



REQUEST FOR QUALIFICATIONS (RFQ)

ECE Quality Improvement Data Base System

Release Date: December 21, 2018

Due Date: January 22, 2019 by 12:00 noon

Proposed Funding Amount: Up to \$75,000.00

For more information, please contact:

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First 5 Contra Costa
1485 Civic Court (formerly Enea Court), Suite 1200
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The Commission may, at its sole discretion, reject any or all applications submitted in response to this document. The Commission also reserves the right to cancel this offer at its sole discretion at any time before execution of a Contract Agreement. Any applications, including attached materials, submitted in response to this document shall become property of the Commission.

ECE QUALITY IMPROVEMENT DATA BASE SYSTEM REQUEST FOR QUALIFICATIONS (RFQ)

SECTION 1: INTRODUCTION

First 5 Contra Costa Children and Families Commission (hereafter “the Commission” or “First 5 Contra Costa”), is seeking an Application Provider and/or Implementation Partner to develop and implement a comprehensive QRIS Application for replacing its core Quality Matters applications and online portal.

The Commission has allocated up to \$75,000.00 for a one-and-a-half-year period with up to one (1) one-year renewal thereafter.

Please review the following materials for scope of work, instructions and the criteria for selection. Interested organizations must submit their complete proposals by **12:00 noon on Tuesday, January 22, 2019** to First 5 Contra Costa, 1485 Civic Court (formerly Enea Court), Suite 1200, Concord, CA 94520. If you have questions about the RFQ, please contact: Ruth Fernandez, Deputy Director: rfernandez@first5coco.org.

SECTION 2: BACKGROUND

First 5 Contra Costa allocates Contra Costa County’s share of the Proposition 10 tobacco tax to fund programs for children ages 0 to 5. First 5 Contra Costa is governed by an eighteen-member Commission appointed by the county Board of Supervisors. The vision of the organization is that Contra Costa’s young children will be healthy, ready to learn, and supported in safe, nurturing families and communities. Since its inception, First 5 Contra Costa has invested over \$80 million in local programs and activities. For additional information about the First 5 Contra Costa Strategic Plan, please visit www.first5coco.org, located under the “about us” tab.

Quality Counts Background

Quality Matters (QM) is Contra Costa County’s Quality Rating & Improvement System (QRIS)—a system that supports and incentivizes child care providers to offer the best care possible. It also rates participating programs on their level of quality and helps providers engage in activities to raise their rating. Early childhood programs, who voluntarily join the program, receive training, coaching, support and advice along the way. The process is continuous and providers can reapply for a rating every two years. The goal of QM is to ensure that all children in Contra Costa County have access to high quality early learning settings, so they are prepared for kindergarten and to succeed in school and life. To meet this goal, QM supports and incentivizes child care programs to offer the best early care and education possible. QM was created in 2012 through the Race to the Top Early Learning Challenge. QM enrolled a cohort of 21 sites in the first year. To date, 194 licensed child care programs in Contra Costa County are

participating in Quality Matters. Most of these sites are located in low-income communities or serve children with high needs.

Prior to QM, and more recently aligned to it, nearly 20 years, the Contra Costa County Professional Development Program (PDP) has helped Contra Costa's child care providers advance their education and training in early childhood education, and rewarded them when they do. Child care providers working in Contra Costa County with children birth to age five may be eligible for financial incentives ranging from \$300 to \$1,250 when they earn six units of college coursework, meet education milestones, complete training hours, or qualify for lost wages reimbursements. First 5 implemented a suite of solutions to support its QRIS and Professional Development operations:

- **ECEI (Early Care and Education Initiative) Database** – tracks individual professional development tracking, such as child development permits, College coursework, degree attainment, professional development trainings, various college supports provided to ECE workforce: textbook loan, tutoring and cohort classes.
- **WELS (Web-based Early Learning System)** - modules for rating, assessments, Portal Application, QRIS coaching activity logs, training, Learning Community activities, site Quality Improvement Plans, and site Action Plan(s), reporting and site information management (site, classroom, and staff professional development).

SECTION 3: SCOPE OF WORK AND REQUIREMENTS

PROJECT OBJECTIVE

The objective is to select First 5's future-state system solutions to support QRIS to be implemented and live by June 30, 2019. The selected solution must also support First 5's plans to:

- Integrate with other agency-wide data system called (ETO by Social Solutions), to inform First 5 early childhood measures;
- Integrate with external ECE data systems, such as ASQ Online for developmental screening tracking, to streamline QRIS processes; and
- Offer agencies and sites more technical support for programs beyond QRIS, such as attendance tracking and reporting.

First 5 Contra Costa is seeking an Application Provider and/or Implementation Partner to develop and implement a comprehensive QRIS Application for replacing its core QM applications and online portal by June 30, 2019. These applications include, but are not limited to Assessments, Rating, Coaching, and Participant interface.

