vendors are solely responsible for their own expenses, if any, in preparing a response to this Request for Proposal. This would include any costs incurred during functional demonstrations or subsequent negotiations.

1.11 Location:

Since CCNY's funding is provided by Erie County of New York State, we require all proposals to be from **Unites States based companies**.

2 TECHNICAL REQUIREMENTS

Please note that you will be required to fulfill these technical requirements once you are accepted.

2.00 Project Parts

CCNY requires that following:

1. the bidder analyze the problem and propose a software-based solution to the problem;
2. the bidder will take the requirements and translate them into a language that is acceptable to the most up-to-date requirements;
3. the bidder will move the software from the place it was created to where CCNY will use it;
4. the bidder will test the software to make sure that the installation was done properly and completely.

2.01 Server Hosting Environment

CCNY has a 3rd-party hosting company, GoDaddy.com – we have the Deluxe Plan. We require that the bidder, if accepted, verify in advance that our 3rd party provider will support the components of your solution. If they do not, the bidder is responsible for any incompatibilities.

2.02 Solution Development

The bidder is responsible for creating their own development and quality control environment for the creation of their solution.

2.03 Physical Installation

The bidder, once accepted, will perform the physical installation of the solution and will be given all the necessary permissions to do so.

2.04 Browser Types

Please note your solution must support the browser types and versions below. If you know of a reason why the solution proposed won't work under this requirement, please indicate why in the narrative. CCNY does not assume we have the most up-to-date understand of browser/map interactions.

- IE 7.0
- IE 6.0
- Firefox 3.0
- Firefox 2.x
- Safari 3.x

3 LEGAL REQUIRMENTS

Please note that if you are accepted, these will be the legal requirements.

3.00 Legal

- CCNY requires complete and fully-functional working program(s) in executable form as well as complete source code of all work done (so that we may modify it in the future).
- Deliverables must be in ready-to-run condition as follows (depending on the nature of the deliverables):
 - Any website server-side deliverables must be installed by the Bidder in ready-to-run condition in CCNY's environment.
- All other software (including but not limited to any desktop software or software the buyer intends to distribute) must include a software installation package that will install the software in ready-to-run condition on the platform(s) specified in this bid request (unless specified elsewhere by CCNY).
- All deliverables will be considered "work made for hire" under U.S. Copyright law. CCNY will receive exclusive and complete copyrights to all work purchased.
- No part of the deliverable may contain any copyright restricted 3rd party components (including GPL, GNU, Copyleft, etc.) unless all copyright ramifications are explained AND AGREED TO by CCNY.

4 PROPOSAL OUTLINE

The proposal should provide statements on how the organization will deliver our product based on the criteria below. Please make sure to provide information on

ways you would provide this service, or give us a statement on how your organization knows of a better solution.

You must limit your proposal outline to two pages, 12 point type and in a standard, readable font.

You may attach additional information via appendices, but CCNY will not guarantee they will be read.

4.00 Account Representative

CCNY requires **one** account representative and/or contact person to periodic review our account, advise any account features, market updates, trends, new products etc...Please use the format indicated below:

Account Representative Contact Information

Name:

Address:

Phone:

Email:

Fax:

4.01 Experience

Please describe your prior experience programming a similar technology. If you have screenshots of your work or can provide URLs to completed work, that would be useful.

4.02 Data Entry

External contract agencies (part of the network of human service agencies we manage) will need to be able to “log on” to our website to enter data in a specified format related to specific indicators. We do have an excel template of the indicators already completed.

