

Participant Management Software
Request for Proposals
Questions & Responses

Question 1:

Can you provide an illustrative example of what is meant by “sub-program?”

Answer:

An example of a sub-program relationship is when a Grantee’s Program contracts with one or more 501(c)(3) organizations (Sub-Contracted Entities) to perform specific Services of the original contract. In such instances, the Grantee provides an oversight role and therefore requires access to all data entered by the Sub-Contracted Entity(ies). The JWB Grantee should have read-only access to the Sub-Contracted Entities’ data. When there is more than one Sub-Contracted Entity, the Grantee can view all data collected, however, separate Sub-Contracted Entities should not view one another’s data. Refer to Sub-program Example 1 in the attached Visio Diagram.

Another example of a sub-program relationship is when a Grantee’s Program contracts with one or more 501(c)(3) organizations (Sub-Contracted Entities) to perform a specific portion of Services in the original contract. In such instances, the Grantee provides Services, as well as functions in an oversight role. Therefore, the Grantee requires the ability to edit their own data while having read-only access to the Sub-Contracted Entities data access to all data entered by the Grantee as well as the Sub-Contracted Entity(ies). When there is more than one Sub-Contracted Entity, security should ensure the JWB Grantee can view all data collected, however, separate Sub-Contracted Entities should not view one another’s data. Refer to Sub-program Example 2 in the attached Visio Diagram.

Reporting for the Grantee’s program should combine all data for the Program and sub-programs together.

Question 2:

What is the 3rd party survey software that JWB owns and uses? Is that software in the cloud or installed on a JWB server?

Answer:

JWB uses WorldApp Key Survey. It is cloud-based, SAAS subscription. JWB currently holds 7 licenses.

Participant Management Software
Request for Proposals
Questions & Responses

Question 3:

Can you provide a specific example of a survey that is used in the system today (or has been previously been used)?

Answer:

See the attached example surveys for Home Observation Infant/Toddler, Future Goals and School-Based Health Clinics (SBHC).

Question 4:

It states that the Proposal Signature form must be signed in blue ink. The Adobe form has a sign that makes it both accessible and available for electronic signature. Is an electronic signature acceptable?

Answer:

An electronic signature is acceptable.

Question 5:

In Attachment 3, Special Terms and Conditions, in the paragraph on Data Security, does the Data Sec Program refer to a document that has been authored by JWB and if yes, can that information be made available? Or no, the Data Sec Program refers to a vendor authored and managed process/document?

Answer:

No, the Data Sec program is not a document authored by JWB. The Data Sec Program is defined in Attachment 3 – 2a as the vendors written data security policies and procedures.

Participant Management Software
Request for Proposals
Questions & Responses

Question 6:

In Attachment 3, Special Terms and Conditions under Security Testing and Audits. Our cloud storage partner is Amazon Web Services. As opposed to hiring a certified public accounting firm, will a SOC II Type report from Amazon Web Services fulfill this requirement?

Answer:

A SOC audit can only be performed by an independent CPA (Certified Public Accountant). SOC auditors are regulated by, and must adhere to specific professional standards established by, the AICPA, (American Institute of Certified Public Accountants). If you contract with another vendor as your cloud storage partner and they retain a CPA firm to perform the SOC 2 Type II audit, it is ok to provide that report to JWB and would not be necessary for your firm to hire a CPA to audit the same information.

Question 7:

In Attachment 3 in Service Levels at the top of page 45, there is a statement: “Any Service Availability Credits due under this **Error! Bookmark not defined.** will be applied as set forth in Schedule below.” Can you clarify what this means?

Answer:

Please see Addendum #1. The language has been corrected from “Error! Bookmark not defined” to “section”.

Question 8:

On page 44, it refers to “Schedule A – Service Availability Credits”.

- Can you clarify what Schedule A is (or where it is located)?
- Can you clarify/define what is meant by “service level credits”?

Answer:

The terms “Schedule” and “Schedule A” contained in Attachment 3 Section 3 refer to the schedules in Proposer’s Proposed Service Level Agreement. Section 3.7 of the RFP requests that Proposers must identify its: (a) response and resolution times to a Severity Level One Incident, Severity Level Two Incident, and Severity Level Three Incident as defined in the Special Terms and Conditions; (b) shortened (minimum 50% shorter) response and resolution times for the foregoing if an incident occurs

Participant Management Software
Request for Proposals
Questions & Responses

during the month of October (“Critical Period”); and (c) service level credits for failure to adhere to the foregoing and the Availability requirement as defined in the Special Terms and Conditions.

