



CITY OF PHILADELPHIA

REQUEST FOR INFORMATION AND QUALIFICATIONS

Philadelphia's Out of School Time (OST) "System of Systems Building" Project

Issued by:

The Fund for Philadelphia

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The City of Philadelphia is seeking qualified firms such as Applications Service Providers with expertise in Out of School Time (OST) / Afterschool management information services -- to present information to representatives of the City. This RFIQ will not result in a contract to provide any services to the City. Further, a firm's response – or lack of response – to this RFIQ will not provide that entity with any advantage or disadvantage if there is a solicitation for services or software related to the OST project in the future.

I. Responding to the RFIQ

Please respond to this RFIQ no later than 5:00 PM EST Monday, January 21, 2013. Electronic responses sent by e-mail in a MS Word document are preferred. Responses may not exceed 10 pages (not including resumes or brochures) and must be submitted electronically to OSTProject@phila.gov. Please e-mail or call Tom Sheaffer (Thomas.Sheaffer@phila.gov / 215.686.5245) with any questions.

What We Seek

The vision for a Philadelphia out-of-school time information system (IS) is a part of the City's OST "System of Systems" Building Project.¹ The envisioned IS will accommodate the vast majority of the many and varied types of afterschool programs operating in the city and will do so while consistently earning high levels of satisfaction among its users.

- There will be built-in mechanisms to ensure accuracy and completeness in the data and all precautions will be in place to guarantee the confidentiality of client data.
- The envisioned IS will be easy for authorized users at multiple levels to gain secure access to enter data, view activity, and run multiple reports showing a range of information such as demographics of those being served, their attendance, activities, and outcomes, and to do so by varied grouping, e.g., by provider, by zip code, by system.
- Content will include provider personnel information, e.g., staff credentials, useful for designing professional development and advance individuals' careers and improve program quality.
- There will be a means for data integration that will minimize if not, preclude double-entry and permit an efficient, cost-effective, and secure means for data sharing (with the city's major school systems) in order for data matching so that youths' academic and school attendance could be assessed.
- The envisioned IS will recognize and be compatible with other information systems that will remain in use by providers and with the IS operated by the City for its largest afterschool program (PCAPS, see page 5).
- Of lesser significance than systems integration, the IS in a few instances, might have the capacity (available modules) for cost reimbursement contracting, accounting, and case management purposes that would not be addressed by PCAPS.

People at multiple locations and at varied levels throughout the array of Philadelphia afterschool programs will find the system helpful in carrying out their responsibilities.

¹ Details describing the Philadelphia OST Project are available on the Project's website: <http://www.sp2.upenn.edu/ostrc/phillyost/PhiladelphiaOST.html>.

- Providers will regularly make use of the IS for validating client and staff information and improving program quality.
- Compliance monitors will avail themselves to the content and to track information
- Coaches, Technical Assistants, and professional development personnel will utilize it to direct their work.
- Examining attendance and program outcomes will be a regular routine of providers' staff and administrators, systems-wide decision-makers, and a mix of funders.
- Those involved with citywide planning, budgeting and policy making will find it indispensable.
- Our local partner will be able to integrate relevant information to the city's Program Locator that they maintain (www.phillyasap.org).

In building the IS, the City will minimize, if not eliminate, the need for additional hardware, maintenance and periodic upgrade expenses. Because the City is likely to encourage and possibly require some IS users to absorb a portion of its annual costs, prospective vendors should be persuasive about the value of the extended IS that becomes available for use by providers, programs, and staff. Those benefits should exceed associated costs.

Municipal and nonprofit users of the IS will have a sophisticated capacity to produce comprehensive and meaningful information useful for analysis and coordination. Programs will have valuable data to help improve quality and together, providers and the City will be able to further the public will for afterschool programming and consequently, expand funding for services.

Details herein regarding the scale of the IS, in terms of numbers of slots, sites, program providers and data users as well as the different afterschool networks which are involved, give evidence to this project being an aggressive approach to building a citywide OST "system of systems." Regardless, we envision this approach being one accomplished via consensus-building and with an intent that all users will gain.

With this RFIQ, the City is exploring commercial products and vendors' creative thinking of what products and services they possess which would align with and embellish this vision. Respondents are encouraged to express their interest in being a major partner in our achieving this vision by addressing these queries in the most relevant fashion and by including additional information reflective of their professional experiences. Lastly, respondents are asked to cite examples of cities or multi-agency collaborations in which they are involved that are similar to the project described herein.

