

Request for Proposal (RFP)

RFP Title: ND State-Wide Data Management System

Issued By: Community Action Partnership of North Dakota

RFP Issued Date: Monday May 5, 2025

Proposal Due Date: Thursday June 5, 2025, 4:30PM CST

1. Introduction and Background

The Community Services Block Grant (CSBG) is a federally funded block grant program administered by the Office of Community Services (OCS) under the US Department Health and Human Services. In the State of North Dakota, CSBG funds are allocated to the Community Action Partnership of North Dakota (CAPND), the statewide association, and North Dakota's seven Community Action Agencies (CAAs) to deliver services vital in combating the causes and conditions of poverty.

To effectively administer the Community Services Block Grant and meet the reporting requirements set by the OCS, the North Dakota Community Action network requires a state-wide data management system uniquely suited to CSBG and adaptable to the unique needs of the CAAs.

1.1 Key Dates

Event Description	Date	Time (Central Time)
RFP Release Date	May 5, 2025	
Closing Date for Questions	May 15, 2025	4:30pm
Response to Questions Returned	May 22, 2025	4:30pm
RFP Submission Due Date	June 5, 2025	4:30pm
Oral Presentations/Interviews	June/July 2025	TBD
Tentative Award Date	August 2025	NA
Tentative Work Begins Date	October 2025	NA

2. Purpose and Scope of the Project

The purpose of this RFP is to solicit proposals from qualified vendors to provide a new single statewide database solution to improve the management of our programs, services, and client information at our seven Community Action Agencies. The selected database system will help streamline our operations, enhance reporting capabilities, improve data security, and facilitate collaboration with our various agencies.

The goal of this project is to implement a scalable and efficient database system that meets the following objectives:

- Centralize and manage client and program data in a secure, user-friendly platform.
- Improve efficiency in data entry, reporting, and management of program outcomes.
- Provide reporting tools to meet regulatory requirements and funding agency needs.
- Ensure seamless integration with existing systems and third-party applications.
- Offer flexibility to scale and evolve with future needs and technological advancements.

A successful RFP proposal for CSBG client services, data reporting, and management system should include at minimum:

- Initial implementation, training, and technical support for CAPND, CAAs, and other applicable parties.
- Ongoing direct and on-call technical assistance for platform configuration changes or adjustments, forms development, diagnostics, and user training completed in group and individual sessions.
- Implement the OCS Annual Reporting taxonomy throughout the platform to mirror ROMA, the Annual Report, and the National Performance Indicators.

2.1 Phased Implementation

The goal of this project is to provide CAAs with a comprehensive case management and data reporting system to meet the requirements set forth in the CSBG. The completed CSBG state-wide data management system will need to satisfy all the Agency's goals and expectations. The scope of the Project should be considered in three phases.

Phase One: Partial Implementation

In this phase, the vendor will work with CAPND, select CAA Staff, and other appropriate entities to initially implement and use the data management system. During Phase One, the vendor will support CAPND and the CAAs with data migration/transference. In addition, the vendor will provide orientation, individualized and group training and support, and maintenance of the data management system to the initial selected group of staff.

The vendor will also provide assistance with outcome mapping, federal and state reporting, and system troubleshooting. In addition, the vendor will be responsible for routine updates,

assessing areas to improve the data management system, and implementing updates and adaptations to the system.

Phase Two: Full Implementation

In Phase Two, the vendor will provide orientation, training, and ongoing support for CAPND, all CAA staff, and other appropriate entities to successfully implement and use the data management system across all CAAs.

During Phase Two the vendor will provide orientation, individualized and group training and support to all staff, and maintenance of the data management system. The vendor will be responsible for routine updates, monitoring federal and state regulations for data management and reporting, assessing areas to improve the data management system, and implementing updates and adaptations to the system.

Phase Two should be completed no later than September 15, 2026.

Phase Three: Maintenance

Phase Three will start at the completion of Phase Two and will end when the contract expires or is terminated.

During this phase, ongoing technical support and training should be provided to relevant parties. The vendor will be responsible for routine updates, monitoring federal and state regulations for data management and reporting, assessing areas to improve the data management system, and implementing updates and adaptations to the system. If applicable, the vendor will support CAPND and the CAAs with data migration/transference when requested.

