REQUEST FOR PROPOSAL

PROJECT: GRANT MANAGEMENT SYSTEM

The Authority is issuing this Request for Proposals for an online grant management system. This system will be used for public application, review, and post-award functions for outgoing grant money from the Santa Clara Valley Open Space Authority.

PROPOSALS DUE: FRIDAY, APRIL 2, 2021 by 5PM PACIFIC DAYLIGHT TIME

#RFP-2021-06
BACKGROUND & SCOPE OF WORK

PURPOSE OF REQUEST FOR PROPOSALS

The Santa Clara Valley Open Space Authority (“Authority”) is soliciting proposals for online grant management systems. This system will be used for public application, review, and post-award functions for outgoing grant money from the Santa Clara Valley Open Space Authority.

The Open Space Authority Urban Grant Program began in 2016 and has awarded 54 grants to date totaling approximately $3.8M. The agency averages about 20 - 40 active grants at any time and process 50 – 100 payments per year.

More information is available at https://www.openspaceauthority.org/community/urban-grant-programs.html.

BACKGROUND

The Authority is an independent special district created on February 1, 1993, by an act of the Legislature and is governed by a seven-member elected board of directors. The Authority serves a large portion of Santa Clara County by protecting sensitive lands, preserving natural communities, and managing open space. The Authority has preserved over 25,000 acres, which include three preserves with over 20 miles of trail. Activities on the preserves include hiking, cycling, horseback riding, and nature study.

OBJECTIVES

Specific objectives include:

- A robust, structured, and customizable management tool for grantmaking.
- A user-friendly interface for public applicants, including accessible customer service, and training for Authority users.
- An intuitive, modern, and straightforward system to organize grant applications, review, and perform post-award functions.

SCOPE OF WORK

The Authority is looking for a single vendor who can provide the licensing; support implementation, integration, and training; and provide ongoing support.

Desired functionality includes, but not limited to:

- Customer service is easily accessible, and applicants can easily get technical support and supplemental resources to learn about the program before using it
- Clear audit trail for applications, payments, etc.
Grant Application Phase Needs:
- Customizable grant application forms that allow collaborative submissions
- Ability to easily attach photos, letters of support, and budget in .jpg, .doc, .pdf, and .xls formats

Grant Review Phase Needs:
- Screening for tax-exempt status
- Exportable attachments, budget, questions into an easy-to-review document
- Ability to assign applications to reviewers
- Built-in and customizable scoring
- Ability to export scoring data into spreadsheet, charts, or graphs

Post-Award:
- Automated reminders for report deadlines, grant term, etc.,
- Ability to upload grant agreement documents and communicate between grantor and grantee
- Customizable dates for reporting and reimbursement requests per grantee
- Management of reimbursement requests
- Ability for grantees to track status of reimbursement requests, grant balance, etc.
- Tool for tracking grantee’s project goals and progress
REGISTRATION OF INTENT TO SUBMIT RESPONSE

Each vendor who plans to submit a proposal must register this intent with the Authority. This registration will allow the Authority to notify all vendors of any changes, questions, concerns and any other matters related to this request for information and proposals. The following registration information must be e-mailed to proposals@openspaceauthority.org with the Subject Line of ‘RFP-2021-06’:

1. Name of Business/Company
2. Address of Business/Company
3. Name of Contact at Business/Company
4. Telephone number of Contact at Business/Company
5. Email Address of Contact at Business/Company

Failure to register may result in disqualification and not being informed of changes, questions and concerns related to this request for information and proposals.

PREPARATION OF RESPONSES

All responses to the questions in the REQUIRED INFORMATION section must be answered fully and must be able to be substantiated by the vendor.

1. KEY DATES*

<table>
<thead>
<tr>
<th>Event</th>
<th>Tentative Date</th>
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</thead>
<tbody>
<tr>
<td>Request For Proposals Issuance</td>
<td>March 12, 2021</td>
</tr>
<tr>
<td>Vendor Questions Due</td>
<td>March 22, 2021</td>
</tr>
<tr>
<td>Responses to Vendor Questions Provided</td>
<td>March 26, 2021</td>
</tr>
<tr>
<td>Vendor Responses Due</td>
<td>April 2, 2021</td>
</tr>
<tr>
<td>Review of Submissions</td>
<td>April 2, 2021 – April 9, 2021</td>
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<tr>
<td>Notification of Vendor Demonstrations</td>
<td>April 12, 2021</td>
</tr>
<tr>
<td>Vendor Demonstrations (Proof of Capabilities)</td>
<td>Month of April</td>
</tr>
<tr>
<td>Award Bid</td>
<td>June 10, 2021</td>
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</tbody>
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* Dates subject to change
2. SUBMISSION OF RESPONSES

Proposals must be delivered by email (with attachments, if any) to the following email address: proposals@openspaceauthority.org, with the following language in the subject line of the email “Attention: RFP-2021-06 re: Grant Management Software”:

Proposals will be received only at the email address identified above. All proposals must be received by email by the Authority prior to 5:00 p.m. April 2, 2021. Proposals will not be accepted via fax, mail, or by courier. Late responses will not be considered.