CORE APPLICATIONS

First 5 expects that the QRIS application include, but not be limited to, the following key design features in its core applications:

- I. Participant Interface
 - A. Online participant portal with log-in to maintain and update program information and view pertinent program information, such as assessments, ratings and child level data
 - B. Access rating and quality improvement reports
 - C. Monitor application and rating progress
 - D. Receive notifications/alerts from the system
 - E. Upload and access multiple documents

- II. Rating Management and Assessment
 - A. Auto calculate site rating and produce public rating report
 - B. Add assessment domain and sub-scale scores
 - C. Track stages of the rating process
 - D. Notifications to participants and QM staff
 - E. Integration with ECE data systems for rating information
 - F. Upload and access multiple documents

- III. Coaching
 - A. Tracking and reporting on coaching activities for various types of interventions
 - B. Development of Quality Improvement Plans, Strengths and Areas for Improvement, and Action Plans
 - C. Alignment with Quality Matters Rating Matrix elements and Continuous Quality Improvement (CQI) Pathways
 - D. Collaboration with coaches and sites
 - E. Upload and access multiple documents

- IV. Reporting and Miscellaneous
 - A. Standard and Ad hoc Reporting
 - B. Customizable Dashboards
 - C. Internal collaboration on application review
 - D. Integration with internal and external data systems
 - E. Document upload and retention
 - F. Management of multiple users with varying levels of permissions
 - G. Provide troubleshooting and tech support to database users, as needed

INTEGRATION PLATFORM

Critical to the future-state functionality is the integration of a number of early care and education systems. When integrated, it may help reduce duplication and streamline QRIS processes (i.e., rating). Systems may include, but are not limited to the Workforce Registry, and/or ECEI Database to share individual training and education information; ASQ Online to share aggregate screening data; and the Department of Social Services, Community Care Licensing Division to share facility license and status information.

First 5 does not use an integration platform as part of current state processes. It is expected that the Implementation Partner will recommend a preferred integration platform as part of the proposal and demonstration process. Additionally, all associated costs (i.e., development and otherwise) should be included in the hours and fees estimates presented.

USERS

There are approximately 14 users who access the QRIS system to administer the program and 7 external assessors who would enter assessments into the QRIS system. It is also expected that QM participating agencies and sites will also be users of the system. This could potentially mean close to 200 site users.

SECTION 4: TIMELINES & DELIVERABLES

TIMELINE

Implementation and launch of the QRIS data system is to be completed by June 30, 2019.

DELIVERABLES

1. Creation of data system for First 5 Contra Costa
 - User roles, access and permissions
 - Custom functionalities
 - Reporting and dashboards
2. Data migration from legacy system to future system
 - Data mapping
 - Data migration into future system
3. Training and Technical Support (pre and post implementation)
 - QM staff training by role
 - Technical support (i.e., regular check-ins)

SECTION 5: QUALIFICATIONS & APPLICATION INSTRUCTIONS

PROPOSAL NARRATIVE ELEMENTS

I. Overview and Approach

Include an opening summary that details your organizational structure and financial situation, your understanding of the situation, an overview of the proposed solution(s), a brief discussion of your proposed approach, a brief summary of your qualifications, including experience in providing a QRIS data system in Region 4 in the last 2 years, and proposed product cost(s).

II. Functionality

Provide the following information related to the functionality of your products:

- A. A summary of how your product meets the project requirements;
- B. An indication of your intention to address all or some of the desired system functionality (include response in the proposal as well as the Platform Specs

document, in MS-Excel format);

- C. Indicate whether your core products meet each requirement or if they need potential modification/customizations (include response in the proposal as well as the Platform Specs document, in MS-Excel format);
- D. Indicate the degree of configurability that the product provides (e.g. workflows that can be configured during run-time by end-users) – include response in the proposal as well as the attached requirements document, in MS-Excel format; and
- E. Summarize any relevant additional features your product contains that are not included in the requirements but enhance your offering.

Interested applicants should submit their qualifications/proposal on or before **Tuesday, January 22, 2019 no later than 12:00 noon** to First 5 Contra Costa, 1485 Civic Court (formerly Enea Court), Suite 1200, Concord, CA 94520: Attention Lisa R. Johnson. Qualifications/proposal must be received by mail or be hand delivered by the deadline. There is no exception to the deadline. Please submit eight (8) copies of the qualification/proposal, including resumes of staff as appropriate and required budget attachments. We will not accept faxed or emailed copies. Please do not bind qualification/proposal.

Qualifications

- Qualified applicants will have provided a QRIS data system in Region 4 (Bay Area: Alameda, Contra Costa, Monterey, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz) in the last 2 years.
- Past performance, including client satisfaction, data accuracy, and system performance will be taken into account in evaluating proposals.

