

**Request for Proposal (RFP)**

**Fiscal and HR Software**

For Breakthrough Charter Schools

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# Introduction

This document presents a format for the **Request for Proposal (RFP)** concerning a Fiscal and Human Resources software solution for Breakthrough Charter Schools.

The RFP serves three main purposes:

1. Providing specific technical, business, and financial information about Breakthrough specific requirements to aid completion of vendor proposal, demo and final selection of a solution provider.
2. Ensuring a well-conceived, successfully delivered, and financially viable project.
3. Evaluating the proposed solution, project management and solution delivery; pricing/cost/investment expectations for summer 2015 project deployment.

**NOTE! RFP Expectation:** Our expectation is that your RFP response will demonstrate a .8 level of confidence in scope, deployment, and cost. That is, we do not expect more than a 20% deviation in the RFP response to a final negotiated agreement.

This RFP is issued by Breakthrough Charter Schools Department of Technology. Point of contact for this RFP shall be:

Fiona Fernando

FFernando@breakthroughschools.org

Please email the contact above stating that you plan on responding to the RFP and wish to be place on the distribution list. No oral interpretation of clarification will be made to any firm or individuals as to the meaning of the RFP document. Requests for clarification or interpretation shall be made in writing (email acceptable) to Fiona Fernando on or before 1:00PM on February 13, 2015. Breakthrough will respond in writing to all clarification requests to all parties sent the RFP or who requested to be placed on the distribution list.

The ideal solution will incorporate both Fiscal and HR solutions. However, Breakthrough does not wish to discourage vendors who can only offer one solution. Please, respond to the sections that apply. **Proposals will be evaluated equally and not marked down for lacking a Fiscal or HR piece as long as it offers integration options.**

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# Anticipated Procurement Schedule (UPDATED 03/05/2015)

|  |  |  |  |
| --- | --- | --- | --- |
| **Event** | **Date** | **HCMS Extended Time Line** | **Fiscal Extended Time Line** |
| Breakthrough Issues RFP | February 2, 2015 |  |  |
| Deadline for Written Questions | February 13, 2015 | March 11, 2015 |  |
| Breakthrough Responds to Questions | February 18, 2015 | March 13, 2015 |  |
| Deadline for Submitted Proposals | February 23, 2015 | March 23, 2015 | March 9, 2015 |
| Review of Proposals | February 27, 2015 | March 27, 2015 | March 13, 2015 |
| Selection of Finalists | March 2, 2015 | April 3, 2015 | March 20, 2015 |
| Demonstrations and Site Visits | March 9 - 20, 2015 | April 6-10, 2015 | March 23 – 27, 2015 |
| Contract Negotiation and Final Selection Process | March 16 – 27, 2015 | April 13-17, 2015 | March 30- April 3, 2015 |
| Implementation – Kick Off | March 30, 2015 | April 20, 2015 | April 6, 2015 |
| Implementation & training completion | June 1, 2015 | July 30, 2015 | June 30, 2015 |

# Background (Updated 02/16/2015)

Breakthrough Charter Schools (BCS) is a Charter Management Organization (CMO) located in Cleveland, Ohio. BCS manages a highly rated network of free, non-profit public charter schools including Citizens Academy, e-Prep Schools and Intergenerational Schools. The three distinct models are comprised of 10 schools with an enrollment of 3,100 students. Breakthrough is opening their 11th school in August of 2015 with the goal of reaching 19 schools and 6,200 students in 2020. The organization’s structure consists of 14 separate 501 C(3)s which are run as one network.

**General Systems Requirements**

Breakthrough Charter Schools is soliciting proposals for software solutions to support its human resource and financial operations. The Proposer may offer a solution for **one or both** functions.

Breakthrough also requires an open standard–based system that enables use of commonly available and familiar office and desktop tools (including the “Microsoft Office Suite”) to ease data access and industry standards-based exchange with common PC-based software and other applications.

Breakthrough seeks a SaaS, hosted or web based solution that could be accessed from any school location and user’s home. Server based solutions will not be considered.

BCS seeks to receive proposals for qualified software vendors to purchase a comprehensive human capital management solution including a Performance Evaluation application with a productive, modern, comprehensive suite of highly integrated software modules that will enable Breakthrough to make informed strategic human capital decisions. The HR focus is on **Talent Management**, this includes the following human capital decisions.

* Performance Evaluation and Management
* Total Compensation
* Employee Demographics
* On-Boarding
* Benefits Administration
* Position Management
* Recruitment
* Employee Self-Service
* FMLA and Other Leaves of Absence
* Retirement/ Separation
* Professional Development Tracking
* Time and Attendance.

