

**Request for Proposals for
Apricot™ Programming Service Provider (RFP No. Apricot™ 2021)**

Alliance of Community Assistance Ministries, Inc. (ACAM) seeks professional programming services from a service provider proficient and highly skilled in the Apricot™ client case management program. Accordingly, ACAM hereby solicits proposals from qualified organizations.

RFP TIMELINE

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| Official Release Date: Friday, January 22, 2021 |
| Full RFP posted at: https://acamweb.org/funding-vendor-opportunities/ |
| RFP Questions Due by February 1, 2021 at 12PM CST |
| Please submit questions in writing to Susan Young at syoung@acamweb.org |
| Anticipated Release Date of ACAM answers to written questions received: February 3, 2021 at 5:00 PM CST |
| Proposals Due: February 5, 2021 at 12:00 PM CST |
| Anticipated Preliminary Award Announcements: February 12, 2021 |
| Website where addenda and answers to questions will be posted at https://acamweb.org/funding-vendor-opportunities/ |

**Responses to this request for proposals should be emailed to
Susan Young, Compliance & Reporting Specialist, ACAM, Inc. at:**

**syoung@ACAMweb.org
713-341-5336**

Late Proposals will NOT be accepted

If all or any portion of a response submitted is received late or is otherwise non-responsive due to equipment failure or operator error, the response or the applicable portion of the response will not be considered. In addition, ACAM is not liable for equipment failure or operator error. The timestamp on the recipient email will serve as the official time of submission. Early submissions are encouraged to avoid delivery issues. ACAM is not responsible for errors that may occur that prevent the timely arrival of proposals by email.

Alliance of Community Assistance Ministries, Inc (“ACAM”) hereby requests proposals from a qualified contractor to perform programming services for a one-year period, with the potential of being extended up to four additional years. Contracts may be renewed for subsequent time

Apricot™ Programming Services Request for Proposal (RFP)

periods by mutual written agreement not to exceed four (4) years. In addition, contractors may be selected to serve under multiple, concurrent, and/or intersecting projects based on the availability of funding. The one-year period begins March 1, 2021. Contractor will assist ACAM and its network partners in ongoing programming of Apricot™ client case management software. ACAM is a management support organization (MSO) that assists nonprofit organizations through high-impact collaboration, technical assistance and organizational development. ACAM is located in Harris County, Texas and is active throughout Harris/Fort Bend/Montgomery counties in Texas. ACAM has a challenging role with responsibilities to two sets of clients: the nonprofits to which they provide capacity building assistance and the funding community, which expects measurable results from its investment in these programs. ACAM and its network partners, other non-profit organizations in the greater Houston area, use Apricot™ to manage case management records and extract data for funding reports.

Confidentiality of Proposals

All proposals and information concerning same shall remain confidential until all negotiations are completed and the preliminary notice of award is issued. Therefore, any part of the application that is not considered confidential, privileged, or proprietary under any applicable Federal, State or local law shall be available for public inspection upon completion of the procurement process. Any material submitted by the Contractor that is to be considered as confidential must be clearly marked as such; however, the applicable provisions of Federal, State and local laws shall govern the confidentiality of proposals despite anything contrary to this provision stated in the application. A payment schedule will be negotiated with the selected contractor. ACAM reserves the right to offer a contract award greater or less than the amount requested in the proposal.

Assistance – ACAM will not provide assistance to any respondent in the preparation of a proposal, but will entertain **questions** through **Monday, February 1, 2021 at 12:00 p.m.** solely for the purpose of clarification of any instruction contained in this request. Please direct questions to Susan Young, Compliance & Reporting Specialist, at syoung@acamweb.org or 713-341-5336. E-mail is the preferred format. Questions will not be accepted thereafter.

Proposals will include:

- a cover letter signed by a person authorized to enter into contracts on behalf of the company
- Statement of Qualifications (see detail below)
- Client list (see detail below)
- 3 references including names and contact information (see detail below)
- 2 examples of a Scope of Work performed for previous clients (see detail below)
- An all-inclusive hourly rate for service(s) (see detail below)

Respondents shall not exceed 4 pages, single spaced, using Times New Roman and 12-point font, excluding any attachments such as résumés.

1. Statement of Qualifications

A competent contractor will possess extensive programming experience in Apricot™ client case management software. Please include a description of the business including

Apricot™ Programming Services Request for Proposal (RFP)

the date the business started, previous names of the business, current total number of employees/subcontractors, any special accommodations/services that could be provided and other relevant information. Proposals must include a client list, types of programming developed or created, and résumés or biographies of all employees/subcontractors who might provide services under the winning contract. Proposals must include a list of at least 3 references including a name and contact information for each one. Proposals should discuss how work would be assigned to team members and how absences due to illness or incapacity would be covered without (or with minimal) disruption to work performance, for example, a back-up plan. Proposals should describe direct experience with Apricot™ including working with systems that others have created and modified. If the respondent is a registered Historically Underutilized Business or a certified Woman-Owned Small Business, the respondent is welcome to describe this and provide appropriate documentation of registration or certification.

Respondents should understand that ACAM operates as an alliance of separate social service organizations. Each organization owns their own Apricot™ account. In light of this fact, a successful contractor will have experience in relationship management, understanding related but varied needs represented by the participating organizations. A contractor who can work towards uniform data collection among agencies with separate but similar Apricot™ accounts would serve this alliance well. A successful contractor will have the ability to coordinate among different participants to achieve shared goals. In addition, a successful contractor will be able to respond to time-sensitive opportunities that the alliance pursues. Proposals should address these skills and capacities in detail.