Application Instructions for Budget

Please complete the attached budget form and explain your proposed budget in a brief narrative including estimated amounts of time to carry out contract activities. Specifically detail staff to be assigned to project, respective hourly rates and submit staff resumes. It is assumed that the costs will include the salary for dedicated staff and benefits and related expenses. Costs should be reasonable and well justified. (The use of this format is not required, but all information must be included, if a different format is used.)

SECTION 5: CRITERIA FOR SELECTION

A review panel comprised of Commission Staff will evaluate qualifications/proposal. The criteria by which each response will be judged are as follows:

1. **Applicable experience:** The extent to which applicants demonstrate experience and expertise related to the scope of work as outlined in the RFQ.

2. **Demonstration of understanding:** The extent to which the applicant communicates an understanding of the needs described here with documented samples of success.
3. **Demonstration of capacity:** The proposal will be evaluated for feasibility, completeness and capacity to address the scope of work as outlined in this RFQ.
4. **Cost/Budget:** The extent to which the costs are reasonable and well justified.

Selection Process

All applications will be reviewed by Commission Staff using a ranking tool. Applicants selected for the second phase of the application process may be invited for an oral interview.

First 5 Contra Costa reserves the right to approve and verify the qualifications and experience of all staff working under the contract.

SECTION 6: APPEALS

Only respondents who have submitted a response in accordance with this RFQ process may appeal the RFQ process. Appeals must be in writing and shall be limited to the following grounds:

- The RFQ evaluation and eligibility criteria were not appropriately applied to the proposal; and/or
- The Commission failed to follow the RFQ process/procedures.

Appeals must be submitted in writing **no later than 12:00 noon on February 5, 2019, or within five (5) business days after the "Notice of Intent to Fund" has been posted in the Commission's Office.** Oral appeals will not be accepted. Appeals should be addressed and submitted as follows:

APPEAL: ECE Quality Improvement Data Base System RFQ 18/19

Attn: Lisa R. Johnson, Grants and Contracts Manager
First 5 Contra Costa Children & Families Commission
1485 Civic Court (formerly Enea Court), Suite 1200
Concord, CA 94520

The Commission's Executive Committee will handle all appeals. A duly noticed public hearing of the Committee will be held regarding final funding decisions and to resolve all timely protest. At this time, all decisions by the Commission will be final and cannot be appealed further. Notification of the final decision on the appeal shall be made in writing to the applicant.

SECTION 7: OTHER REQUIREMENTS AND INFORMATION

To be eligible to apply for funding under this RFQ the applicant must meet the following criteria:

- Be in compliance and good standing with all local, county, state, and federal government entities including but not limited to the to the IRS, California Secretary of State-Business Programs and the Franchise Tax Board;
- Satisfactory performance on any contract(s) previously awarded by the Commission;

If selected for funding, Contractor will be required to

- Show proof of general liability and worker’s compensation insurance (if applicant has employees).
- Indemnify First 5 Contra Costa Children and Families Commission.

SECTION 8: RFQ SCHEDULE

Task	Date (Time)
Application Released	December 21, 2018
Deadline for RFQ to be Submitted	January 22, 2019 by 12:00 noon
Review Period	January 23 through 28, 2019
Appeal Deadline	February 5, 2019 by 12:00 noon or within 5 business days after the Notice of Intent to Fund has been posted
Contract Fully Executed/Work Begins	February 12, 2019
Contract Expected to be Completed	June 30, 2020



COVER SHEET /CHECKLIST (ATTACHMENT A)

ORGANIZATION/ LEGAL NAME:					
CONTACT PERSON:					
ADDRESS:					
CITY:		State:		Zip Code:	
PHONE:		Fax:		Email:	
Proposed Budget Amount:	\$				
Federal Tax Identification Number:					

A complete qualification/proposal has no more than **10 single-sided pages with 1.5 line spacing, 12pt font, and 8.5 x 11 inch paper with 1-inch margins plus any required Attachments** (Resumes and budget do not count toward the page count limitations) and additional information as listed below:

A.	<input type="checkbox"/>	Cover Letter/Checklist (ATTACHMENT A) – The cover letter must be signed by an individual authorized to bind the proposing organization.
B.	<input type="checkbox"/>	Budget (ATTACHMENT B)
C.	<input type="checkbox"/>	Resumes – for persons who will be the core team for this project.

Name:

Title:

AUTHORIZED SIGNATURE:

Date:

BUDGET (ATTACHMENT B)

The use of this format is not required, but all information must be included, if a different format is used.

The proposed budget should not exceed \$75,000. All costs should be reasonable and justified.

Task	Person or persons conducting this task	Est. number of hours	Month of completion
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Hourly Rates:

Name	Hourly Loaded Rate

Other Expenses (please explain)	

Total proposed budget	
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