A. Mail and facsimile responses will not be considered. Vendors shall have sole responsibility for delivery of responses on time and to the proper email address.

B. Response Format:
To facilitate the analysis of responses to this Request for Proposals, vendors are required to prepare their responses in accordance with the instructions outlined in this section. Each vendor is required to submit the responses in a sealed package. Vendors whose responses deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the Authority.

Responses should be prepared as simply as possible and provide a straightforward, concise description of the consultant’s capabilities to satisfy the requirements of this Request for Proposals. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. No page limit, however, responses should be comprehensive, succinct and direct. Font size should be no less than 11 points.

C. Note: Any deviation from the requirements listed below may result in the response being considered non-responsive, thus eliminating a vendor from further consideration.

D. The Authority cautions vendors to assure actual delivery of emailed responses directly to the address noted above by the established deadline. A response received by the Authority after the established deadline will not be considered.

RESPONSE FORMAT

1. EXECUTIVE SUMMARY (three page maximum)
This part of the response should be limited to a brief narrative highlighting the vendor’s response. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

2. REQUIRED INFORMATION
The vendor must include comprehensive answers to the questions in the Required Information section, which may include tables, charts, etc. Answers must be comprehensive and concise while providing enough detail that Authority staff will understand.

3. PRICING SCHEDULE
The vendor must include pricing for all proposed work solutions and include a breakdown of costs for licenses, installation, implementation, training, etc. Pricing schedule should clearly
indicate how cost is calculated (based on number of grant applications, number of grant awards, number of grant cycles, amount of awards, flat rate, etc.). Pricing schedule should also distinguish recurring and non-recurring costs.

4. CLIENT REFERENCES
Vendors should provide a list of at least three (3) local government agencies installations in California. Submit references for fully-completed installations to the extent possible or note the current status of partially-completed installations. List the “breadth” of the software solution and the version currently operating.

5. STATEMENT OF AGREEMENT WITH TERMS OF CONTRACT
The consultant must provide a statement that indicates agreement to the terms of the contract (Attachment 1) including an agreement to meet the insurance requirements.

6. ADDENDA
If revisions become necessary, the Authority will provide written addenda to all vendors who have registered as vendors for this Request for Proposals. All addenda issued by the Authority must be so noted on any responses that are submitted to the Authority.

REVIEW PROCESS
When reviewing proposals, the Authority may request interviews. The Authority may request vendors to provide “Proof of Capabilities” vendor demonstrations. These presentations provide an opportunity for the vendor to show how their system will provide the necessary functionality desired by the Authority. The Authority will schedule any such presentations or requests for additional information.

The Authority may request, following any vendor’s demonstration, that a follow up demonstration be granted. The purpose of this request is to allow further evaluation and possibly a hands-on “user experience” by staff. At the discretion of the Authority, access may be through remote access, through a dedicated personal computer, via Internet access, or another method to be determined.

E. SELECTION CRITERIA
Proposals will be evaluated by Authority Staff and a proposal may be recommended for approval by the Board of Directors. Proposals will be evaluated for completeness of response and quality of response; the extent to which the Bidder’s proposal fulfills the Authority’s stated requirements as set out in the RFP; proposed fees and rates; relevant experience of the vendor, and previous client satisfaction. In determining the most responsible and qualified proposal that best fits the need of the service contract, the Board of Directors may use the following criteria to evaluate submitted proposals:

1. Experience of the Bidder, including past performance of the firm on contracts of similar size and scope;
2. Experience and qualifications of personnel employed by the Bidder;
3. Demonstrated understanding of the scope of the service;
4. Best overall financial return to the Board of Directors on the contract; and,

A responsible Bidder who has demonstrated the attribute of trustworthiness, as well as quality, fitness, and experience to satisfactorily perform the work or provide the goods required. Staff may conduct interviews or product demonstrations as part of the selection process. The Board may reject all proposals.
F. ADDENDA
The Authority will post any addenda on the Authority’s website and notify properly registered vendors of such postings. Vendors shall be responsible for ensuring that all addenda are included in their responses.