An example of “Service Level Credits” could be a particular dollar amount per hour per day that would be applied or provided to JWB costs if response or resolution times are not met within the specified critical period.

Question 9:

As an addendum to an earlier question on surveys, can you say about how many different surveys are facilitated through the current system on an annual basis?

Answer:

There were 44 distinct surveys used between 10/1/2018 and 9/30/2019 (FY19 was used to avoid any data oddities due to COVID). These 44 surveys were administered 3,681 times during the same time period.

Question 10:

I read in a document that the "needs and demands on the "system," (GEMS) have become progressively more complex." which has led to this and the grants management procurement process. Can you say more about those specific needs and demands were/are?

Did your research reveal that no one system on the market could manage both the financial/grants side and the participant side...or was that just a strategic decision to go with 2 separate systems?

Answer:

The GEMS system was custom built to meet JWB’s specifications for both grants management and participant management. A lot of customization occurred around attendance and performance outcomes that was individualized to meet specific Grantees needs which over time increased the complexity of the system. JWB staff met with the IT consulting group, Gartner and conducted market research and decided to purchase two separate, best of breed, commercial-off-the-shelf products for the grants management and participant management functions rather than integrating these two functions into one customized system.

Participant Management Software
Request for Proposals
Questions & Responses

Question 11:

Please confirm that the evaluation meeting will not be held remotely?

Answer:

That is correct.

Question 12:

Is the Attachment #1, Financial Viability Affidavit form mandatory? It is not listed in the checklist nor the "proposals must be assembled as listed below". Do we have another option...for example... are we able to have a CPA write a letter that addresses financial viability and provides financial information?

Answer:

No, this form is not required to be submitted. JWB's CFO will use the form to review your audited financial statements. The form is provided in the RFP so that you can see how your statements will be evaluated so that you can provide any comments, if needed, that gives context to the financial health of your company and the adequacy of your financial capacity to undertake this agreement, in your response to question E.3 in section 3.0 of the RFP. Any comments provided will be taken into consideration when calculating the final score of the Financial Viability Test.

Question 13:

For license pricing information is JWB considered a non-profit?

Answer:

No. JWB is a local government and a special taxing district.

Participant Management Software
Request for Proposals
Questions & Responses

Question 14:

Can you provide a specific example of a "service level credit"?

Answer:

A particular dollar amount per hour per day if response or resolution times are not met within the specified critical period.

Question 15:

What types of HIPAA fields are captured other than maybe SSN or Driver license info, medical info?

Answer:

We collect identifiable information. We do not collect driver's license information or medical information. The collection of social security number is dependent on the program, however, we recently decided to not collect social security numbers for the majority of programs.

All demographic fields were included in the Attachment titled Sample Documents, JWB Sample Demographic Report. JWB treats all participant identifiable information at the same level as HIPAA related data. In addition, JWB collects service data on participants such as pregnancy services, medication management, mental health counseling, etc. JWB does not collect driver's license information and only collects social security numbers on some of its participants.

Question 16:

Do customer reviews suffice as some of the references?

Answer:

No. Form 2, Customer References, is required to be completed.

Participant Management Software
Request for Proposals
Questions & Responses

Question 17:

I assume there will need to be some level of integration between the grants management system and participant management system. Assuming that is the case, will that be a shared responsibility between the two vendors?

Answer:

No, there is no integration required. These will be two completely standalone systems. The only thing that we require in Attachment 5 – Technical and Support Requirements is the ability to export all data to an FTP site so that JWB can upload the data into the JWB Data Warehouse.

Question 18:

Please confirm for the financial statements if it is D&B report OR audit of all financials for 2 years?

Answer:

Vendors can provide either the D&B Report or audited financial information for the past 2 completed fiscal years.

Question 19:

On page 14, Section 2.3, Background and Current Environment, on the table, “Number of unique site addresses where participants are served (note: participants that are served at the same physical address but are in different programs must NOT be seen in the system by the other program or counted in program reports)”, what is your current process for this situation? Does each program enter participant data independently of each other (each program will create their own record which could potentially be a duplicate for information like emergency contacts, demographics, etc.?)

Answer:

If there are multiple programs at one location the programs are separated in our system. If there is a participant who attends both programs, each program will enter the participant information, which will generate a unique identifier specific to that program. JWB is able to identify unique number of people served through our data warehouse, despite the potential for multiple identifiers.

Participant Management Software
Request for Proposals
Questions & Responses

Question 20:

The number of grantee user logins required (125) seems potentially a bit low considering 205 program delivery sites. Note that some staff or volunteers might only be involved with the grantee organization by tracking attendance using our mobile app, which also requires a license. Can you clarify?