Breakthrough also seeks proposals for a financial package that will allow easy financial management of its school entities, Friends of Breakthrough (fundraising organization) and Breakthrough Charter Schools (administrative offices.) The system must support:

* Both Cash and Accrual Based Accounting
* Ability to Manage Multiple Entities Under One Network
* Sophisticated Coding
* Budgeting
* Forecasting
* Reporting Tools
* Automated Payables Process Including Requisition Approval, Invoice Coding and Utilities.

BCS currently uses QuickBooks for fiscal management and ADP for payroll processing.

This solicitation is specifically seeking a fully developed suite of application software which is demonstrable and currently in use in comparable educational settings. That is, there should be a minimal amount of software development and customization required to meet these specifications. If solution, does not include both Fiscal and HR capabilities, it should include an API or other methods of integrating with 3rd party software. For Example:

* Data, such as employee demographics, should only be entered once and synced between systems.
* A performance based raise, should be awarded in the HR system and carried over to Fiscal for payroll and budgeting.

# Structure of RFP

**IMPORTANT! READ THIS NOW! Save and name your responses as follows:**

Breakthrough\_Fiscal\_HR\_RFP\_(*insert your company name here\_Date*.) Please do the same with the Requirements Excel and email to [FFernando@breakthroughschools.org](mailto:FFernando@breakthroughschools.org) by February 23, 2015 no later than 1:00 PM EST.

Several narrative questions are contained in this document. Please try to keep your answers concise and use screen shots where appropriate. Answers should be provided in line with the questions in this document.

Tab One of the Appendix A - Requirements Excel includes instructions on its completion. Please indicate if you are able to meet each requirement listed in Appendix A. Vendors are expected to return both the **word (this document) and excel (Appendix A)** document by the date listed above. Failure to answer any section in its entirety may result in elimination from the vendor selection process.

# Vendor Requirements

| **Question** | **Response** |
| --- | --- |
| Vendor name  Parent company |  |
| Vendor address |  |
| Name of person responsible for the information contained in this RFP |  |
| Telephone number  Fax number  Email address  Web page |  |
| Vendor location:  Corporate office  Local offices  Other office |  |
| Give details of your business continuity arrangements |  |
| Have you ever been issued a finding for recovery by the Auditor of the State of Ohio? (Yes or No) |  |
| Describe any third party alliances/relationships if they will be involved in this project |  |

Q5.1 Provide an organizational history and overview including:

Years in business

Total Number of Installs

Total Number of Employees

Private or Public Company

Q5.2 List up to 5 education customers and modules/software components in use. Provide contact name, address, phone and years of software use.

Q5.3 Provide overview of products and services that vendor is proposing.

Q5.4 Are you responding to the Fiscal, HR or both parts of the RFP?

Q5.5 If you are only responding to Fiscal or HR, please describe how you integrate with other solutions and list any specific software you have successfully integrated with in the past fiscal year in an educational setting.

Q5.6 How many educational organizations have implemented your solution in the past fiscal year?

# Human Resources (Updated 02/16/2015)

Breakthrough recognizes that people are their most important asset. BCS is implementing a people management solution in order to drive talent development and retain the best performers. The desired people management solution should offer the following benefits:

* Greater alignment between individual and organizational strategies and objectives
* Higher employee motivation with consistent, relevant measures of employee performance and potential and clear links between performance, potential, and rewards
* Increased abilities to identify, slot, and develop future leaders; to identify and close performance and skill gaps; and to proactively plan for future growth
* Reduced business risk through effective tracking of critical roles and succession plans
* Lower costs with streamlined business processes for performance reviews and compensation management
* Tighter connections between learning and HR investments and their desired impact on performance, including talent acquisition efforts

Breakthrough Charter Schools currently maintains seven different performance evaluation calculators. There are different calculators for teachers, school leaders, support team/ops, instructional assistants and across the different school models. The school leader and managers complete excel sheets with rubric score, student growth measures and goal sheet. Most staff members currently have a folder on a shared drive with backup evidence for their raw scores. This data is then used by the Human Capital Team to create a summative rating that is the same scale over all evaluation calculators. The summative rating directly ties into compensation.

The data gathered on the performance evaluation calculators serves to inform each staff member’s performance and growth as well as broader human capital improvements. Regarding staff member’s performance and growth, this data informs the feedback they receive, the professional development they access, their compensation, and their career growth opportunities. Broadly, this data informs on-going refinements of our evaluation structures in order to better capture performance and inform the growth needs (e.g. improvements to a particular student growth measure, clarification in a particular portion of the rubric, etc.), the supports available for staff (e.g. professional development opportunities), the development of an internal talent pipeline for leadership roles, and refines talent acquisition efforts (e.g. if many of our top performers come from 3 universities, we would want to strengthen our recruiting relationship with those 3 universities).