2. Scope of Work

ACAM and its partners have used Apricot™ in a variety of programs and projects including employment, housing stability, financial capacity building and financial coaching. In addition, Apricot™ has provided essential data for reporting to funders on the outcomes achieved by clients and organizations. Proposers must provide 2 examples from current or past clients where the scope of work included discovery, new content building, custom reporting and project management services.

3. Proposed Cost of Services

The proposal must include an hourly rate for services such as discovery, new content building, custom reporting and project management. ACAM will not use lowest cost as the sole basis for selecting the best bid for this contract. Proposals should identify an hourly rate which is all-inclusive. Reimbursement for travel, mileage, supplies/materials or other incidentals will not be paid by ACAM and should not be included in a proposal.

ACAM will verify that any respondent selected is not restricted from participation in government contracts through <https://www.sam.gov> and through <https://ourcpa.cpa.state.tx.us/coa/Index.html>. Debarred or suspended respondents from the State of Texas and/or Federal government shall not be procured. Please provide the business' EIN.

Apricot™ Programming Services Request for Proposal (RFP)

Evaluation, Negotiation, and Selection

- **Evaluation:** A designated committee evaluates each proposal in confidence and according to the description in this RFP. Points will be assigned for stated evaluation factors. A cost analysis will be conducted, and qualitative technical factors will be evaluated that include but are not limited to:
 - Appropriateness, thoroughness, quality of the proposal
 - Provider experience and/or demonstrated knowledge
 - Demonstrated successful past performance
 - Quality of proposed staffing
- **Negotiation:**
 - Negotiations may be undertaken with respondents to achieve the best and final offers
 - All negotiation procedures will be documented
- **Selection:**
 - Contracts will be awarded to responsible organizations whose proposals are most advantageous to ACAM. Selection of a successful contractor will be at the sole discretion of ACAM. If a contract is awarded, it will be awarded to the responsible firm(s) or individual(s) whose qualifications, price and other factors are deemed most advantageous to ACAM. Additionally, ACAM shall have the right to reject any and all proposals at its discretion and to negotiate portions thereof.
 - All respondents will be notified of ACAM's selection by email.

Grievance Procedure for Respondent Organizations to ACAM's RFP No. Apricot™ 2021

Purpose

The purpose of the grievance procedure is to settle any grievance between a respondent and Alliance of Community Assistance Ministries, Inc. (ACAM), as quickly as possible to assure an efficient and fair procurement.

Eligibility

A grievance may be filed by any respondent that claims it has been adversely affected by:

1. The score assigned by the Proposal Review Team.
2. Improper application of Alliance of Community Assistance Ministries, Inc. procedures.

Procedure for Filing Respondent Grievances

The following steps must be followed in the order given. Time limits shall begin on the first working day after the applicable occurrence, filing, appeal, response or recommendation. Working days shall not include weekends or national holidays.

Step 1

Apricot™ Programming Services Request for Proposal (RFP)

To be considered, a grievance must be filed in writing with ACAM within 24 hours of contract award announcement on **February 12, 2021**. This written grievance should be sent to Susan Young, Compliance & Reporting Specialist at syoung@acamweb.org. ACAM has forty-eight (48) hours from receipt of the grievance form to respond to and resolve the grievance.

Step 2

If the respondent is not satisfied with the proposed resolution the respondent has twenty-four (24) hours to file an appeal with the ACAM Grievance Committee.

The Grievance Committee has forty-eight (48) hours to investigate, talk with the grievant and respond in writing using the official form.

General Provisions

1. The Grievance Forms provided by the Compliance & Reporting Specialist should be used in pursuing a resolution of the grievance.
2. The respondent may represent itself or be represented by a chosen representative when presenting the grievance.

**Note: Grievance Forms attached to the back of this RFP.*

NOTE: Any other attachments will not be reviewed as part of the proposal.



Apricot™ Programming Services Request for Proposal (RFP)

GRIEVANCE PROCEDURE FOR ACAM– Respondent/Proposer Organization

Grievance Form

Respondent Organization: _____

Respondent Representative: _____

Job Title: _____

Organization's Address: _____

Organization's Phone Number: _____

We have discussed this complaint with the Compliance & Reporting Specialist and received his/her verbal answer on (date)_____. Because this answer is unacceptable to us, we wish to file a formal grievance.

Nature of grievance. Explain how your organization was unfairly treated including names and dates. (Use additional pages if needed.)

Apricot™ Programming Services Request for Proposal (RFP)

A just and fair solution of our grievance is:

We understand that if we wish to further appeal our complaint, we have twenty-four (24) hours from response to submit a grievance form to the next level of appeal. Grievances not appealed timely are considered settled at the previous level.

Date

Signature



Apricot™ Programming Services Request for Proposal (RFP)

GRIEVANCE PROCEDURE FOR ACAM - Proposer/Respondent Organization Grievance Form Response from ACAM's Grievance Committee

Respondent Organization: _____

Respondent Representative: _____

ACAM's Grievance Committee Response to Respondent Organization's Complaint:

Grievances not appealed timely are considered settled at the previous level.

Date

Signature