



**SACRAMENTO
STEPS FORWARD**

**NOTICE of INVITATION TO BID
ITB NO. 202502001PR**

Sacramento Steps Forward (SSF) is a 501(c)(3) nonprofit that partners with local, state, and federal agencies and receives state and federal funding to support programs to accomplish our shared goal of resolving homelessness. We focus on strengthening our community's response to homelessness by utilizing data and analytics to drive system-level changes, prioritize racial equity, and enhance access to services. SSF works to prevent and end homelessness through our six core services:

1. **Lead Community-Wide Planning and Engagement** – As the Continuum of Care (CoC) agency for our region, we guide initiatives, coordinate resources, and foster collaborative partnerships to strengthen our community's response to homelessness.
2. **Increase Capacity & Knowledge** – We notify providers and the community of capacity-building resources and develop and maintain provider training and curriculums.
3. **Manage Funding & Compliance** – We identify and apply for state and federal funding, and track, evaluate, and monitor fund use and compliance.
4. **Collect, Process, & Share Data** – We administer the Homeless Management Information System (HMIS) for Sacramento County and develop and share data to inform new initiatives and program improvement.
5. **Facilitate Access to Shelter, Housing, & Services** – We collaborate with, integrate, and support housing and shelter programs in the Coordinated Access System (CAS), and manage client referrals to participating providers.
6. **Improve Equity, Fairness, Efficiency, & Effectiveness** – We evaluate and encourage racial equity, inform system standards supporting those experiencing homelessness, and evaluate the inclusivity of the client experience.

NOTICE IS HEREBY GIVEN that sealed proposals with bid price submittal will be received by Sacramento Steps Forward Procurement Team (SSF), for furnishing all services and materials as necessary to provide a mobile software solution in support of Transition Aged Youth (TAY) as provided in the Invitation to Bid (ITB) documents in strict accordance with the specifications on file at the office of Sacramento Steps Forward at 2150 River Parkway Suite 385, Sacramento, CA 95833. SSF is committed to



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offering accessible and equitable procurement. Should a bidder need help accessing available information about this opportunity, contact SSF using the information below.

LOCATION OF THE WORK: Sacramento Steps Forward's office is in Sacramento, California. Work may be done remotely but must be accessible at the SSF location.

DESCRIPTION OF WORK: The work to be performed shall include, but not be limited to:

- An off the shelf software solution in support of a mobile application for TAY (Transitional Age Youth) and service providers. Software, mobile application and web development, testing, support, and maintenance, at a minimum, in Appendix A

Background:

Sacramento Steps Forward was given Youth Homelessness Demonstration Project (YHDP) funding. This grant was awarded by HUD to help address youth homelessness in our community. Our project is aimed at serving Transitional Age Youth (TAY). TAY are young people between the ages of 18 to 24 who are currently experiencing homeless or at risk of experiencing homelessness in the immediate future. We are taking an innovative approach by developing a mobile phone application for TAY to easily connect to resources and support.

We are seeking software services, specifically an off-the-shelf mobile phone application that will be adapted to our community's needs. This project is a collaboration of multiple partners and agencies including 211 Sacramento, the Youth Action Board, and Sacramento Steps Forward. Users of the mobile phone application will be TAY in the Sacramento CoC region and homeless service providers.

INVITATION TO BID SUBMISSION REQUIREMENTS

Please provide a detailed work plan, including a timeline, as to the software solutions. The response must include a sample of work and/or a portfolio. Examples of API integrations are encouraged. The plan should address the two phases outlined below and include detailed associated costs:



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Phase I: Software, web and mobile app development, Testing, Training, and Launch

- A. Use an off the shelf solution and adapt it to the needs of the Sacramento CoC region for TAY users
- B. Develop webpage for the Sacramento 211 website
- C. Conduct mobile app testing
- D. Complete app training with all project partners including training on backend and admin panels.
- E. Support with the app launch, as needed.

Phase II: On-going App Maintenance and Quality Improvement

- A. Conduct ongoing maintenance and support for app as needed for a year from the launch date including:
 - a. Routine bug fixes completed based on priority of the issue:
 - i. High priority: fixed within hours on the same day
 - ii. Medium priority: fixed within the same week
 - iii. Low priority: fix time will be set on a case-by-case basis
 - b. Maintain an app uptime requirement of 99.999%
 - c. Create and maintain a security solution which protects security and privacy of information collected
- B. Implement any tools and/or AI integrations to assist with quality improvement.

COSTS SUBMISSION

Include detailed costs for each of the areas being proposed. Details must include:

- Fixed rates for the following:
 - Base fees for software adaptation, mobile app, and web development.
 - Licensing fees
 - Branding fees
 - Application and database hosting fees
 - Application testing
 - Tools for continuous quality improvement
- Fixed or hourly rates for the following:
 - Ongoing maintenance and support as needed for a year from the launch date
 - Updates as needed for a year from the launch date



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DELIVERABLES AND TIMELINE: The deliverables and timeline requirements are below. SSF reserves the right to adjust prior to execution of contract with the Awardee:

Phase I: software adaptation from May 30, 2025 to August 15, 2025 with an application launch date of September 26, 2025. Anticipated activities:

- A. Software adaptation work from May 30, 2025 to August 15, 2025 with weekly updates being provided to the SSF Project Team.
- B. Mobile Application testing from August 15, 2025 to August 29, 2025.
- C. Partner training from September 2, 2025 to September 19, 2025.
Please specify the type of training being provided (online, in-person, etc.)
- D. The mobile application will launch effective September 26, 2025.