The City is exploring options for a data infrastructure that will support its building an "OST system of systems." One option would be to have an extended IS working in conjunction with its existing PCAPS system (see page 5). The City is seeking entities with an interest in helping us develop such an IS and which have the qualifications and experience necessary to do so. **Entities responding to this RFIQ should provide any information relevant to our proposed approach which may be helpful in our understanding their interests or differentiating their solution from those of other respondents.**

II. Background to the Project and the Existing Schema:

Philadelphia has been actively attempting to coordinate the variety of OST programs operating in the city by non-profit and educational organizations; some of these receive funding from the City while many others do not. The initial focus has been on programs operated by three city departments: the Department of Human Services (DHS) which contracts with non-profit organizations to deliver services and the Parks & Recreation Department (PP&R) and the Free Library of Philadelphia (FLP), both of whom have direct staff operating as service providers.

Department of Human Services (DHS):

A.) Through a \$25.5 million contract with an Administrative Entity (currently, the Public Health Management Corporation), there are nearly 200 different programs serving youth ages 5-18 that are operated by 75 providers. There currently are 8,241 slots every day during the school year; an anticipated 17,700 unique youth will be served this year. The majority of the programs are located in public schools with the remainder at private or charter schools, community sites and other settings. There is also another sub-contract with the After School Activities Partnership (ASAP) which manages various clubs at 516 school and community sites serving over 6,400 youth. All these programs describe in this section utilize the PCAPS information system. (See page 5.)

B.) Another DHS “system” of OST programs is one where the department contracts directly with 20 distinct community-based providers. These programs which serve annually serve 4,600 youth in 3,431 slots is known as “Positive Youth Development.” These providers do not currently use PCAPS (see page 5); rather they utilize another IS known as “CBPS,” but they are scheduled to transition to the System-Building Project’s IS effective July 2013.

Parks & Recreation Department (PP&R)

Afterschool programs exist at 79 of this Department’s physical locations. In total, there are 2,000 slots at those 79 locations, but only one-third enter their data in the aforementioned CBPS by completing hard copies, mailing them to a central location, and data entering to the web-based CPBS from that central location; no client data are automated for the balance. Effective July 2013, data for all youth participating at the 79 afterschool sites are scheduled to enter client data in the Project’s extended IS.

Free Library of Philadelphia (FLP)

The FLP operates a drop-in- program called “LEAP” at each of its 53 community library branches. As many as 150 teens supplement the librarian staff and are considered “OST participants” for data collection purposes; information pertaining to their participation is entered into CPBS. However, the youth “dropping-in” at the Libraries are not registered and consequently, no data records have been maintained for the estimated 70,000 youth annually served by LEAP. A pilot effort is about to start at one branch where Library staff will be collecting participating youth data by utilizing PCAPS (see page 5). Effective July 2013, all teens’ client data will transition to the OST System-Building Project’s IS. Dependent upon what is learned from the pilot, project staff will determine a time frame for doing the same for participating youth at all LEAP locations.

Further Data Integration

A second-level receiving attention is the 21st Century Community Learning Centers operating in the city. Of the 119 current 21CCLC sites (with a total 10,068 slots), many are operated by the same providers within the aforementioned DHS-OST system of contracted agencies. Rather than using a separate data base, several of them are attempting to utilize PCAPS to integrate data for their dually-enrolled clients with the purposes of avoiding double-entry and improving the collective capacity to perform evaluations.

A third-level of project attention are the many organizations which operate afterschool programs using non-city resources. While several such providers are among those included in the DHS-OST system of contracted agencies, e.g., the Boys & Girls Clubs -- some city-funded and some that are not -- there are many more programs that the Project envisions one day participating in a citywide effort which will include common outcome measurements, program assessments, and continuous quality improvement. Preliminary estimates suggest there is an aggregate capacity of at least 20,000 slots in this category, including such programs as CCDBG-funded School-Age Child Care, Archdiocesan and Charter afterschool sites, and faith-based programs. Additionally, there are the programs funded by the Philadelphia Youth Network, a component of our local Workforce Investment Board.