Request for Proposal

Draft Template for Determining Cultural and Linguistic Competency Development within Agencies

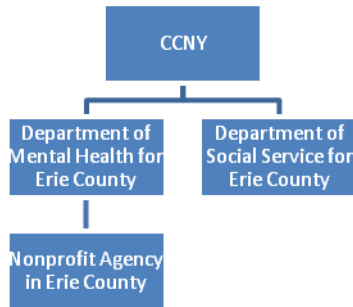
| Agency-Wide | | | | | | |
|---|-------------------------------------|-------------------------------------|--|------------------|-------------------------------------|-------------------------------------|
| Diversity of | Board | Management Staff | Professional Staff | Para-Prof. Staff | Support Staff | |
| % White | | | | | | |
| African American | | | | | | |
| Hispanic/Latino | | | | | | |
| Bi-Racial | | | | | | |
| Asian/Pacific Islander | | | | | | |
| Native American | | | | | | |
| Other | | | | | | |
| Workforce Diversity Data | Yes | No | | | Yes | No |
| Are Data Collected Regularly? | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Does Agency Have Plan to | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Are Data Reported out to Staff Regularly? | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Recruit/Diversify Groups | | | |
| Linguistic Competence | | | | | | |
| | Board | Management Staff | Professional Staff | Para-Prof. Staff | Support Staff | |
| % Staff Bi/Multi-lingual | | | | | | |
| Agency Documentation | Yes | No | Service Provision | | Yes | No |
| Documented Policy in Manual on Language and Communication | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Phone Messages in English and Spanish | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Program Documentation Translated | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Interpreter Usage | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Program Brochures Translated | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | # Clients with Limited English Proficiency | | | |
| | | | # Clients Receiving Interpreter Services | | | |

What format do you recommend to do this? What are the security and access control issues this brings up and what are your recommendations to address these issues?

4.03 Security and Access

Individuals will possess a login and password to use the site. They will have access to data for their agency, the agency data entry page, and the reporting page. In addition, larger organizations that the agency reports to (for example, the Department of Mental Health for Erie County, but Departments and Counties will be added) will receive aggregate data regarding agencies that work with their families. Finally, CCNY will have the ability to manage and access all data. (see diagram below)

How will hand login and password access to the site? How will the login and password be communicated to the user? How will a user be able to receive their password if forgotten? What measures will be used to ensure individuals will only be able to see their data and not another organization's?



1 This is an example for instructional purposes and not necessarily organizations that will be using the site.

4.04 Translation of Data to reports

A primary function of the site will be to calculate aggregate scores based on a user's answers on the main data entry page. For example, a "total score" for linguistic competence would be based on the number of "yes" answers in the "Linguistic Competence" section of the data entry page. We estimate total scores to be calculated for six sections, the results of which are to be displayed on an agency summary and planning page.

The agency summary and planning page would have a read-only section of calculated total scores mentioned above as well as read/write text boxes for each of the six sections (i.e., achievement target, date to achieve target, which staff member is responsible for achieving target). The user can modify information in these text boxes and click a button to "submit" the changes made and end the data entry process for that reporting date.

Users will have the ability to access/print read-only copies of the main data entry page and agency summary and planning page completed on previous dates.

We will provide the format and variables for these reports.

4.05 Print Functionality

We would like a user to be able to have a printed version of their results. *How will you implement this solution? What savings would CCNY have if we chose not to provide it?*

4.06 Timeline

Please indicate how long after you have been notified of your acceptance that you can implement your solution. A detailed timeline isn't necessary, but would be helpful.

5 BID TERMS & CONDITIONS & BILLING

5.00 Terms

In an Excel spreadsheet, please indicate payment terms including any early pay discounts and/or extended payment options.

5.01 Tax Exempt:

CCNY is exempt from State & Local sales taxes as well as Federal Sales Tax [IRC 501(c) (3)]. If necessary, certification will be provided to the successful bid.

5.02 Contract

Will your company require CCNY to sign any contract(s)? If so, what is the minimum length of time you'll accept?

5.03 Payment

List all accepted methods of payment. Payment will be received once the solution has been implemented and tested to the satisfaction of CCNY.

5.04 Billing Method

CCNY requires paper billing. Please disclose any added costs for mailed billing as well as alternative media offered.

5.05 Donations & Charitable Gifts Policy

Donations and Charitable gifts Policy. If your company offers charitable donations, please explain qualification criteria and overall policy.

5.06 References:

Provide Three (3) customer references of which CCNY will chose Two (2).