3. General Requirements

The new database system should meet the following minimum requirements:

3.1 Functional Requirements

- **CSBG Familiarity:** The proposer must be familiar with CSBG, and the data management system must support CSBG grant requirements and National Performance Indicator (NPI) mapping.
- **Data management:** Support for creating, editing, tracking, and reporting on client information, program participation, and outcomes.
- **Reporting:** Built-in reporting tools that allow for creation of the Community Services Block Grant (CSBG) Annual Report, CSBG Organizational Standards, custom report generation, etc.

- **User Management:** Role-based access control to ensure appropriate access for different users in several different locations.
- **Data Security:** Compliance with all applicable privacy laws (e.g., HIPAA, GDPR) and robust security protocols for data protection, including encryption and secure backups.
- **Integration:** Ability to integrate with existing systems (e.g., accounting, case management, or other third-party tools).
- **Customization:** The ability to customize forms, fields, and workflows to suit specific organizational needs.

3.2 Usability

- The system should be intuitive and easy to use for staff with varying technical skill levels.
- The interface should be responsive, providing access across multiple devices (mobile, desktop).
- Training materials and user documentation should be provided.

3.3 Support and Maintenance

- Ongoing technical support and customer service should be available, with clear escalation paths.
- A comprehensive maintenance plan, including software updates and security patches.
- Vendor-provided user training for initial and ongoing staff onboarding.

3.4 Data Migration and Transference

- Efficiently and effectively transfer data from current platform in use to the new data management platform.
- Assist with the cleaning and deduplication of transferred data.
- If the contract with the proposer expires or is terminated, the proposer will facilitate a data transfer with a new vendor.

3.6 Security and Data Integrity

- Compliance with relevant privacy and security standards.

- Secure user authentication, data encryption, and regular backup options.
- Clear procedures for data recovery and redundancy in case of system failure.

3.7 Cost and Budget

- Clear breakdown of all costs, including implementation, licensing, training, and ongoing maintenance.
- Any additional costs for system customization or integration with existing tools.

3.8 Timeline

- Proposed timeline for implementation, including milestones for setup, testing, and training.
- Expected time for full deployment and transition from existing systems.

4. Vendor Qualifications

To be considered for this project, vendors must demonstrate the following qualifications:

- Proven experience providing database solutions to similar organizations or industries.
- A track record of successful project implementation, including references and case studies.
- An understanding of the nonprofit sector and regulatory compliance requirements.
- Strong customer support and service capabilities.

5. Submission Guidelines

Interested vendors should submit the following documents:

1. A detailed proposal that addresses all the requirements outlined in this RFP.
2. A project timeline with key milestones.
3. A cost proposal with a breakdown of all associated costs (e.g., licensing, implementation, maintenance).
4. Relevant company qualifications, experience, and case studies or references from similar organizations.
5. Information on ongoing support and maintenance services, including availability and response times.

6. Any additional recommendations or value-added services the vendor believes would enhance the system.

Proposal Submission Instructions:

- Proposals must be submitted by email to faithm@capnd.org no later than 4:30pm CST on Thursday June 5, 2025. Please include State-Wide Data Management System RFP in the subject line
- Late submissions will not be considered.
- All inquiries about this RFP should be directed to Faith Marthe at faithm@capnd.org or 701-232-2452 Ext 136

6. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Functionality & Features (30%):** Does the proposal meet the functional needs of our organization?
- **Usability & User Experience (20%):** How user-friendly and intuitive is the proposed system?
- **Data Security & Privacy (15%):** Does the system comply with industry standards for data security and privacy?
- **Cost & Total Ownership (15%):** Is the cost of the solution justified by its features and long-term value?
- **Vendor Support & Training (10%):** Quality and availability of ongoing support and training resources.
- **Implementation & Timeline (5%):** How quickly can the system be implemented and operational?
- **Reputation & References (5%):** Vendor's track record and reputation for successful project completion.

7. Vendor Selection Process

All proposals will be reviewed by the Community Action Partnership of North Dakota evaluation committee. Shortlisted vendors will be invited for a presentation and Q&A session. A final decision will be made based on the evaluation criteria outlined above.

8. Terms and Conditions

- The Community Action Partnership of North Dakota reserves the right to reject any and all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the Network to do so.
- All submitted proposals will become the property of the Community Action Partnership of North Dakota.
- The selected vendor will be required to agree to and execute a formal contract with the Community Action Partnership of North Dakota, including the terms for implementation, training, and ongoing support.

9. Contact Information

For questions or additional information regarding this RFP, please contact:

Faith Marthe
Outreach & Technology Director
faithm@capnd.org
701-232-2452 Ext. 136

We look forward to receiving your proposal and collaborating on this exciting project.