Q6.1 Please describe how your solution could accommodate this complex and diverse evaluation structure, and allow the use of the data to drive broad decisions as well as individual performance-based consequences.

Q6.2 Evaluation data must be reported to the state for OTES and OPES via eTPES. It must be reported to the federal government for TIF funding via reporting performance and its corresponding compensation and payroll documentation. Please describe how your solution accommodates this requirement.

Q6.3 Breakthrough wishes to easily view evaluation data over time to guide decisions about hiring, promotion and professional development. For example, identifying top performers in the organization for a given year. Another example is to further examine the trajectory of consistently high performers versus staff members who rapidly improved over the course of a few years. Please describe the reports available in your solution to meet these requirements.

Q6.4 Breakthrough wishes to enter all raw data. Reports should be available at the summative level with drill down capabilities to the raw data level. Please describe how your solution accommodates this requirement.

Q6.5 Breakthrough currently uses ADP for payroll, Bloomboard for teacher observations, and Applitrack/HireVue for Recruitment. Do you have integration experience with these products? Please describe integration and automation level.

# Fiscal

Fiscal is seeking a full featured and consolidated financial software solution appropriate for a $40M non-profit educational organization. Each school is its own entity with its own tax ID. Breakthrough faces the monthly challenge of rolling up each entity into one network wide report for budgeting and planning. They must also be able to create complete sets of fiscal statements and accurate financial reports at the school level, including funds and expenses at the network level that are being distributed across the entities. This is currently time consuming process.

Q7.1 Please describe in detail how your solution could automate the roll up and drill down of reports such as budgeting reports, P&L and General Ledger to increase fiscal efficiency.

Fiscal is seeking a cloud based purchasing solution that would allow each school to submit purchase requests and backup documentation for approval. The system should have flexible approval levels that can be created and modified by Breakthrough. Once the request is approved, the system should match the Invoice to PO for payment. The system should include partial pay, blocked payments and full payment options. There should be exception handling and a way to designate invoices that do not require approval, such as utilities or matching PO.

Q7.2 Does your solution include a payables workflow process? Please describe its features, configurability and limitations.

Q7.3 Does your system support both cash and accrual reporting? Please describe.

Q7.4 Fiscal requests an integrated budgeting tool. If a school leader is requesting a purchase that would put them over budget, they should be alerted at the time of the request. The alert should include if they are over in a specific GL category and be configured by Breakthrough. Please describe how your solution can accommodate this requirement.

Q7.5 Does your solution incorporate digital signatures? Please describe the solution. Does it involve a hardware requirement such as a TOPAZ signature pad or IPAD? Does the signature lock or validate the document or it is simply an image stamp of a signature?

# Pricing

Q8.1 Describe pricing model. Is it based on software license, number of users, transactions or data stored?

Q8.2 Describe any service levels associated with hosted solutions.

Q8.3 Describe any additional fees for training, installation or configuration.

Q8.4 Describe any maintenance or support fees.

Q8.5 Describe upgrade release schedule and any associated fees.

Q8.6 Describe any fees associated with on-site travel and include number of anticipated trips.

Q8.7 Using the information in this document and assuming 8-10 concurrent users from a pool of 50 possible users, please provide your best estimate of first year costs and ongoing annual expenses. Estimates should include professional services for implementation, configuration and training. Estimates should also include any maintenance or support fees.

# Training

Q9.1 What training is available for end users?

Q9.2 What training is available for technical staff?

Q9.3 Describe any web based or remote training classes available.

Q9.4 Describe any user support groups or conferences available.

Q9.5 What level of training would you recommend for technical staff? Describe education plan.

Q9.6 What is your training model? Onsite, virtual, train the trainer?

# Data Conversion/ Migration Services

Q10.1 Breakthrough currently uses QuickBooks for its fiscal operations. Please describe how GL Code, forecasting, budgeting and vendor data could be converted into your solution.

Q10.2 Some budgets are currently contained in Excel format. Please explain how that could be imported into your solution.

Q10.3 HR Performance Evaluation scores, payroll data and other information is currently stored in excel format. Please explain how that could be imported into your solution.

Q10.4 Please describe any fees associated with data conversion and frequency to upload new data sets such a new vendors or hires

Q10.5 Please describe general time frame to migrate and verify data. What is the level of automation of the process?

# Project Management

Q11.1 What project management implementation methodologies will be used?

