Request for Qualifications #829

OECE Child Enrollment & Payment Data Systems Management

*Pre-Bidder’s Conference*

December 14, 2018
San Francisco’s Early Childhood Population

• 44,387 children under 5 (5.3% of total population)
• Diverse backgrounds, significantly more so than adult population
• Concentrations of very low income and very high income households
San Francisco’s Early Childhood Population

- 1 in 10 children citywide lives in poverty

- 92% participation rate in curriculum-based preschool or transitional k (vs 48% statewide)

- 67% of SFUSD Kindergartners demonstrate k readiness

- Disparate readiness among African-American, Latino, English Language Learners, children with special needs, homeless children, and children involved in the child protective system

- More than 3,255 subsidy eligible children on centralized eligibility list as of July 2018
OECE’s Mission

Leverages federal and state funding, aligns local resources, supports the early care and education workforce and increases capacity to build a high quality, affordable, data driven and streamlined early care and education system for children 0-5 and their families.

Goals:
- Align, coordinate, increase funding;
- Support and empower the workforce;
- Forge an effective early care and education system.
OECE Overview

• Created in 2013 by Mayor Edwin Lee
• $125M annual budget
• Staff of 15-20
• Director appointed by Mayor
• Back-office support (HR, IT, Contracts) provided by SF Human Services Agency
OECE Investments

• $90M to ECE programs to serve low-income or other priority populations

• 60 centers with 157 sites (including 3 Head Start grantee, Title 5 programs, and SFUSD) and 220 Family Child Care Homes (FCCs) in the OECE-funded network

• Among the FCCs: 55% Cantonese speakers and 18% Spanish speakers

• $17M for continuous quality improvement efforts, mostly managed by our partners at First 5 SF
OECE Systems Investments

- **Administer funding to ECE programs:** Children’s Council of SF and Wu Yee Children’s Services

- **SF’s 2 Resource & Referral agencies:** Children’s Council and Wu Yee

- **Case Management for Homeless Families:** Compass Family Services

- **Help Desk** that provides multi-lingual training and TA to OECE-funded ECE programs on required data systems and reporting: Children’s Council

- **Coordinate CQI**, including QRIS: First 5 SF

- **Provide CQI to FCCs:** Children’s Council and Wu Yee
OECE STRATEGIC FRAMEWORK

Citywide Plan for Early Care & Education
Endorsed Recommendations

- Birth-to-Five Approach
- Racial Equity and Diversity
- Quality Improvement
- Family Engagement
- Professional Development and Workforce
- Financing Models

Key Concepts

- Early Learning Scholarship
- Connections
  - Improving Family & Provider Experience

Initial System Improvement Strategies

1. Pay fairer rates to providers
2. Ensure continuity of care for families
3. Reduce redundant paperwork and reporting
4. Improve family outreach and matching system
Vision for Data System:

The data system will be a well-coordinated, integrated, and efficient system that allows families, programs, OECE, and its partners to use high quality, real-time data to promote favorable outcomes for children, age birth to five. The goal is not only to build an integrated data system, but to use it to inform decisions that support children and families in San Francisco.
RFQ 829

Seeking data system that can address the needs of OECE-funded ECE programs, its system partners, and its own needs.

Currently data lives in 5 different data systems managed independently of each other.

4 are managed by non-profit organizations who also use the data systems to manage contracts they receive directly from the state.
Schedule

Deadline for submission of written questions: Dec 18, 2018

Proposals due: Jan 28 @ 5pm

Review panel: Mid February

OECE will contact selected qualified proposers to participate in a secondary competitive process to select the final vendor(s): March 11

Secondary competitive process for select qualified proposers: March 19
Selection Process

Initial Competitive Process

- Review panel to evaluate proposals based on the criteria listed in Section IV. Proposals that score the minimum threshold for qualification will be included on the qualified list.

Secondary Competitive Process

- Qualified proposers will be invited to deliver multiple presentations to a variety of audiences. The presentations should include a summary of their expertise, data system’s features, a demo of the data system (or mock up), and time for questions and answers. Should be tailored to the respective audience.

- Audiences will include: Centers, Family Child Care Homes, IT professionals representing OECE and its system partners, and non-IT staff from OECE and its and systems partners

- Highest scoring proposer(s) will be awarded the contract
Minimum Qualifications

1) 2 years of experience providing similar services specified in this RFQ.

2) Respondent must be a current City & County of San Francisco certified vendor or express their intent to become a City vendor. If awarded, the respondent must become a City vendor within ten (10) days after notice of intent to award.
Scope Overview

**Required Features for System**

1. Users accounts with username & password and support
2. Data entry screens and functionality
3. Data synchronization, upload and integration
4. Export and reporting
5. General requirements
6. Project and system management

**Desired Features for System**

**Licensing and Maintenance**

**Customer Service & Technical Support**

**Custom Development and Project Management**
Required Features

1. Users accounts with username & password and support
   1.1 Creation of user accounts
   1.2 Assigning roles and permissions
   1.3 Customizing user interface
2. Data entry screens and functionality

2.1 Child and family information
2.2 Need and eligibility
2.3 Assessment information
2.4 Enrollment information
2.5 Staff/teacher information
2.6 Session and class information
2.7 Site and agency information
2.8 Attendance information
2.9 Case notes
Required Features

3. Data synchronization, upload & integration

3.1 Legacy

3.2 Data synchronization with California Early Care and Education Workforce

3.3 Data synchronization of enrollment data from OECE-funded central eligibility and waiting list

3.4 Data synchronization of continuous quality improvement and QRIS data from WELS

3.5 Data synchronization of other data
Required Features

4. Data export and reporting

4.1 Standard reports: 10 monthly extracts based on OECE requirements
4.2 Repository with monthly snapshot of production data
4.3 End user reports
4.4 End user formula-based fiscal reports
4.5 End user formula-based other reports
4.6 Reports related to state funding
4.7 Payment
Required Features

5. General requirements

  5.1 Meets security and privacy standards
  5.2 Unique IDs
  5.3 Flexibility to update values in drop down menus and formulas
  5.4 Notifications and alerts

6. Project and System Management

  6.1 User acceptance testing
  6.2 Training
Scope of Work

Desired Features for System

Licensing and Maintenance

Customer Service & Technical Support

Custom Development and Project Management
# Evaluation Criteria

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<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Points</th>
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<tbody>
<tr>
<td><strong>Organizational Experience</strong></td>
<td>15</td>
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<tr>
<td>- Organizational history and stability (3 points)</td>
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<tr>
<td>- Background &amp; experience working with govt agencies (2 points)</td>
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<tr>
<td>- Organization’s success working on similar projects (10 points)</td>
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<tr>
<td><strong>Organizational Capacity</strong></td>
<td>15</td>
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<td>- Respondent’s staffing plan (3 points)</td>
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<td>- Staff’s skills and abilities to maintain/develop and make ongoing modifications to a database that meets the requirements described in the scope (6 points)</td>
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<td>- Processes/procedures Respondent has in place to address missed requirements (3 points)</td>
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<tr>
<td>- Strategies Respondent has in place to address system performance issues in similar contracts (3 points)</td>
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<tr>
<td><strong>Data System</strong></td>
<td>55</td>
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<td>- Respondent’s ability to deliver the required database features.</td>
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<tr>
<td><strong>Fiscal Capacity</strong></td>
<td>15</td>
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<td>- Respondent’s budget is specific and reasonable</td>
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<tr>
<td><strong>Total Available Points</strong></td>
<td>100</td>
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Questions?