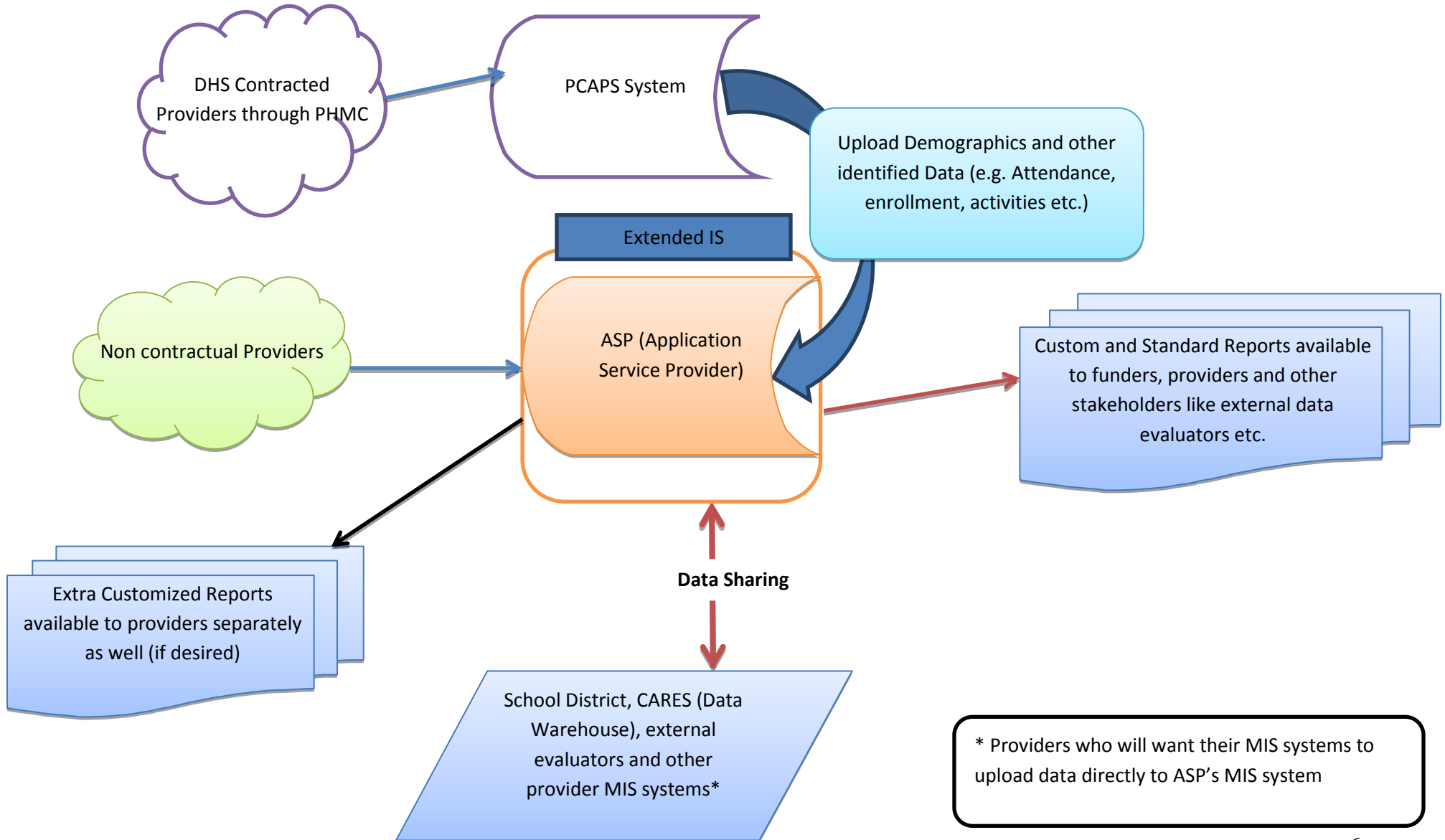
Providing further impetus to and support of the City's OST efforts is Philadelphia being named one of the nine cities chosen by The Wallace Foundation to participate in the Foundation's Afterschool Systems Building Initiative. The aim is to make high-quality after-school programs available to more children and teens by better coordinating the municipal agencies, schools, nonprofit youth programs and other institutions vital to providing these services. The project work focuses on utilizing reliable data and improving program quality.