Q11.2 Describe the roles and responsibilities of the individuals the vendor will assign to the project. For each role, describe the typical experience and education requirements for that roll.

Q11.3 What roles and responsibilities are required of Breakthrough Schools during implementation?

Q11.4 Provide a sample project plan.

Q11.5 Describe how you will be able to meet the timeline in section 2 of this document.

Q11.6 Describe all documentation that will be provided to Breakthrough as a part of this implementation.

Q11.7 Describe number of Breakthrough resources necessary for ongoing maintenance of the system.

# Technical Support

Q12.1 How many support centers do you operate and where are they located?

Q12.2 What hours is Technical Support available?–24hr support, support if in different time zones, outsourced support (India call centers etc…)

Q12.3 Describe any Service Level Agreements and escalation points.

Q12.4 Describe issue tracking and resolution methods.

Q12.5 Describe the on-site time provided during implementation.

Q12.6 What forms of maintenance/ongoing support do you offer (e-mail, phone, chat)?

Q12.7 What vendor security measures are taken to protect private information? Please address:

* Physical Security
* Firewalls
* Vulnerability Threat Assessment
* Communication Protocols
* Virus Scanning
* Data Encryption
* Intrusion Detection

Q12.8 Describe ability to perform under normal, day-to-day use, concurrent users (@ 10-12), and upgrade periods. What is defined as an acceptable response time of the software to user mouse click?

Q12.9 Please list any guarantees or information about expected uptime availability.

Q12.10 Please list Client-side hardware and software requirements (processing, memory, ie versions, etc.)

# process requirements

Q13.1 Vendors are to provide narrative and/or visual input as to features, functions, and capabilities that vendors believe add value, create a competitive advantage, or provide performance enhancements beyond the requirements outlined in this RFP.

Q13.2 Describe what differentiates you from your key competitors.

Q13.3 Please provide any supporting workflow mapping for each functional module.

# Liabilities of Breakthrough Charter Schools

This RFP is **only** a Request for Proposal about potential products/services and **no** contractual obligation on behalf of Breakthrough Charter Schools whatsoever shall arise from the RFP process.

This RFP **does not** commit Breakthrough Charter Schools to pay any cost incurred in the preparation or submission of any response to the RFP, or other costs directly or indirectly associated with this RFP.

This RFP **does not**, in any way, bind or commit Breakthrough Charter Schools to participate in contract development or implement any proposed solution.

# Confidentiality & RFP Ownership

This RFP is both confidential and proprietary to Breakthrough Charter Schools. We reserve the right to recall the RFP in its entirety or in part. Vendors cannot and agree that they will not duplicate, distribute or otherwise disseminate or make available this document or the information contained in it without the express written consent of Breakthrough Charter Schools.

Vendors shall not include or reference this RFP in any publicity without prior written approval from the Breakthrough Charter Schools. Vendors must accept all of the foregoing terms and conditions without exception. All responses to the RFP will become the property of Breakthrough Charter Schools, and will not be returned.

# legal requirements

**Legal Disclaimer –** Breakthrough is seeking information to assist in developing a Human Resources and Fiscal Solution. Breakthrough has issued this Request for Proposal (RFP) solely to obtain information to assist on an administrative and consultative decision-making level.

This document is provided as reference information only. The information contained reflects facts and circumstances as of its published date. This RFP is not a complete cataloging of requirements and Breakthrough makes no representation, warranty or guarantee as to, and shall not be responsible for, the accuracy, completeness, or pertinence of this document. Breakthrough shall not be responsible for any interpretations thereof or conclusions drawn there-from.

# evaluation and selection criteria

Breakthrough will use the following evaluation criteria to determine a Go/No-go decision on the project in general and with any one vendor, in particular.

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Score** | **Notes** |
| Purpose and Scope of Project |  |  |
| Completeness of proposed solution |  |  |
| Proposed Solution to Scope of Services/Deliverables |  |  |
|  |  |  |
| **Methodology** |  |  |
| Description of Methodology |  |  |
| Detail Task Description |  |  |
| Description of Positions and Relationships |  |  |
| Role of Breakthrough |  |  |
| Assessment Plan |  |  |
|  |  |  |
| **Project Management** |  |  |
| Project Organization Structure, Control and Reporting |  |  |
| Project Interface with Breakthrough |  |  |
| Risk Management |  |  |
|  |  |  |
| **Qualifications & Experience** |  |  |
| This includes Project Personnel, Customer References, Contract Performance, Subcontractors, Conflict of Interest. |  |  |
|  |  |  |
| **Pricing** |  |  |
| Total Cost and Proposed Payment Schedule and Projections |  |  |
|  |  |  |