CONTRACTOR BUSINESS REQUIREMENTS: Contractor must be registered to do business with the Secretary of State's Office in both California and Home state and in good standing. Contractor must be in compliance with all laws, regulations, codes and requirements to operate the business in all 50 states.

Contractor must provide a Unique Entity Identification number from SAM.gov.

DEBARRED CONTRACTORS: The regulations at 2 CFR Part 180 restrict awards, subawards and contracts with certain parties that are debarred, suspended, or otherwise excluded from, or ineligible for participation in federal assisted program, project, or activities. Contractors that have been debarred and are listed on the federal Systems for Awards Management found at SAM.gov, will not be eligible to participate.

BEST AND FINAL OFFER (BAFO): SSF reserves the right to invite top bidders to negotiate a BAFO. Bidders are cautioned to propose their best possible offer at the outset of the original proposal process, as there is no guarantee that any bidder will be allowed an opportunity to submit a BAFO through negotiation. The BAFO process will be provided to any Bidder invited to negotiate for a Best and Final Offer.

WARD OF CONTRACT: The award of the Contract, **if it is awarded**, will be to the Bidder whose bid complies with all the requirements prescribed and receives the highest score. SSF reserves the right, after opening bids, to reject any or all bids, to waive any informality in a bid, to make awards in the interest of SSF, and to reject all other bids. SSF intends to award a Service-level Contract for a term of up to 2 years with an annual review of services and costs. Upon mutual agreement, the Contract may be amended.



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AWARD APPEAL: Within two business days from the Award Decision Notification a Bidder may appeal the decision. The Bidder must submit their intent to appeal via email to the RFP Coordinator. SSF will only consider appeals for the following reason(s):

- Disputes regarding compliance with RFP requirements.

Bidders appealing the decision will have 7 business days from receiving confirmation from SSF to submit their justification for the appeal. Within 3 business days from receipt of appeal justification, the RFP Coordinator will provide a final decision to the Bidder.

MINORITY AND WOMEN OWNED BUSINESS: As applicable, Bidders will document status as a Minority Business Enterprise (MBE), a Women-owned Business Enterprise (WBE) or a non-MBE/WBE business. Sacramento Steps Forward encourages the participation of MBE and WBE businesses to the greatest extent feasible in CoC- funded activities in accordance with Executive Order 11625 and Executive Order 12138.

CONFLICT OF INTEREST: A conflict of interest (COI) may occur when an individual or organization is unable, or appears to be unable, to be impartial in conducting their responsibilities to SSF or exercise undue influence. This also includes situations that create, or may create, a real or apparent conflict. The contractor selected may not solicit organization employees, collaborative partners, or clients to purchase goods or services of any kind for non-scope of work purposes, or to make contributions to any organizations or in support of any causes.

LABOR REGULATIONS: The Contractor shall comply with all applicable requirements of the California Labor Code and Sacramento City and County of Sacramento Municipal Code, and the labor codes applicable to where the work is performed.

BONDING REQUIREMENTS: The Contractor shall comply with any and all Bonding requirements as applicable. Federal grant funds used for the services are subject to 2 CFR 200.326.

INVITATION TO BID ADMINISTRATION/QUESTIONS: All questions related to this ITB prior to opening bids shall be prepared in writing and transmitted to the attention of Procurements@sacstepsforward.org.

All questions must be submitted to Procurements@sacstepsforward.org by close of business on April 11, 2025 Please include the ITB#, vendor name along with the submitted question. Responses will be sent to all vendors without reference to the vendor who asked the question.

No inquiries will be accepted later than two (2) business days prior to the bid opening date as this would not allow time to respond to all plan holders. No phone inquiries will be accepted.

TIMELINE:

Invitation to Bid Solicitation	March 27, 2025
Bidder Questions Due	April 11, 2025
Sacramento Steps Forward provides Answers to Submitted Questions	April 18, 2025
Bids Due to Sacramento Steps Forward	April 30, 2025
Notice of Award or BAFO option	May 19, 2025

Published: Website Link <https://sacramentostepsforward.org/funding-opportunities/>

Date: March 27, 2025



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Attachment A

General. Please explain how your services provide solutions for the following software needs:

Mobile app adaptation:

1. Adapting an off the shelf solution for a mobile phone application with the following features and specifications:
 - An up-to-date guide of resources available in our community, which would sync with 211 Sacramento's existing database through an API integration
 - Search feature with refinement options- by keyword, filter, geolocation, and zip code
 - A "Favorites" list so users can save resources for easy access
 - Push notifications so we can highlight community events, program updates, etc.
 - Community calendar
 - Educational and crisis resource pages
 - Button to open a phone call with 211- "Call a 211 TAY Specialist"
 - Integration with a 211 text short code and a button to text 211- "Text a 211 TAY Specialist"
 - Available on various phone operating systems, Android and iOS at minimum
 - Accessibility options including language translation, dark mode, video/sound options for hearing impaired
 - Feedback form for users to submit feedback to admin
 - Varying level of users with role-based permissions for users to access custom fields and view rights

Web development and design:

1. Develop webpage on Sacramento 211 website

Software development:

1. API integration between the app and 211's resource database.

Testing, training, maintenance, and ongoing support for a year from the launch date:

1. Full app testing
2. Partner training including how to use all backend or admin features
3. Analytics features
4. Implementation of any tools or AI integrations to assist in quality improvement
5. Deployment of the app in the Apple, Google, and any additional app stores
6. Systems email setup and access
7. Routine iOS and Android platform upgrades
8. Routine required security updates
9. Routine bug fixes



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Attachment B