A comprehensive information system – **PCAPS: “Provider Contract Attendance Performance System”** – has been in place since 2007 that collects data at the organizational, client and staff levels for those programs within the “DHS OST Project.” The system has a robust and powerful accounting structure including invoicing, budgetary information, and payment methodology. The attendance data self-generates provider invoices, key to the more than 70 performance-based contracts. PCAPS plays a pivotal role in enabling the DHS's Administrative Entity, the Public Health Management Corporation, to monitor and discharge their contractual obligations as related to contracts and grant management, program compliance, and technical assistance.

PCAPS will continue to play a central role in our data integration strategy as it permits regular reconciliation of the \$25 million devoted to its users. We expect the System-Building Project's IS to integrate seamlessly with PCAPS and be able to import demographic data and any other identified data set in order to produce comprehensive OST system-wide reports. The IS system will also be expected to upload specific data into a city data warehouse, known as CARES, which PCAPS currently does nightly. The diagram on the following page illustrates the City's expectations.

System-Building Project's IS

ASP model alongside PCAPS:



III. Information Requested²

General Information

Please provide the following information about your company:

- Vendor's legal name and address
- Date the company was established
- Description of corporate structure and ownership model
- Number of employees (FTE), total and the number of employees (FTE) in customer service and technical support

Please provide the following information about the software application(s) that you believe will best meet the City's OST needs:

- Name of software
- Overview of the application
- Scope of product's user base; please be specific in describing how you define "customers" and "users." For example: '# agencies in # cities, with approximately # users tracking more than # client / organizational records'
- List of current features/functionality; alternatively, include a pdf file of a sales brochure or technical manual
- Features/functionality under development (optional)

Functionality

Enrollment, attendance and participation

1. How does your application enroll and register youth in programs?
How does it allow program staff to track attendance? Will it print an attendance roster (report)?
 - a. Using a desktop or laptop computer?
 - b. Using a mobile device, such as a smart phone or tablet?
 - c. Using a card reader or scanner?
2. How does it allow program staff to track youth *participation* (in specific activities, classes or social services)?
3. What information (or data fields) does your software track out of the box and how flexible is it in allowing for any customized data fields?
4. Can staff affiliate youth with an Emergency Contact and with parents and/or siblings to form family units?

Agency, site and staff information

5. How does the software record organizational characteristics such as program quality, location, services, and languages spoken?
6. What, if any, information does the software allow programs to track on their staff, e.g., education, credentials and training completions?
7. Can the software associate staff with specific classes and program activities?
8. Can the software be used to publish an online (public) provider directory and if so, with what detail? How might it be integrated with our local directory: www.phillyasap.org?

² A document extensively used in developing these questions was the National Leagues of Cities' *Building Management Information Systems to Coordinate Citywide Afterschool Programs: A Toolkit for Cities*, 2012.

Reporting

9. Please describe your software's built-in reporting functionality, including compliance reporting and outcomes assessment.
10. How can local system administrators create new reports?
 - a. Can they modify existing reports to include information from new queries and tables?
 - b. How much control does your software allow over form design and layout?
11. Will your company create new reports upon request and would that involve extra costs?
12. Does your software integrate with a business intelligence application such as Crystal Reports or SPSS?
13. How are data shared in a multi-agency collaboration? In other words, can data be aggregated and shared across-the-board in a report?
14. Please describe any other advanced reporting features available, such as integration with other applications, or online dashboard/scorecards.
15. Are there any wait times for generating reports?

Integration with other data systems

16. Does your software provide an API or any other kind of interface to allow third-party applications to access data or extend the functionality of the software?
17. Can your software import / aggregate information from *other* management information systems like PCAPS? Please describe -
 - a. Flat file import of XLS, CSV, MDB, XML or other formats.
 - b. "Live" aggregation from other information systems or desktop clients. More generally, how can your software accommodate organizations that already use at least one MIS by allowing organizations to continue using their existing software and (i) transfer data into your MIS at the *provider* level or (ii) allow aggregation of youth activity and outcomes from multiple different databases at the *systems* level?
18. How can your software be configured to share information with external databases, such as student unit record systems managed by local education agencies? Please briefly describe -
 - a. Your company's experience negotiating the technical and legal challenges associated with sharing information with schools.
 - b. Your company's preferred strategies.
 - e. Any proprietary software bridges, application functionality, or development experience that you believe differentiates your product in the field
19. Will your system be able to resolve any synchronization issues when a record is updated in the PCAPS database or any other external database that it uploads data from?
20. What tools does your software provide to identify and remove duplicate client records?

