



Request for Proposals

Salesforce Development and Technical Assistance

THE OPPORTUNITY

FirstPic, Inc., a certified small business entity located in Gambrills, Maryland, is accepting proposals for Salesforce Development and Technical Assistance. The contract is to provide software development and integration with existing platforms, as well as providing technical assistance as required. The contract will be a service contract to provide assistance over a 1-year period with an option to extend the contract for 2 years at the agreement of both parties. Contract will be funded with grant funds and will be subject to the contract requirements specified in 2 CFR 200 *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, including the requirements of Appendix II.

FirstPic, Inc. uses a Salesforce Solution as a grants management tool for several clients. The solution (called ORS) tracks the life-cycle of the grant including application acceptance, award, financial management, training, reporting and closeout for approximately eight (8) different programs. Contract requirements for this effort include maintaining and updating existing end to end Salesforce solutions using customization and configuration; developing highly interactive User Interface; automating business processes; implementing Salesforce solutions; and proactively engaging in continuous improvement efforts, while ensuring that technical, risk, and other standards and requirements are met.

PROJECT INFORMATION

Successful proposers will clearly define their staff's ability to:

- Work with the existing contractor to successfully transfer management ORS no later than July 10, 2021;
- Analyze complex systems and troubleshoot/isolate system issues;
- Understand requirements for business users and translate into design specifications in context of Salesforce platform, Salesforce products, and licensing models;
- Work under deadlines and handle multiple detail-oriented tasks with a thorough understanding of application development, project lifecycles, and methodologies;
- Apply knowledge of Salesforce development and customizations with APEX, Visual Force, Lightning Web Components, API, Force.com, and Workflows;
- Understand Salesforce administration, release management and deployment, as well as management of Salesforce.com sandboxes;
- Design and execute Salesforce.com configuration changes, leveraging the Salesforce interface to sync with internal tracking systems;

- Design the data model, user interface, business logic, and security for custom applications;
- Develop API integrations including building custom Apex REST APIs;
- Provide recommendations on quality improvements to the existing Salesforce solutions;
- Respond to requests for updates to existing solutions;
- Work with FirstPic staff to build a basic understanding of Salesforce to allow staff to make minor changes;
- Provide other related services as needed.

FEE STRUCTURE AND PAYMENT

The pricing structure should include proposed hourly rates for each level of experience, or proposer may use a blended hourly rate to account for the differences in experience required for each project. Proposer may also propose a retainer fee structure, however if proposing a retainer fee structure, it must also include a narrative clearly describing the included services. Project payment will be based upon each requested project defined by FirstPic, Inc. and agreed to by the Contractor. Contractor will submit invoices monthly detailing the work performed and current status of any open projects.

The Contractor shall be paid for services as defined in each request. Payments will be made within 30 days of receipt of complete invoice.

PROPOSALS TO INCLUDE:

Proposals should be no more than five (5) pages and should include the following sections:

- Description of the organization or individual
- Names, titles and job descriptions of key personnel
- Staffing structure
- How the skills and offerings of the contractor align with the requirements of this RFP
- Prior experience that aligns to the RFP requirements
- Proposed Fee Structure

EVALUATION OF PROPOSALS

Proposals will be evaluated by weighing experience, capacity and price equally. Five additional points will be given to a small, minority or woman-owned business.

PROPOSAL DEADLINE

Proposals are due no later than June 22, 2021 by 5:00 PM

Proposals shall be submitted by email to:

Jill Tracy
jtracy@firstpic.org

Contact information for questions/clarifications:

Jill Tracy
jtracy@firstpic.org

ADDITIONAL INFORMATION

FirstPic, Inc. will evaluate all proposals against the evaluation factors set forth above and select the most qualified proposer and will rank the proposals in numerical order based on the aggregate of the evaluation factors. Once proposals are ranked, FirstPic, Inc. may, at their discretion, interview the top ranked proposers to clarify and discuss the submitted proposals. FirstPic, Inc. at their discretion, may add all responders into a qualified pool and issue contracts to more than one proposer. **FirstPic, Inc. reserves the right to reject any or all proposals.**