G. REJECTION OF RESPONSES
The Authority may reject any proposal if:
   a. The vendor fails to register an intent to submit response, or if
   b. The vendor fails to respond to the RFP Required Information, or otherwise comply with the format and submission required set forth in this RFP, or
   c. The vendor misstates or conceals any material fact in the response.

The Authority may reject all nonconforming, non-responsive or conditional proposals, and may waive any minor informalities or irregularities in any proposal and at the Authority’s sole discretion.

H. VENDOR QUESTIONS
Any questions about this RFP shall be submitted in writing to proposals@openspaceauthority.org on or before March 22, 2021 5:00pm Pacific Time. The Authority will post written responses to questions and deliver same to registered vendors no later than March 26, 2021. Any addenda necessary as a result of questions or clarifications will be posted and delivered to all registered vendors no later than March 26, 2021. Responses may be posted incrementally as received.

I. PUBLIC RECORDS LAW
Pursuant to the California Public Records Act (California Government Code Section 6250 and following), public records are open to inspection at all times during the office hours of the Authority and every person has a right to inspect any public record or request copies of public records. All submitted responses are public records and are subject to public disclosure pursuant to the California Public Records Act.

J. ACCEPTANCE
Submission of any response indicates acceptance of the conditions contained in this Request for Proposals.

K. RESPONSE COSTS
Those submitting responses do so entirely at their own expense. The Authority will not be responsible for reimbursement to any individual or firm for any costs incurred in preparing or submitting responses, providing additional information when requested by the Authority, or for participating in any interviews or meetings.

L. NON-DISCRIMINATION
No person shall be excluded from participation in, denied any benefits or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, sexual orientation, age (over 40), military and veteran status of any person, or any other non-merit factor unrelated to job duties and protected by law.
REQUIRED INFORMATION

GENERAL
1. Are you a public or private company?
2. Provide a brief history of your company.
3. What is your primary business focus and core product?
4. Describe your target market.
5. For how many years has the system you are offering been released?
6. How many clients do you have that use the Grant Management service?
7. What is the average size of your customer’s grant making programs?
8. Describe the financial condition of your company and if there are any issues or threats that may put it in jeopardy? Is there any outstanding litigation or threat of litigation?

PRODUCT SPECIFIC
9. What browsers are compatible with your software?
10. What operating systems are required to run your software?
11. Provide a brief overview of your product offerings in the Grant Management space.
12. Describe the product, version and modules that you are recommending. Clearly indicate if any of the solutions are from 3rd party vendors.
13. If other vendor products are proposed, please indicate the purpose of the product and if the other vendor products will be integrated with or interfaced to the ‘prime’ vendor product.
14. If interfaced, please indicate if the interface currently exists and works, or if it will need to be built as part of this project.
15. Describe the history of the primary product(s) being proposed including whether these product(s) were internally developed, acquired in-whole or in-part, or something different.
16. What is the current version? What is the product update history? How frequently is the product updated?
17. How do you ensure the software is current with changes in grants and financial management?
18. Is your product a SaaS/Cloud based solution?
19. If yes, please describe how it would be hosted.
20. Please list your server locations that would be providing primary hosting services.
21. What enhancements are planned for your product over the next three years?
22. Please provide the hardware/software environment(s) for the solution, including operating system, database, etc.
23. Please describe your product licensing method(s).
24. Discuss end-of-life licensing option.
25. Describe the products data security and confidentiality.

IMPLEMENTATION & TRAINING
1. Do you use a standardized implementation model?
2. How do you test the business processes and load test the system?
3. What is a realistic timeline for implementation?
   a. Describe the recommended steps or phases for the complete implementation.
4. Describe the typical team structure and skill mix required to execute the proposed solution. Include both Authority and Vendor resource requirements.
5. Discuss your end-user training strategy and training plan. How do you incorporate new business processes in this plan?

6. Discuss any failed implementations (of a similar scope), when they occurred, the reason for the failure and the eventual outcome. A failed implementation may include a complete failure, missing key milestones in the project plan or a less than satisfactory implementation. What changes have you made in your implementation model to address this?

7. Discuss your most successful implementations (of a similar scope) and what were the key factors that made this implementation successful? How do you measure success?

8. Discuss your approach to legacy data conversion and data quality. Do you have specific experience with importing older documents created from a different Grant Management software?

9. Discuss your approach to safeguarding client data during data conversion and implementation.

**POST-INSTALLATION MAINTENANCE AND SUPPORT**

10. Provide a list of rates for support during business hours and after business hours.

11. What are the ways the Authority can contact the help desk?

12. What is not considered technical support?

13. Are upgrades included in the cost of support?
List of Attachments
Attachment A – Contract Template