Answer:

Many sites do not have direct data entry staff or do their own data entry. Additionally, not all sites have Wi-Fi and are therefore not always set up to track attendance through a mobile app. Sites will collect service information on paper, which is then given to a data person to enter it for multiple sites. Many of our child care sites are licensed and based off Pinellas County Licensing Board (PCLB) regulations paper attendance files are required.

Question 21:

What if we cannot get the actual SaaS Agreement attached to initial submission, can we provide proof of license costs...typically these are provided with intent to purchase after negotiation?

Answer:

At a minimum we are asking you to provide your standard template for your SAAS agreement. We are providing up to 5 extra points to those vendors who incorporate JWB's minimum terms & conditions into the Proposed Agreement and take no exceptions to JWB's special terms and conditions and also incorporates them into the Proposed Agreements.

Question 22:

Participants that are served at the same address but are in different programs, what specific data needs to be confidential, and what are the main concerns that you want to address in this area?

Answer:

All of the data is confidential. JWB's programs should not know what participants are in which programs outside of their own program. We do not have concerns over duplicate data.

Question 23:

Are there specific data fields from the JWB Data Quality Manual that are considered confidential?

Participant Management Software
Request for Proposals
Questions & Responses

Answer:

JWB considers all participant identification fields as confidential (Name, address, DOB, SSN, etc). We do not publish any individually identifiable information. We do provide aggregate information, but not based off an individual participant.

Question 24:

Do we need to provide a redacted version of financials of this if being published?

Answer:

See sections 1.17 and 1.18 of the RFP. In accordance with Section 119.071(1)(b), F.S., all Proposals submitted shall become public record. Section 1.18 of the RFP outlines how to respond if the Proposal includes materials which are deemed a trade secret, as defined by Section 812.081, F.S

Question 25:

Do Grantees have a need to track participation using ID cards and scanners?

Answer:

No, however, this could be seen as a benefit for some of the larger providers. However, it is important to note that not all sites have internet access or computer equipment available at participant locations.

Question 26:

Our time and attendance applications (Windows, iOS, Android) work regardless of being connected to the internet. Do you have the need for real-time attendance information at some or all Grantee sites?

Answer:

Real-time attendance would be beneficial, but is not required. Grantees are currently required to enter in attendance every two weeks.

Participant Management Software
Request for Proposals
Questions & Responses

Question 27:

TraxSolutions offers a fully integrated survey tool, that allows for anonymous responses, pre- and post-program analysis and longitudinal comparisons. Are you open to a new survey solution or are you requiring an integration with your existing survey solution?

Answer:

We are open to new survey solutions, as long as they allow for the collection of information from individual youth (under the age of 18) participants.

Question 28:

We are a privately-held corporation and we do not release our financial records. Since 1994, for over 26 years, nFocus Solutions has built, sold and supported software for the public sector. Since 2000 we have been providing mission critical software to the United States Department of Defense. The software, which is used by all 2.4 active duty, retired, National Guard and civilian employees, was developed and is owned by nFocus Solutions. The Department of Defense licenses our technology annually and has for the past 16 years.

In order to support mission critical efforts of our government, it is imperative that we maintain both financial and operational stability and are compliant with all Federal fiscal and contractual regulations.

Please confirm that this information will suffice in lieu of providing the financial records you are requesting.

Answer:

As stated in 3.2 E3 of the RFP, we would prefer to receive your audited financial information for the past two completed fiscal years, but if your organization's policy prohibits this, please provide information detailing your company's stability, including a Dunn & Bradstreet (D&B) report. Please also provide any comments that gives context to the financial health of your company and adequacy of financial capacity to undertake this Agreement.

Participant Management Software
Request for Proposals
Questions & Responses

Question 29:

On Attachment 5, Infrastructure tab, Item #11.

Can you elaborate more on how you would like the data uploaded to a JWB ftp site/data warehouse? And what data would you like to upload, is it just the fields in the sample data export document, or other data fields too? If possible please provide a list of fields if they are in addition to the fields in the sample data export.

Answer:

The nightly export that we currently receive goes beyond the fields that are showing in the sample data export. We are looking for a nightly upload of the entire database of all JWB related data.

The upload will be of all data. We currently receive data in a zipped Microsoft SQL Server database backup file that we receive nightly from Mosaic. It contains multiple programs and clients. We restore this to our SQL server and subsequent processes run to extract, transform, and load the data into our existing warehouse structures. This backup is essentially everything. All of JWBs data from GEMS. This is our preferred method, as it allows a good deal of flexibility.

A second option could be a direct connect to the vendor database with an automatic connection setup.