Training and customer service

21. Please describe the type and extent of training included with initial system setup.
22. What training is available after this setup period? Please describe both the availability and any cost.
23. What customer service is available to customers?
24. Phone support (hours available), Live Chat / IM (hours available), E-mail support Online, user discussion forums, online knowledge base, others.

Survey / Assessments

25. Does the software support the administration of surveys and outcome assessments to youth participants?
26. Can it distribute surveys to non-participants, e.g., parents, teachers or instructors? Please describe.
27. Can program staff or administrators create custom surveys and assessments for use within the MI system?

Security and system specification

28. Please list your service availability guarantee and terms, if any, e.g., x% uptime.
29. What are the technical requirements that we should require from any vendor, pertaining to availability, reliability, security, technology standards, etc. and how does your software meet these?
30. Who has access to the data?
31. How are the data servers physically protected?
32. How is access to confidential information restricted?
33. What notification process do you have in place in case there is a breach?
34. Who are your Data Center partner(s), if applicable? If so, what kind of SLA does it or they have with you?
35. What kinds of certification(s) do you have for your data center? How are the audits conducted?

Miscellaneous

36. Please list any web browsers that are not supported by your software application including any dependencies on the underlying operating system.
37. Does your software have the capability to allow access and capture data over mobile devices such as tablets or smart phones?
38. How does your software support longitudinal data on youth, i.e. tracking and reporting student attendance, participation and outcomes over two or more years?
39. Please describe data hosting options, including the availability -- or non- availability -- of hosting by the customer, and any implications of this choice on cost and customer service.
40. What is your return policy, e.g., if the Service Level Agreement is not met?
41. Do you provide an exit strategy including retrieval of data upon termination of services?

Other potentially-desirable features:

Case management & referrals

42. Does the software include case management functionality, such as:
 - a. Individual youth service plans and milestones
 - b. Ability to record staff interactions and communication
43. How does the software facilitate referrals?
 - a. Of youth to organizations that use the MIS
 - b. Of youth to organizations or services that do not use the MIS

Grants and Contract Management

44. Does your application provide the functionality for soliciting and then receiving grant proposals electronically?

45. Does your application provide the functionality for tracking grant proposal evaluations by an internal or external review panel?
46. Does your application have the ability to track a grant work plan and progress toward grant outcomes?
47. Can your application manage communication with grantees, such as notifying them when a monthly report is due?
48. Can documents be scanned or otherwise electronically loaded into your application? How does this work?

Financial (from the perspectives of a direct service provider and a funding source administrator)

49. Does your company's MIS include a billing/financial package? Please briefly describe its functionality, including whether it can:
 - a. Track fees, payment, and billing history by participant
 - b. Generate invoices
 - c. Integrate with a payment gateway to process payments by credit card
 - d. Allow online registration and payment directly by parents and youth
 - e. Provide options for integrating with other accounting and billing software

Pricing model:

50. Please describe your pricing model as it relates to a project of this nature. Specifically please answer the following questions:
 - a. What services would be included in the initial set-up costs?
 - b. What costs would be considered fixed and which ones would be variable?
 - c. If some of the costs are highly variable, please briefly explain the major cost determinants.
 - d. What would be the pricing model that you would use to calculate the annual recurring fee for use of this software? (e.g., per user, per site, one license for unlimited users.)
 - e. Please describe how additional customization requests not included in the initial contract will be handled and what pricing model would be used to determine those customization costs.
 - f. How would the cost calculation change if modules (not currently thought of) were added down the line?
 - g. How would the cost calculation change if some sites opted to use card readers (e.g., swipe of RFID) to track attendance?

IV. Project Management and Best Practices

1. What steps do you take to ensure a successful implementation phase? For example, do you provide a project manager? Do you recommend bringing all grantees into the new system together, or a phased-in approach?
2. What resources do the local partners need to commit in order to make implementation a success? What person(s) are required, what skill sets are required, and how much of that person's time is needed?
3. What information do you need from the city partners to successfully manage the implementation phase?
4. Have you ever participated in sustainable professional development communities to teach staff and other users of the IS what the data mean and how to use the information?